

## General Professional Services Questionnaire

**A. Project Name and Advertisement Resolution Number:**

Professional Translation/Interpretation Services - SOQ 24- 028

**B. Firm Name & Address:**

Language Training Center, Inc. (LTC Language Solutions)

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

**C. Name, title, & contact information of Firm Representative, as defined in Section 2-926 of the Jefferson Parish Code of Ordinances, with at least five (5) years of experience in the applicable field required for this Project:**

Makenzie George, President, (317) 616-3682

**D. Address of principal office where Project work will be performed:**

Jefferson Parish Purchasing Department  
General Government Building  
200 Derbigny Street, Suite 4400  
Gretna, LA 70053

**E. Is this submittal by a JOINT-VENTURE? Please check:**

YES ☐ NO ☒

If marked "No" skip to Section H. If marked "Yes" complete Sections F-G.

**F. If submittal is by JOINT-VENTURE, list the firms participating and outline specific areas of responsibility (including administrative, technical, and financial) for each firm. Please attach additional pages if necessary.**

1.

2.

## General Professional Services Questionnaire

G. Has this JOINT-VENTURE previously worked together? Please check: YES ☐ NO ☐

H. List all subcontractors anticipated for this Project. Please note that all subcontractors must submit a fully completed copy of this questionnaire, applicable licenses, and any other information required by the advertisement. See Jefferson Parish Code of Ordinances, Sec. 2-928(a)(3). Please attach additional pages if necessary.

Name & Address:	Specialty:	Worked with Firm Before (Yes or No):
1. N/A		
2.		
3.		
4.		
5.		

## General Professional Services Questionnaire

<b>I. Please specify the total number of support personnel that may assist in the completion of this Project:</b> 1 _____
<b>J. List any professionals that may assist in the completion of this Project. If necessary, please attach additional documentation that demonstrates the employment history and experience of the Firm's professionals that may assist in the completion of this Project (i.e. resume). Please attach additional pages if necessary.</b>
<b>PROFESSIONAL NO. 1</b>
<b>Name &amp; Title:</b> Taylor Hull - Interpreting Department Manager & ASL Interpreter
<b>Name of Firm with which associated:</b> LTC Language Solutions
<b>Description of job responsibilities:</b> Manager of LTC Interpreting Department
<b>Years' experience with this Firm:</b> 5+ years
<b>Education: Degree(s)/Year/Specialization:</b> See attached resume.
<b>Other experience and qualifications relevant to the proposed Project:</b> See attached resume.

## General Professional Services Questionnaire

<b>PROFESSIONAL NO. 2</b>
<b>Name &amp; Title:</b>
Philippe Garand - Translation Project Manager
<b>Name of Firm with which associated:</b>
LTC Language Solutions
<b>Description of job responsibilities:</b>
See attached resume.
<b>Years' experience with this Firm:</b>
9+ years
<b>Education: Degree(s)/Year/Specialization:</b>
See attached resume.
<b>Other experience and qualifications relevant to the proposed Project:</b>
See attached resume.

## General Professional Services Questionnaire

**K. List all prior projects that best illustrate the Firm's qualifications relevant to this Project. Please include any and all work performed for Jefferson Parish. Please attach additional pages if necessary.**

### PROJECT NO. 1

Project Name, Location and Owner's contact information:	Description of Services Provided:
<p>State of Delaware</p> <p>Takishia Kiah, (302) 857-4551 takishia.kiah@delaware.gov</p>	<p>State of Delaware - Since April 2015, LTC has provided 24/7/365 phone interpreting support for all 46 Delaware state agencies and school systems, in addition to providing in-person interpreting services and translation services. Our level of support is well-received and our volume has steadily increased over the length of the contract. Agencies and schools have separate accounts and PINs, which enables us to provide a high level of detail on each monthly invoice.</p>
Length of Services Provided:	Cost of Services Provided:
<p>2015 - 2024</p>	

### PROJECT NO. 2

Project Name, Location and Owner's contact information:	Description of Services Provided:
<p>State of Indiana</p> <p>Kristine Kruger, (317) 982-6913 kkruger@idoa.in.gov</p>	<p>State of Indiana - Since 2021, in addition to providing numerous interpretation services for various departments of the state (Indiana Department of Health, Indiana Department of Child Services, etc.) including American Sign Language. We also provide high quality translation services in over twenty of the state's top core languages and other non-core languages.</p>
Length of Services Provided:	Cost of Services Provided:
<p>2021 - current</p>	

## General Professional Services Questionnaire

<b>PROJECT NO. 3</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Defense Contract Management Agency (DCMA)</p> <p>Debra Simmon, (804) 609-4078 debra.l.simmon.civ@mail.mil</p>	<p>Defense Contract Management Agency – Since December 2023, LTC provides video remote interpreting (VRI) services to the DCMA for their Sign Language needs as well as in-person interpretation that span across several regions of the United States.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
<p>2023 - current</p>	

<b>PROJECT NO. 4</b>	
<b>Project Name, Location and Owner's contact information:</b>	<b>Description of Services Provided:</b>
<p>Metropolitan Government of Nashville and Davidson County, TN</p> <p>Christina Alexander, (615) 862-6637 christina.alexander@nashville.gov</p>	<p>Metropolitan Government of Nashville &amp; Davidson County, TN - Since August 2019, we provided interpretation and translation services to several counties in the State of Tennessee. Servicing language needs in areas such as health related, medical, court and legal.</p>
<b>Length of Services Provided:</b>	<b>Cost of Services Provided:</b>
<p>2019 - 2024</p>	

## General Professional Services Questionnaire

**L. List all prior and/or on-going litigation between Firm and Jefferson Parish. Please attach additional pages if necessary.**

Parties:		Status/Result of Case:
Plaintiff:	Defendant:	
1. N/A		
2.		
3.		
4.		


