

Ad-Astra - QPA 50248

Contract Summary

In-Person Interpretation

- Southwest
- Southeast

Contractor shall provide services for the following languages.

- [Language List](#)

The In-Person Interpretive Services contract establishes hourly rates based on the language selected.

Note that this contract allows a minimum one-hour rate if the services are not rendered and are not cancelled 24 hours in advance. Please be certain that the language required is accurate and that all parties are present earlier than the scheduled session time. The arrival of the Interpreter begins the billable time.

Educational materials to assist those interacting with Limited English Proficient persons are available through the Contractor (for example, cards to communicate that interpretative services are being provided at no cost to the person).

Video remote interpreting services are available on request, and billable by specific language needed.

A guarantee of services is included in the contract. In the event that the services were not satisfactory, please contact the IDOA Vendor Manager.

Please note, if services are not rendered and are not cancelled within 24 hours for all spoken languages a 1-hour minimum rate for spoken languages will apply.

Please be certain that the language required is accurate and that all parties are present earlier than the scheduled session time. The arrival of the Interpreter or the appointment start time (whichever is later) begins the billable time.

Scheduling an Onsite Interpretation

Be prepared to answer the following:

- Which agency are you calling from?
- Requestor's name, number, and email address
- What's the address of the appointment? (full address required)
- What language/s do you need interpreted?
- What is the name of the person needing the interpreter (non-English Speaker)?
- What is the nature of the assignment (the more information, the better)?
- What date/time will you need the interpreter and for approximately how long?
- Name and phone number of an on-site point of contact (if different from the requester)

Be prepared to answer these billing questions before an appointment is set:

- What Indiana Department/County are you calling from?
- How would you prefer to be invoiced? (Regular mail, e-mail or online?)
- Are any additional billing instruction needed? If necessary, please provide a purchase order number, office or individual identification number, and a referral ID number.

***Contact your Agency Procurement Agents or Director to acquire this information before calling the Contractor for services.**

Contacts

Scheduling an Appointment or Setting up an Account

Online: www.scheduleinterpreter.com/ad-astra

Email: interpreting@ad-astranc.com

Phone: 301-408-4242 (option 2)

Billing Contact (Invoice Issue/Question)

Name: Gbenga Adeleye

Email: receivables@ad-astranc.com

Phone: 301-408-4242 (option 6)

Questions about Services or the online account (Agency Point of Contact)

Rayna Smith, Rayna@ad-astranc.com, 301-408-4242 Ext. 102

Chris Elznic, interpreting@ad-astranc.com, 301-408-4242 (option 2)

IDOA's Vendor Contact

Keith Perera

Email: keith@ad-astranc.com

Phone: 301-408-4242 Ext. 131