

**RFP 20-1311
BUSINESS PROPOSAL
ATTACHMENT E**

Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

Business Proposal

2.3.1 General (optional) - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

LTC Language Solutions (LTC) has been connecting agencies, businesses, and organizations to the worldwide conversation since 1993. LTC provides customized interpretation, translation, language training, and cross-cultural training programs for a variety of needs and situations. Our services are as diverse as our clients: LTC has worked with over 1,000 organizations around the world and has provided services in Africa, Asia, Australia, Europe, North America, and South America. A few of LTC's current and past government language services clients include the following:

- State of Indiana
- State of Delaware
- Federal Bureau of Investigation
- U.S. Department of the Navy
- U.S. Department of the Army
- Department of Homeland Security
- Department of Veterans Affairs

Our mission is to help clients bridge linguistic and cultural barriers through comprehensive, quality language services. LTC assists our clients in determining how best to overcome these barriers both within their own teams as well as with their clients and communities. This results in improved performance, greater efficiency, and strengthened team relations. To do this, LTC offers the most appropriate services to meet each client's specific needs.

2.3.2 Respondent's Company Structure - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

LTC is structured as an S-Corporation, headquartered in Indiana. We provide language services, including interpretation, translation, and language training to a wide array of corporate and government clients. Our government clients range from municipalities to the federal government.

Please see our Certificate of Authority (Attachment 2.3.2a) and our Organizational Chart

(Attachment 2.3.2b) attached.

- 2.3.3 Company Financial Information** - This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include: most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.

Please see our 2017-2019 income statements (Attachment 2.3.3a) and balance sheets (Attachment 2.3.3b) attached.

While LTC does not have an official audit conducted, LTC's accountant, Mark Kane, CPA at Petrow, Vincent, & Kane, P.C., conducts an unofficial audit and prepares financial statements on an annual basis. These financial statements are included for 2017-2019, as mentioned above.

- 2.3.4 Integrity of Company Structure and Financial Reporting** - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The particular areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

Martin George, CEO of LTC, has taken personal responsibility for the thoroughness and correctness of all financial information supplied with this proposal. Internal audit functions are performed with complete independence from board members. Any consultant functions are performed separately from any audit functions.

Annual board meetings are held each year, and the previous year's financial statements are approved at this time. Annual financial statements are prepared by Mark Kane, CPA at Petrow, Vincent, & Kane, P.C. (8440 Woodfield Crossing Blvd, Suite 345, Indianapolis, IN 46240; 317-452-4700). Mr. Kane has audited and submitted certified copies of Language Training Center, Inc.'s financial statements to all Federal and State tax entities. All statements can be verified with Chase Bank and personal banker Michael Showalter. All financial information is available publicly, and LTC has held to fiscal responsibility since inception.

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

LTC accepts the non-mandatory contract clauses incorporated into Attachment B in full.

2.3.6 References - The Respondent must include a list of at least three (3) clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services they are proposing to provide in their response to this RFP. The Respondent shall only provide references for the services they are bidding on - for example, if a Respondent is proposing to provide only telephonic interpretation services, all references shall be from clients who the Respondent provided telephonic interpretation services. The Respondent does not need to submit references for each region they are bidding on. A State of Indiana agency cannot be used as a reference. Reference information is captured on Attachment H. Respondent should complete the reference information portion of the Attachment H which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of Attachment H should be completed by the reference and emailed DIRECTLY to the State. The State should receive one Attachment H from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services they are proposing to provide in their response to this RFP. Attachment H should be submitted to idoareferences@idoa.in.gov. Attachment H should be submitted no more than 5 (5) business days after the proposal submission due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

Customer 1	
Legal Name of Company or Governmental Entity	
Company Mailing Address	
Company City, State, Zip	
Company Website Address	
Contact Person	
Company Telephone Number	
Company Fax Number	
Contact E-mail	
Industry of Company	
Customer 2	
Legal Name of Company or Governmental Entity	
Company Mailing Address	
Company City, State, Zip	
Company Website Address	
Contact Person	
Company Telephone Number	

