

Iowa School for the Deaf

On-Demand Video Remote Services

January 2025

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Transmittal Letter

Name of Agency: Language Training Center, Inc.

DBA: LTC Language Solutions

Headquarters: 5750 Castle Creek Parkway North Drive, Suite 150, Indianapolis, IN 46250

Satellite Office: 8240 Exchange Drive, Suite C4, Orlando, FL 32809

Telephone Number: (888) 456-1626

Fax Number: (317) 578-1673

Primary Point of Contact: Makenzie George, President

Telephone Number: (317) 616-3682

mkgeorge@ltcls.com

Secondary Point of Contact: Martin George, CEO

Telephone Number: (321) 413-3033

Bidopp@ltcls.com

DUNS: 939827127 | UEI: D634H7QPQLM5 | CAGE: 3PAZ2

EIN: 35-2020774 | NAICS: 541930, 611630, OLM

GSA Contract: GS-10F-109BA (Expires March 6, 2029)

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LTC Language Solutions has been offering language services globally in more than 300 languages since 1993. Working with over 5,000 clients, including federal, state, and local government agencies, we pride ourselves on our custom service model supported by our dedicated and knowledgeable team, to offer the best quality services available in the industry. Our team is conscious of how difficult it is without an interpreter available when an urgent and serious situation arises. We are ready and willing to provide On-Demand Video Remote Interpreting Services in support of the Iowa School for the Deaf.

Thank you for your consideration of our services.



Makenzie George, President

Company Overview

Language Training Center, Inc. dba LTC Language Solutions (hereafter “LTC”) is a women-owned small business that has been connecting agencies, businesses, and organizations to the worldwide conversation since 1993. LTC provides customized interpretation, written document translation, language training, and cross-cultural training programs for any tailored situation. Our services are as diverse as our customers, providing services in Africa, Asia, Australia, Europe, North America, and South America.

Our mission is to bridge linguistic and cultural barriers by providing comprehensive, high-quality, personalized language services. We partner with our clients to overcome communication challenges, enabling them to enhance work performance, improve efficiency, and strengthen relationships. With over 30 years of experience, we take pride in delivering services that exceed client expectations, consistently setting ourselves apart from competitors. Our extensive network of certified linguists in *more than 300 languages serves over 5,000 clients*, a few government clients are depicted below:



LTC offers in-person, virtual, and over-the-phone interpretation; expert translation of critical documents; and language training in over 300 languages. Our services are supported by comprehensive insurance coverage, including general liability, worker’s compensation, professional liability, and auto liability insurance, distinguished by our dedicated full-time staff and commitment to excellence.

Headquartered in Indianapolis, Indiana, LTC manages programs with a highly experienced team available 24/7 via our toll-free number, 888-456-1626. Our commitment to cybersecurity is demonstrated by completing the CMMC Level 1 Self-Assessment and compliance with FAR 52.204-21, ensuring the security and integrity of contractor information systems. Accredited by multiple organizations, LTC maintains the highest industry standards. Visit our website for more details on our certifications and affiliations.



Services Offered

Communication without barriers is at the heart of everything we do. Our interpreting services, outlined below, will empower your organization to connect meaningfully!

On-Demand Video Remote Interpreting (VRI)

LTC offers video interpreting around the clock as this provides the closest option to in-person interpreting. Video Remote Interpreting (VRI) is the video equivalent of phone interpretation.



Simple Request Process:

- Open the 'Language Services' mobile app or go to 'WeDoInterpreting.com'
- Enter VRI (Video Remote Interpreting) User Code
- Select your language
- Hold temporarily as you are connected to an interpreter
- When the interpreter comes on the line, give the interpreter a brief explanation of your needs.
- You will have the option to rate the quality of the service

How To Get Your Account Activated:

- LTC will work with you to complete a new account activation form to create your customized account, which can include up to 4 Intake questions (name, department, etc.)
- Customize your top 7 languages with Auto Attendant
- Additional configuration information available (if you require an access code, if you require domestic interpreters only, if you have a desired area code, etc.)
- LTC will send VPI User Guide(s) with instructions and PIN(s) within 3 business days of completing the form - and if needed, LTC can schedule a call for training/assistance.
- Anyone with the VRI access code will be able to access the VRI platform.

Additional Benefits:

No software is needed to utilize our VRI system. All you need is your personal computer, tablet, or smartphone so long as it has internet access, a microphone, and a webcam.

To better assist the needs of the Iowa School for the Deaf, once an interpreting session is completed, there will be a short feedback survey, on a 5-point scale, to ensure the quality of the service continues to meet the standards of LTC and Iowa School for the Deaf.

