

WELCOME TO THE LANGUAGE & TRANSLATION CONTRACTS QPA KICK-OFF



06-23-2026

IDOA Procurement Contacts

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Agenda

- **Contract Information**
- **IDOA contract changes**
- **Service Areas & Vendors**
- **Breakout sessions 9:30AM – 11:55AM, 20 minutes each**
 - ❑ ***Booths will be in the Atrium across the hall***

Time	Room 1	Room 2	Room 4
9:30	Language Training Center	Accurate Translation Bureau	Lionbridge
9:55	Language Training Center	Accurate Translation Bureau	Lionbridge
10:20	Language Training Center	Accurate Translation Bureau	Lionbridge
10:45	Propio	Language Line	PGLS
11:10	Propio	Language Line	PGLS
11:35	Propio	Language Line	PGLS

Vendors/Services Provided

Vendor	Services Provided
Language Training Center (LTC)	• In-Person Interpretation • Document Translation • Virtual Interpretation
Propio	• Virtual Interpretation
Language Line	• In-Person Interpretation • Telephonic Interpretation • Virtual Interpretation
Piedmont Global (PGLS)	• Document Translation
Accurate Translation Bureau (Acutrans)	• In-Person Interpretation
LionBridge	• Telephonic Interpretation

Contract Term/Numbers

Term:

This Contract shall be effective for a period of (4) years with (2) one-year optional years at the State's option.

It shall commence on **June 01, 2026**, and shall remain in effect through **May 31, 2030**.

Contract Numbers in PS:

- **Language Training Center: 98092**
- **Accurate Translation Bureau: 99041**
- **Language Line: 98093**
- **Lionbridge: 98719**
- **PGLS: 99048**
- **Propio: 98094**



Service Scope & Interpreter Subject Matter Expertise

<u>Service Scope</u>	<u>Subject-Matter Expertise</u>
On-site Interpretation	Health & Human Services
Video Remote Interpretation	Legal & Judicial
Telephonic Interpretation	Education
Document Translation	Public & Customer-Facing Services
Scheduling & Support Services	Industry & Technical Sectors
Language Access Coordination	Workforce & Employment

Service Pricing Structure

- Document Translation:
 - Priced **per word**
- Virtual or In-Person Interpretation:
 - Priced **per hour**
- Telephonic Interpretation:
 - Priced **per minute**

Transitions:

For any new services, please use the services which have started as of June 1, 2026.



Scheduling & Hours of Operations

- Scheduling Services: Each vendor will have customer toll free numbers and other methods of scheduling.
- **Work Hours of Contract:**
 - 8 A.M. – 6 P.M.
- **Afterhours:**
 - Weekdays: 6:00 P.M. and 8:00 A.M.
 - Weekends: Beginning after 6:00 P.M. Friday until 8:00 A.M. Monday
- **Travel:**
 - Quotes may or may not include mileage. Vendors sometimes cannot provide mileage estimates upfront if an interpreter has not yet been assigned. Agencies should be prepared to modify quotes as needed. Only mileage beyond 50 miles is billable, and travel time is not billable.
 - Any travel-related costs must still be agreed to by the agency before the vendor proceeds.
 - Mileage rates follow Indiana State Travel Reimbursement policy. Because the contract is tied to state travel rates, mileage reimbursement may fluctuate with fuel prices. The applicable rate is the one listed on the 2022 IDOA Procurement Travel Reimbursement webpage.



Contract Changes

- These contracts are Statewide!
- Timesheets will be electronic or paper signatures. Please only sign if you agree with the services that were provided.
- Agencies may select any vendor that meets their needs. They may obtain quotes from all vendors within the category and make a selection based on those quotes.
- Please take interpreter downtime into account when scheduling appointments to ensure they are not left unpaid during unavoidable breaks, such as lunch.
- Cancellations/No shows (48 hours):
 - Agencies must cancel appointments at least 48 hours in advance. If an appointment is not canceled within that timeframe, a cancellation fee applies. In a no-show situation—where the agency books the appointment, does not cancel, and the customer fails to appear—the interpreter is still paid for the scheduled session.



Language & Translation Contract Updates

Sub agreements:

These are new to the contracts and are used when the required services fall outside the contract's established scope of work.

Examples include:

- Situations where the same services are needed continuously over an extended period.
- Appointments that must occur outside the standard contract hours.

How?

- If you feel that you may have a need for a sub agreement reach out to the vendors to discuss. Once the using agency and vendor agrees, it will be shown to the IDOA procurement director for review and approval.



PeopleSoft Line Items Updates

- There will be no line items moving forward.
 - *Enter as special requisitions*
 - *Or enter as a QPA*
- If you have questions related to PeopleSoft items or billing, please first contact your agency's finance team.
 - *If the issue cannot be resolved, please reach out to the Health and Human Services Category Team using the contact information provided on the second slide.*

Contact Information

- **LTC 98092**
 - Interpretation Requests: 317-537-8710 or interpreting@ltcls.com
 - Translation Requests: trpm@ltcls.com
 - On-Demand VRI Setup & Questions: bidopp@ltcls.com
 - Quotes & Cost Estimates: bidopp@ltcls.com
 - Billing Questions: finance@ltcls.com
- **Propio 98094:**
 - General Contact: ClientServices@Propio.com
- **PGLS 99048:**
 - Requesting email: translation@piedmontglobal.com
 - Billing email: billing@piedmontglobal.com
 - General information: info@piedmontglobal.com
 - Sales POC: mbyrne@piedmontglobal.com
 - Contracts: contracts@piedmontglobal.com
- **Accurate 99041:**
 - Scheduling: info@acutrans.com
- **Language Line 98093:**
 - Mara-Lee Greiner: Maralee.greiner@languageline.com
- **Lionbridge 98719:**
 - Agency account and onboarding requests: statelocal@lionbridge.com
 - Around-the-clock agency customer support: !usopipm@lionbridge.com



Thank you!

Session Times & Rooms:

- *Signs are posted in front of the following rooms:*
- *Rooms are located behind the atrium.*

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9:30	Language Training Center	Accurate Translation Bureau	Lionbridge
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