Company Fax Number	
Contact E-mail	
Industry of Company	
Customer 3	
Legal Name of Company or Governmental Entity	
Company Mailing Address	
Company City, State, Zip	
Company Website Address	
Contact Person	
Company Telephone Number	
Company Fax Number	
Contact E-mail	
Industry of Company	
Customer 4	
Legal Name of Company or Governmental Entity	
Company Mailing Address	
Company City, State, Zip	
Company Website Address	
Contact Person	
Company Telephone Number	
Company Fax Number	
Contact E-mail	
Industry of Company	

2.3.7 Registration to do Business - Selected out-of-state Respondents providing the products and/or services required by this RFP must be registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division. The address contact information for this office may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent's responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

LTC maintains current registration in good standing with the Indiana Secretary of State and is registered with the IDOA. Please see our Certificate of Incorporation (Attachment 2.3.7) attached.

2.3.8 Authorizing Document - Respondent personnel signing the Transmittal Letter of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

Please see LTC's corporate bylaws (Attachment 2.3.8) attached.

- 2.3.9 Subcontractors** - The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent's proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes, and will be subject to the provisions thereof. For each portion of the proposed products and services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor's related qualifications and experience. The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State's evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor's name, address, and the state in which formed that are proposed to be used in providing the required products and/or services. The subcontractor's responsibilities under the proposal, anticipated dollar amount for subcontract, form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority Business Enterprises or Women's Business Enterprises under IC 4-13-16.5-1. See Section 1.21 and Attachment A for Minority and Women's Business Enterprises information. Please enter your response below and indicate if any attachments are included.

[REDACTED]

Address: [REDACTED]
State of Incorporation: [REDACTED]
Responsibilities: Subcontractor will provide written translation services [REDACTED]
Anticipated Dollar Amount: [REDACTED]
Form of Organization: [REDACTED]
Indication of Willingness: [REDACTED]'s Subcontractor Commitment Letter is included in Attachment A - WBE Subcontractor Commitment Form – Statewide.

[REDACTED]

Address: [REDACTED]
State of Incorporation: [REDACTED]
Responsibilities: Subcontractor will provide Communication Access Realtime Translation (CART) services [REDACTED]
Anticipated Dollar Amount: [REDACTED]
 • Region 2 = [REDACTED]
 • Region 3 = [REDACTED]
Form of Organization: [REDACTED]
Indication of Willingness: [REDACTED]
[REDACTED]

Address: [REDACTED]
State of Incorporation: [REDACTED]
Responsibilities: Subcontractor will provide in-person Spanish interpretation translation services [REDACTED] Subcontractor will also provide written translation services [REDACTED]
Anticipated Dollar Amount: [REDACTED]
 • Region 2 = [REDACTED]
 • Region 3 = [REDACTED]
 • Statewide = [REDACTED]
Form of Organization: [REDACTED]
Indication of Willingness: [REDACTED]
[REDACTED]

Address: [REDACTED]
State of Incorporation: [REDACTED]
Responsibilities: Subcontractor will provide in-person spoken language interpretation services [REDACTED]
Anticipated Dollar Amount: [REDACTED]
 • Region 2 = [REDACTED]
 • Region 3 = [REDACTED]
Form of Organization: [REDACTED]
Indication of Willingness: [REDACTED]
[REDACTED]

Address: [REDACTED]
 State of Incorporation: [REDACTED]
 Responsibilities: Subcontractor will provide in-person spoken language interpretation and American Sign Language (ASL) interpretation services in [REDACTED]
 [REDACTED] Subcontractor will also provide written translation services [REDACTED]
 Anticipated Dollar Amount: [REDACTED]
 [REDACTED]
 Form of Organization: [REDACTED]
 Indication of Willingness: [REDACTED]
 [REDACTED]

2.3.10 Evidence of Financial Responsibility - This section will indicate the ability to provide the mandatory evidence of financial responsibility. See Section 1.25 of RFP for details.

As Section 1.25 of the RFP only states "Reserved," LTC was instructed, per Addendum #1, that no additional information is needed here. Please see Attachment 2.3.3a and Attachment 2.3.3b regarding evidence of financial responsibility.