Compliance and Security

At LTC, trust and security are non-negotiable. In this section, we highlight the measures that ensure your data and communications are always protected.

Confidentiality

Each person assigned to your project has signed a confidentiality and non-disclosure agreement. However, our clients may request an additional, more detailed agreement to be completed. We trust our representatives to uphold privacy standards. LTC shows our commitment to client privacy. We emphasize our confidence in our interpreters to uphold these privacy standards for all services provided.

In addition, all Video Remote Interpreting sessions must comply with the Health Insurance Portability and Accountability Act requirements to ensure a confidential environment that protects the privacy and dignity of the consumers.

Security

Partnering with Van Ausdall & Farrar for IT management, LTC maintains up-to-date and secure systems. All personnel complete Security Awareness and Privacy training upon hire and as needed.

Background Checks

To meet our client's requirements, LTC ensures that all translators and interpreters undergo comprehensive background checks conducted by Simply Verified. These checks include Social Security verification, a Multi-Jurisdiction/National Index Search (encompassing the sex offender registry, OFAC, DOC, and related databases), and a County Criminal Check for the County of Residence. The process adheres to Tier 3 Background Check standards.

Expanding Service Options for Future Needs

As a longstanding provider of language support for diverse, high-profile clientele, LTC is equipped to help the Iowa School for the Deaf expand its language services as future needs arise. With experience in a wide range of languages prepared to meet any multilingual requirements that may develop as Iowa School for the Deaf evolves. LTC offers scalable solutions, meaning additional languages and technical services can be seamlessly integrated with the VRI.

We also offer auxiliary services that could enhance your events in the future, such as document translation for pre-event preparation or post-event summaries. Our flexibility and scalability enable us to quickly adapt to evolving with your needs, allowing Iowa School for the Deaf to grow and deepen its connections with ease. Any language service we provide is under the same scrutiny of regulations.

Quality Assurance

LTC ensures the quality of all its services—translation, interpretation, language training, and more—through continuous feedback, internal analysis, and targeted improvements. We routinely gather input on a monthly basis from clients, staff, personnel, and external stakeholders to identify growth opportunities and implement measurable steps for positive change.

Feedback presented is assessed alongside the personnel to allow them opportunity to strengthen their skills.

Stringent Vetting Process

Our personnel are subject to a Six (6) step process for quality assurance: Prescreening, Oral Language Proficiency Verification, Medical Terminology Comprehension Test, Virtual Mock Assessment, Ongoing Training, and Continuous quality monitoring and improvement.

Vetting begins with **prescreening**, where candidates are assessed for their qualifications, experience, and adherence to ethical standards. This step includes a comprehensive background check and verification of their commitment to confidentiality and security. Candidates then undergo **oral language proficiency verification**, ensuring mastery in both source and target languages, in your case English and American Sign Language, with rigorous testing to confirm their skills align with professional benchmarks.

The next steps focus on domain-specific expertise and practical evaluation. In the **medical terminology comprehension test**, candidates demonstrate their understanding of complex medical language, followed by a **virtual mock evaluation** to test real-world interpreting scenarios against strict quality standards. Successful candidates proceed to **orientation and ongoing education**, including interactive courses and continuous learning equipping them with tools and resources for excellence in the field.

Finally, **continuous quality monitoring and improvement** ensures long-term performance through regular reviews, client feedback, and professional development opportunities.

Exodus Refugee Immigration

Exodus Refugee Immigration supports the resettlement of refugees and displaced individuals fleeing persecution, injustice, and war, welcoming them to Indiana. Many clients arrive with limited or no English proficiency, while staff and volunteers lack fluency in all needed languages. Effective two-way communication is vital for successful resettlement.

LTC provided 24/7 on-demand over-the-phone interpreting (OPI) services, enabling Exodus staff to connect with interpreters within 30 seconds without prior notice. Unique PIN access for all staff eliminated language barriers, allowing seamless communication with limited English proficient (LEP) clients.

This partnership empowered Exodus to expand its capacity, adding staff, creating new departments, and opening a Bloomington office. As a result, more clients achieved security, stability, and life-changing opportunities, demonstrating the transformative impact of LTC's interpreting services.

Client References

Defense Contract Management Agency (DCMA)

Debra Simmon, (804) 609-4078, debra.l.simmon.civ@mail.mil

Since December 2023, LTC has proudly provided Video Remote Interpreting (VRI) services to the DCMA, focusing on their American Sign Language (ASL) needs. Our highly qualified ASL interpreters ensure effective communication for diverse scenarios across multiple regions, including Pennsylvania, New York, Colorado, and Utah. With a proven track record of delivering reliable and high-quality virtual interpretation services, we continue to support DCMA in meeting their language access goals. Having successfully renewed our partnership, we are equipped to scale and adapt our services through 2026.

