TNOLA Languages
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Jefferson Parish Purchasing Department

Re: Request for Statements of Qualifications,
Jefferson Parish Community Justice Agency,
Court Interpretation Services. **SOQ 20-17**
in accordance with Resolution No. **136483.**

Dear Sirs and Madams:

I am writing to you to submit my firm's Statement of Qualifications for the above-mentioned SOQ solicitation. I would first like to thank the evaluation committee for their attention and for this opportunity to once again serve Jefferson Parish and its residents.

My firm, originally founded as TraduccioNOLA LLC, now doing business as TNOLA Languages, was founded in 2014, and has been providing exceptional quality of Language Services throughout Louisiana ever since.

In 2017, we were selected to be one of the providers for interpretation and translation services for the Jefferson Parish Court system. Since 2017, we have filled more than 2500 separate interpreter requests for Jefferson Parish courts alone. Each interpreter request often represents the provision of services to multiple parties and cases, so the number of individuals served greatly eclipses that number.

Since 2017, we have grown significantly in terms of our network of highly trained linguists, and also in terms of internal technology and systems. We have been honored to work not only with the Jefferson Parish Court system, but also with the New Orleans Mayor's office as well as the Office of Governor John Bel Edwards, as we collectively work to expand language access across the state.

We are confident that we can continue to provide the high levels of quality interpretation services that are evidenced by the accompanying letters of recommendation. Additionally, we are well equipped to offer expanded services, providing on-demand Over the Phone Interpretation as well as Video Remote Interpretation services. These remote services will be key as the courts continue to adapt to our post COVID-19 world.

Our newly implemented scheduling platform will provide detailed customizable reporting that will assist court administrators as they are tasked with additional reporting requirements laid out by the Statewide Language Access Plan recently approved on September 1, 2020 by the Louisiana Supreme Court.

I founded this firm in response to what I saw as a lack of high-quality language services that contributed to barriers to Language Access for individuals with limited English proficiency. I believe, that in part through our services, Jefferson Parish has been able to stand out as a leader in ensuring meaningful access, and I am confident that my firm can bring valuable insight, resources and services that will continue to allow Jefferson Parish to be an example for the rest of the state, as it works towards implementation of the LAP.

I submit for your review the following included documents in support of the qualifications of myself and of my firm.

1. General Professional Services Questionnaire
2. Statement of Qualifications Letter (This document)
3. Statement of Qualifications Affidavit
4. Resume of Founder and Sole Proprietor, Andrew Dafoe
5. Letters of Recommendation from:
    a. Tyariana Scott, Court Secretary, Jefferson Parish Juvenile Court,
    b. Jonathan Winfrey, Director Families in Need of Services, Jefferson Parish Juvenile Court
    c. Laura Mellem, Public Engagement Manager, New Orleans Office of Homeland Security and Emergency Preparedness.
    d. Julie Abadie, Paralegal, 29th JDC Division E
    e. Luz M. Molina, Law Professor, Loyola College of Law
6. Resume of Operations Manager, Sydni Turnbow
7. Hudson Initiative Certificate
8. LED Certificate
9. SLDBE Certification Letter

I look forward to answering any questions the Evaluation committee might have, and a renewed opportunity to continue serving Jefferson Parish and its Courts. Thank you for your consideration.

Sincerely,

Andrew Dafoe
Founder and Sole Proprietor
TraduccioNOLA LLC dba TNOLA Languages