2.3.11 General Information - Each Respondent must enter your company's general information including contact information.

Business Information	
Legal Name of Company	Language Training Center, Inc.
Contact Name	Martin George
Contact Title	CEO
Contact E-mail Address	mgeorge@ltcls.com
Company Mailing Address	5750 Castle Creek Parkway North Drive, Suite 150
Company City, State, Zip	Indianapolis, IN 46250
Company Telephone Number	888-456-1626
Company Fax Number	317-578-1673
Company Website Address	https://ltclanguagesolutions.com/
Federal Tax Identification Number (FTIN)	35-2020774
Number of Employees (company)	34
Years of Experience	27
Number of U.S. Offices	2
Year Indiana Office Established (if applicable)	1993
Parent Company (if applicable)	N/A

Revenues (\$MM, previous year)	
Revenues (\$MM, 2 years prior)	
% Of Revenue from Indiana customers	<p>The percentage of LTC's revenue from Indiana customers during the previous three years are as follows:</p> <p></p> <p></p> <p></p>

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Yes. Please see LTC's formal disaster recovery plan (Attachment 2.4.1 of the Technical Proposal) attached.

- b. What is your company's technology and process for securing any State information that is maintained within your company?

LTC secures all client information that is maintained within LTC. LTC's IT vendor, Van Ausdall & Farrar, helps to do this. All primary data is Cloud based, and is replicated throughout Microsoft's multi-site, world-wide operations. Email communication is provided through Microsoft Outlook, and Van Ausdall & Farrar monitors all settings to ensure the most secure environment. All LTC employees are trained on technology security requirements, and each employee is required to sign a confidentiality / non-disclosure statement.

2.3.12 Experience Serving State Governments - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts for each service line that you are bidding on.

LTC has extensive experience serving state governments. We have two state government contracts with the State of Indiana and the State of Delaware.

LTC has held the statewide contract to provide interpretation services to the State of Indiana since December 2014. Under this contract, LTC provides in-person spoken (foreign) language and American Sign Language (ASL) interpretation services for normal hours, after hours, and emergency situations, over-the-phone interpreter scheduling assistance, and Video Remote Interpreting (VRI) services for all spoken languages and ASL. In April 2020, we added Communication Access Realtime Translation (CART) services to our contract.

LTC has worked with the State of Delaware under various statewide contract since 2013. LTC has previously provided in-person spoken language interpretation, in-person ASL interpretation, and telephonic interpretation services. We currently provide written translation services, which we have been consistently providing to the state since the

inception of this contract.

Under these statewide contracts, LTC has worked diligently to provide solid services and address any issues brought to our attention in a forthright manner with integrity and responsiveness. Our historical ability to fulfill statewide service requests speaks to our capability to provide the same service under this new contract.

LTC has also provided interpretation services for the following quasi-governmental accounts [REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

Additionally, LTC currently or has previously held contracts for interpretation and translation services for the following [REDACTED] accounts:

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

2.3.13 Experience Serving Similar Clients - Please describe your company's experience in providing customers of a similar size to the State with similar in-person language interpretation services, telephonic language interpretation services, written language translation services, and American Sign Language interpretation services. Please provide specific clients and detailed examples for each service line described in this RFP.

State of Indiana

Period of Performance: December 2014 – Present

Size of Engagement: [REDACTED]

In-Person Interpretation

LTC has held the statewide contract to provide interpretation services to the State of Indiana since December 2014. Under this contract, LTC provides in-person spoken (foreign) language interpretation services for normal hours, after hours, and emergency situations, over-the-phone interpreter scheduling assistance, and Video Remote Interpreting (VRI) services for all spoken languages.

Based on the most recent satisfaction survey sent to State of Indiana agencies that utilized our services during 2019, over 93% of respondents were very satisfied, somewhat satisfied, or neutral regarding the questions related to in-person spoken language interpretation

services.