Office of Immigration & International Affairs – City of Aurora

Minsoo Song, (303) 739-7521, msong@auroragov.org

As of April 2024, LTC has been a trusted partner of the City of Aurora, delivering scheduled interpretation services, including American Sign Language (ASL) for conferences, events, and other settings. Recently, we expanded our collaboration to include on-demand phone and virtual interpreting, ensuring immediate access to language services for various needs. This partnership underscores our ability to adapt to the City's evolving requirements while maintaining the high standards of quality and reliability they expect.

Relevant Past Experience

Below are examples of clients who have successfully utilized our Video Remote Interpreting (VRI) services, demonstrating our ability to meet high-volume demands such as your need for approximately 4,800 minutes per month:

- Church World Jersey City – Delivered extensive on-demand interpreting services, consistently exceeding monthly expectations.
- Community Health Network – Supported significant monthly on-demand interpreting obligations across multiple locations.
- Riverview Hospital – Provided reliable on-demand interpreting services, ensuring consistent availability and quality.

“Why Can’t They Just Read My Lips?”

by Amy Truman

Have you ever tried lip-reading? Personally, the only successful lip-reading I can understand is an angry coach on TV. It’s a common misconception that all deaf people have this superpower to help them interact with the hearing world around them. So why is lip-reading such a rare skill?

Studies estimate that only 30% of spoken English can be understood using lip-reading, which leaves 70% of the conversation to be guessed. The majority of what happens to formulate sounds and words are not visible on the lips, such as placement of the tongue or what happens in your throat. Try it with a friend and see if you can see the difference between “face” and “vase” or “salad” and “talent”. This has been compared to feeling like one’s entire day is an exhausting, continuous game of Wheel of Fortune, catching what letters you can and trying to fill in the blanks, all while someone is still talking to you.

It should be noted that not every situation is conducive to lip-reading. Lip-reading requires the person talking to be directly facing the person lip-reading, along with good lighting and speaking at an understandable speed. When factors such as unfamiliar vocabulary, multiple speakers (who most likely speak over each other), or the speaker’s face is not clearly visible (such as at a public speech or in a classroom where the teacher needs to write on the board), lip-reading’s challenges increase to potentially impossible levels. Other commonplace factors that increase this difficulty can be as simple as the conversationalist chewing gum or having facial hair! Add to this consideration for the current worldwide pandemic of COVID-19 where *everyone* (from healthcare workers to the associate at the grocery store) is wearing a mask that makes lip-reading impossible!

The best way to ensure full access and equity for your Deaf client is to ask what their preferred mode of communication is. Some Deaf people do communicate well through lip-reading (again: this is a superpower not everyone has) and prefer to utilize lip-reading skills. If this is the case, and health reasons require a mask, your organization may want to invest in transparent face masks. However, it is presumptuous to assume that every Deaf client will have equitable access by means of communicating through lip-reading, and your Deaf client will still need to communicate back with you. Best practice is to ask what accommodations best suit your Deaf client and seek appropriate qualified services. It’s not about your comfort; it’s about their access and equity.

According to the Americans with Disabilities Act, “The ADA requires that title II entities (State and local governments) and title III entities (businesses and nonprofit organizations that serve the public) communicate effectively with people who have communication disabilities. The goal is to ensure that communication with people with these disabilities is equally effective as communication with people without disabilities.”

For more information about what is required for effective communication, visit our webpage.

Deliverables

Services Provided by LTC rendered to Iowa School for the Deaf:

Interpreting Services

- On-demand, virtual interpreting services, also known as Video Remote Interpreting (VRI) Services for the specified language needs of American Sign Language (ASL).
- Capability to meet the needs of approximately 4800 minutes per month.

Reporting

- The assigned Project Manager will be available for monthly meetings, or as otherwise agreed, to review metrics, feedback, and additional needs.
- Quarterly metrics reports and/or review meetings will be provided as needed.
- Record retention will be five (5) years, as requested.

Invoicing & Finance

- Net 60 days.
- VRI Services are billed at 60-second increments with no minimum charges.
- Invoices are sent by the 15th of each month recapping the previous month’s services.
- All invoicing and financial-related questions can be answered by our team at finance@ltcls.com.

Pricing

Video-Remote Interpreting (VRI) Pricing

| | Base year 2025-2026 | Option Year 2026-2027 | Options Year 2027-2028 |
|--|------------------------|--------------------------|---------------------------|
| On-Demand VRI: American Sign Language (ASL) | \$1.50 / per minute | \$1.50 / per minute | \$1.50 / per minute |