

## LUNA Language Services - QPA 50143

### Contract Summary

#### In-Person Interpretation

- Northwest
- Northeast
- Central

#### CAS Interpretation (American Sign Language or CART)

- 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.

Note that this contract allows a minimum two 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 ASL and 24 hours for all spoken languages a 2-hour minimum rate for ASL and a 1-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. Services are available 24 hours a day, 7 days a week. Same day or ASAP appointments are available. Please email requests for appointments outside of 24 hours and call for same day or appointments within 24 hours.

## 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 (include time zone) 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 will the interpreting event take place?
- Is mileage and/or travel time approved if needed?
- How would you prefer to be invoiced? (Regular mail (USPS) or e-mail).
- Are there 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.**

## LUNA Language Services Contacts and Scheduling an Appointment

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

Phone: 317-341-4137  
[state@LUNA360.com](mailto:state@LUNA360.com)

### Naw Phaw-Spoken Language Services

Phone: 317-341-4137  
Direct Phone: 317-358-9967  
[naw@LUNA360.com](mailto:naw@LUNA360.com)

### Questions about Services (Agency Points of Contact)

Rebecca Buchan ASL/CART Services  
Office Phone: 317-341-4137  
Direct Phone: 765-425-2012  
[rebecca@LUNA360.com](mailto:rebecca@LUNA360.com)

### IDOA's Vendor Contact

Marina Hadjioannou Waters  
Phone: 317-450-0868  
[marina@LUNA360.com](mailto:marina@LUNA360.com)