

# STATE OF INDIANA LANGUAGE QPAS

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# AGENDA

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# Introduction

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# WHAT IS A QPA?

## Quantity Purchase Agreement

IDOA completes a bid/RFP to determine who our QPA vendor is.

Language Services currently has 4 QPA vendors. As of March 01, 2025 there will only be 3 vendors.

<https://www.in.gov/idoa/procurement/active-contracts-and-qpas/qpa-supplemental-information/all-current-qpas/>

# LANGUAGE TERMS

- VRI- This is an immediate 24/7 On-Demand Service for urgent needs in which the interpreter must connect for one hour or less from the time that the request is made.
- Virtual Interpreting- This is a pre-Scheduled service (request with over an hours' notice) that is computer based, often accessed via a laptop or iPad but is not limited to these devices, to access a remotely located interpreter.
- Written Translation- Translating a document into another language or languages.
  - Over the phone translation- Interpretation over a telephone

# HOW TO ORDER

Each QPA is a little different when ordering services.

- Start with a quote from prospected Vendors (companies).
- A quote, it helps your finance team prepare for the cost.
- When requesting services, you will need to be specific as possible with out giving out too much personal detail.
- How often? What language? In-person/virtual? Over the phone?
- Also letting a vendor know the sensitivity of an appointment would also allow them to prepare the interpreter.

# LANGUAGE TRAINING CENTER (LTC)

- Service Regions: In-person & Video Remote Language  
Written Translation: Statewide with a \$50 minimum
- To request services from this vendor, call 317.578.4577 or email [interpreting@LTCLS.com](mailto:interpreting@LTCLS.com)
- - VRI services are available on demand, 24/7. These services are Web-based and require only a high-speed Internet connection, webcam and computer. Please use the same contact information provided above to request these services.



# AD ASTRA

To schedule

- [www.scheduleinterpreter.com/ad-astra](http://www.scheduleinterpreter.com/ad-astra)
- Call: 301.408.4242 (option 2)
- Email [interpreting@ad-astrainc.com](mailto:interpreting@ad-astrainc.com)
- Service Regions: In-person Spoken Language: Southeast, Southwest (may change)
- Video Remote Language: Southeast, Southwest (may change)





# PROPIO (OVER THE PHONE)

- Dial the unique 800 number provided to your agency and/or division. This is provided to you from Propio when you set up an account.
- Press 1 for Spanish or 2 for all other languages. - If non-Spanish, enter the appropriate two-digit language code found on card provided by vendor.
- Enter four-digit account number found on the card provided by the vendor or website page <https://propio-ls.com/language-codes/>. Authorized users may be asked intake questions as requested by their agencies.
- <https://propio.com/language-codes/>



# QUESTIONS?

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