

## Language Training Center - QPA 50145

### Contract Summary

#### In-Person Interpretation

- Northeast
- Central

#### Written Translation

- [Statewide](#)

Contractor shall provide services for the following languages.

- [Language List](#)

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

The Written Translation Services portion of this contract is based on number of words needed to be translated and on the target language selected. All requests will need to be emailed to agency point of contact preferably in the source format (Word, InDesign, Publisher, etc.) A quote for the project will be sent with cost and turnaround completion time.

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 48 hours for all spoken languages a 2-hour minimum rate for spoken languages with 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 do you need interpreted?
- What is the name of the person needing the interpreter (non-English Speaker/Signer)?
- 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?

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

- What Indiana County are you calling from?
- How would you prefer to be invoiced? (Regular mail (USPS) or e-mail).
- 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**

### **Billing Contact (Invoice Issue/Question)**

Jessica Fisher

Phone: 317-616-3684

[jfisher@ltcls.com](mailto:jfisher@ltcls.com)

### **Scheduling an Appointment or Setting up an Account**

Phone: 317-578-4577

Phone: 888-456-1626

[interpreting@LTCLS.com](mailto:interpreting@LTCLS.com)

### **Questions about Services (Agency Point of Contact)**

Hayley Guest

Phone: 317-813-9790

[hquest@LTCLS.com](mailto:hquest@LTCLS.com)

**IDOA's Vendor Contact**

Martin George

Phone: 317-760-0310

[mgeorge@LTCLS.com](mailto:mgeorge@LTCLS.com)