LTC has provided/currently provides VRI services for the following agencies: Department of Child Services, State Department of Health, Family and Social Services Administration, State Personnel Department, Department of Workforce Development, and Indiana Veterans' Home. [REDACTED]

Based on the most recent satisfaction survey sent to State of Indiana agencies that utilized our services during 2019, over 91% of respondents were very satisfied, somewhat satisfied, or neutral regarding the questions related to VRI services.

Written Translation Services

LTC has provided written translation services for various State of Indiana agencies on an as-needed basis. Some of these agencies include, but are not limited to, the following: Indiana Department of Education, Indiana Department of Transportation, Indiana Department of Workforce Development, Indiana Disability Rights, Indiana Family and Social Services Administration, and Indiana State Department of Health.

[REDACTED]

Additionally, LTC held a contract with the Indiana Department of Child Services from October 2010 – September 2014. Under this contract, LTC provided translation, proofreading, and editing services. The most common languages needed for these services included Spanish and Burmese.

Communication Accommodation Services (CAS) for Individuals who are Deaf or Hard of Hearing

LTC has held the statewide contract to provide interpretation services to the State of Indiana since December 2014. Under this contract, LTC provides in-person American Sign Language (ASL) interpretation services for normal hours, after hours, and emergency situations, as well as Video Remote Interpreting (VRI) services for ASL. Recently, the State added Communication Access Realtime Translation (CART) services to this contract per Amendment 7 of the contract.

Based on the most recent satisfaction survey sent to State of Indiana agencies that utilized our services during 2019, over 94% of respondents were very satisfied, somewhat satisfied, or neutral regarding the questions related to in-person ASL interpretation services.

[REDACTED]
Period of Performance: February 2013 – Present

Size of Engagement: [REDACTED]

In-Person Interpretation

LTC provided spoken language interpretation services to [REDACTED] [REDACTED] from February 2013 – January 2014 and April 2015 – March 2019. These services were provided for normal hours, after hours, and emergency situations.

[REDACTED]

The top languages include the following: Arabic, Haitian Creole, Spanish, and Urdu.

Telephonic Interpretation

LTC provided telephonic interpretation services to [REDACTED] under the statewide contract from April 2015 – March 2019. [REDACTED]

[REDACTED]

[REDACTED]

The top languages we interpreted via telephonic interpretation services include the following: Spanish, Haitian Creole, Mandarin, and Arabic.

Written Translation

LTC provides written translation services to [REDACTED]
[REDACTED] We have been providing written translation services to [REDACTED] since February 2013 [REDACTED] The contract dates for these four contracts include the following: February 2013 – January 2014, February 2014 – April 2015, April 2015 – March 2019, and April 2019 – Present.

[REDACTED]

We have provided translation services to [REDACTED] in 24 different languages, and the top languages include the following: Arabic, Chinese – Simplified, French, Haitian Creole, Spanish, and Turkish.

[REDACTED]

Communication Accommodation Services (CAS) for Individuals who are Deaf or Hard of Hearing

LTC provided certified American Sign Language (ASL) interpretation services to [REDACTED]
[REDACTED] from February 2013 – April 2015. [REDACTED]

[REDACTED]

[REDACTED]

Period of Performance: February 2010 – Present

Size of Engagement: [REDACTED]

In-Person Interpretation

[REDACTED] is one of LTC's largest interpreting clients. LTC provides in-person interpretation services at a variety of [REDACTED] LTC provides these services to [REDACTED] on both a scheduled and emergency basis. LTC is able to provide an interpreter typically within 30 minutes to any of [REDACTED]'s facilities. LTC services [REDACTED]'s facilities throughout [REDACTED] providing services in over 100 languages.

[REDACTED]

[REDACTED]

Telephonic Interpretation

LTC provides telephonic interpretation services to [REDACTED]. Each of the [REDACTED] locations within [REDACTED] is equipped with its own specific PIN. This helps with accuracy in reporting and ensuring only authorized users have access to the system. The simplicity and ease of use of LTC's phone interpretation services have helped specifically in emergency situations that required an interpreter immediately.

Some of the common languages provided for telephonic interpretation services include Spanish, Burmese, Falam Chin, Hakha Chin, Tedim Chin, Mandarin, and Vietnamese.

