

CONTRACT OVERVIEW

State of Indiana QPA 99041 Overview

Contact Information

In-Person Interpretation Requests

info@acutrans.com

844-900-7246

708-430-6995

Quotes, estimates, escalations, operational needs

Ezequiel Miguel

ezequielm@acutrans.com

708-252-3663

Billing Questions

caris@acutrans.com

Account Management

Navier Bordi

navierb@acutrans.com · 708-232-0361

Services Provided

Acutrans shall provide qualified, professional interpreters to deliver **in-person interpretation services**.

How to Request In-Person Interpretation Services

Simply call 844-900-7246 or 708-430-6995 or email us at info@acutrans.com

This is the information we'll need from you:

- **Client Name**

- **Name of person making the request**

- **Phone number**

- **Date of meeting**

- **Time of meeting**

- **Time Zone of meeting**

- **Est. Duration of meeting**

- **Language Needed**

- **Location**

- **Brief description of the meeting**

Other Considerations

- **Mileage:** mileage will be added to the appointment, considering the distance from the home or office and the return to the home or office, when the round-trip distance is greater than fifty (50) miles.

The Contractor's mileage shall be reimbursed at the current rate paid by the State and in accordance with State Travel Policies and Procedures (see Travel Management Office website: <http://www.in.gov/idoa/2459.html>)

- **One-Hour Minimum:** all appointments will be scheduled with a one-hour minimum.
- **Cancellation Policy:** the Client may cancel scheduled in person interpreter services by providing written notice to the Contractor. The following terms shall apply based on the time of cancellation:

More than 48 hours prior

to scheduled start time: No payment shall be due.

Less than 48 hours prior

to scheduled start time: Client shall pay 100% of the agreed service fee.

For cancellations, the Contractor can invoice for mileage only if the interpreter/transcriber has started traveling

Important Information

- Extensive experience supporting government agencies, court-certified legal proceedings, healthcare organizations, and community-based services.
- All interpreters undergo credential verification, background screening, and adhere to Acutrans' standards of professionalism, confidentiality, and ethics, including compliance with HIPAA requirements when applicable.