[REDACTED]

Written Translation

LTC provides [REDACTED] with written translation services. Some of the common languages provided for translation services include Spanish and Burmese.

Communication Accommodation Services (CAS) for Individuals who are Deaf or Hard of Hearing

LTC provides in-person ASL interpretation services at a variety of [REDACTED] locations throughout [REDACTED] LTC provides these services to [REDACTED] on both a scheduled and emergency basis. LTC is able to provide an interpreter typically within 30 minutes to any of [REDACTED]'s facilities. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Period of Performance: [REDACTED]

Size of Engagement: [REDACTED]

In-Person Interpretation

LTC provides in-person spoken language interpretation services to [REDACTED] on both a scheduled and emergency basis. LTC is able to provide an in-person interpreter typically within 30 minutes to any [REDACTED] facility. LTC services [REDACTED] throughout [REDACTED] providing services in over 100 languages.

[REDACTED]

[REDACTED]

Written Translation

LTC provides [REDACTED] with written translation services on an as-needed basis.

Communication Accommodation Services (CAS) for Individuals who are Deaf or Hard of Hearing

LTC provides in-person ASL interpretation services to [REDACTED] on both a scheduled and emergency basis. LTC is able to provide an in-person interpreter typically within 30 minutes to any [REDACTED] facility. LTC services [REDACTED] throughout [REDACTED].

[REDACTED]

[REDACTED]

Period of Performance: [REDACTED]

Size of Engagement: [REDACTED]

In-Person Interpretation

LTC works with [REDACTED] to provide in-person spoken language interpretation services. The top spoken language provided to [REDACTED] include Spanish, Burmese, Vietnamese, Arabic, Mandarin Chinese, and Kinyarwanda.

[REDACTED]

[REDACTED]

Written Translation

LTC has worked with [REDACTED] to translate [REDACTED]

[REDACTED] LTC provides translators who have experience and knowledge with [REDACTED] for these translation projects. Some of the common languages translated for St. Vincent include Spanish, Chinese, Arabic, Russian, Japanese, Burmese, Hakha Chin, and German.

Communication Accommodation Services (CAS) for Individuals who are Deaf or Hard of Hearing

LTC works with [REDACTED] to provide in-person ASL interpretation services.

[REDACTED]
Period of Performance: [REDACTED]

Size of Engagement: [REDACTED]

In-Person Interpretation

LTC provides in-person spoken language interpretation services to [REDACTED] [REDACTED]. The top spoken language provided to [REDACTED] include Burmese, Hakha Chin, Spanish, Falam Chin, Swahili, and Arabic.

Communication Accommodation Services (CAS) for Individuals who are Deaf or Hard of Hearing

LTC provides in-person ASL interpretation services to [REDACTED]

[REDACTED]
Period of Performance: [REDACTED]

Size of Engagement: [REDACTED]

Communication Accommodation Services (CAS) for Individuals who are Deaf or Hard of Hearing

LTC provides in-person ASL interpretation services to [REDACTED]

2.3.14 Indiana Preferences - Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Additionally, Respondents that wish to claim the Buy Indiana preference (for any criteria listed below) must have an email confirmation of their Buy Indiana status provided by buyindianainvest@idoa.in.gov included in the proposal response. The email confirmation must have been provided from within one year prior to the proposal due date.

Buy Indiana

LTC intends to claim the Buy Indiana preference. Pursuant to IC 5-22-15-20.5, LTC intends to claim this preference under the following criteria: "(1) A business whose principal place of business is located in Indiana."

Please see LTC's Buy Indiana Email Confirmation (Attachment 2.3.14) attached.

Refer to Section 2.7 for additional information.

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

LTC is able to accept credit card payments and will accept any credit card handling fees associated with acceptance of the State's purchasing card.

LTC will meet this requirement of accepting payment by credit card as the only form of payment if the State chooses to implement this policy as follows.

LTC utilizes a payment processing system called Merchant Systems through QuickBooks. This allows for the payment of all major types of credit cards and bank cards, as well as ACH payment. There are no hidden charges to clients for utilizing this service, and all fees are covered by LTC. LTC also accepts credit card payments via Bill.com and PaymentPlus.