**M. Use this space to provide any additional information or description of resources supporting Firm's qualifications for the proposed project.**

LTC offers Interpretation and Translations in over 300 of the top languages and dialects used around the world. This includes but is not limited to: Spanish, Vietnamese, and Mandarin Chinese, so we can best support the needs of the Parish of Jefferson, Louisiana.

As listed in our past experience, we have been providing Interpretation and Translations services to more than 5,000 clients in our thirty-one years of business, which includes our state contract with the State of Indiana, where we assist the state with medical, legal, court, and health related interpreting and translation services.

While we have not worked directly with the 24th Judicial District Court, Parish Courts, we do have experience working with other courts located throughout the nation so we are confident in our abilities to understand and meet the expectations of the 24th Judicial District Court and Parish Courts.

**N. To the best of my knowledge, the foregoing is an accurate statement of facts.**

Signature:  Print Name: Makenzie George  
 Title: President Date: 08.15.2024

# Taylor Hull

Email: Thull@ltcls.com

Phone: (765)-610-4626

## **Education**

**August 2015-May 2019**

### **Indiana University-Purdue University Indianapolis**

*Bachelor's degree in American Sign Language and English Interpreting in conjunction with a minor in Spanish and History*

*This ITP includes four (4) years of rigorous studies in Deaf culture, the linguistic dynamics of ASL, and the skills needed to master the interpretive process.*

## **Certification-IIC**

NIC Knowledge Exam passed August 2019

## **Undergraduate Coursework**

*ASL 1-4, Deaf Culture and Community, ASL Fingerspelling and Numbers, ASL Linguistics, Text Analysis I and II, Theory and Processing I, II and III, Interpreting in the Theatre, Medical interpreting, Introduction to English Linguistics, and Sociolinguistics*

*Trained in cultural mediation between both Deaf and hearing parties to facilitate communication.*

- *192 hours of supervised interpreting*
- *74 hours of observation/mentorship*
- *Total of 266 practicum hours completed*
- *Internships at LTC and LUNA*

## **Supervised Interpreting**

*Exercise classes, physical therapy, baseball practices and games, small group coffee chats, large group meetings, choir concerts, IndyPride performance, multicultural communication presentations, class presentations, college tours for visiting students, The Vagina Monologues, and various medical appointments.*

## **Experience**

**June 2019-present:** Full-time Staff ASL Interpreter, Scheduler and Events Coordinator for LTC Language Solutions



## Philippe Garand

Philippe is LTC's Lead Translator in charge of major project translation. He began with LTC as a subcontract translator and was eventually brought on full-time as a translator and coordinator. His credentials and qualifications are as follows:

### Education

- Degree of Professional Excellence, Centre d'Etudes du Commerce International, 1994
  - International Sales & Marketing, export/import – 1-year course
  - Translation of various technical documents from French to English
- Business English Degree, British & Spanish Chambers of Commerce & Industry, 1987
- Degree in Interpreting & Translating, I.S.I.T.: Institut Supérieur d'Interprétariat et de Traduction, 1987
  - French, English, & Spanish
  - Institut Catholique de Paris, France
- Degree in Business & International Law, Université de Paris – La Sorbonne, 1987
  - Licence en Droit des Affaires

### Languages

- French: Native
- English: Fluent
- Spanish: Fluent

### Experience

#### **LTC Language Solutions, Orlando, FL**

Translation Coordinator 2015 – Present

- Oversees all of LTC's major translation projects from initial translation through editing

#### **Freelance Translator, Orlando, FL**

French, English, & Spanish Translator Since 1998

- Has been involved in various translation projects for a variety of clients, to include:
  - Gautier USA, Polypack, Prevantis France, C. Henin Clark (Immigration Attorney), Convention Center Puerto Rico, Orlando's Key Vacation, Lending solutions of Central Florida, Holt Lloyd España (User instruction manuals), various real estate brokers in Orlando

#### **Le Délire de Shiva, Tours, France**

Director of International Development 2007-2011

- Lead on marketing products in the U.S.
- Translated technical information, import documents, and commercial letters

#### **Polypack, Inc., Pinellas Park, FL**

International Sales Manager 2002-2004

- Developed sales in assigned territories and trained various sales teams
- Participated in tradeshow in various locations, to include: Poland, Russia, Ireland, Spain, Germany, Colombia, Mexico, etc.
- Created a distribution network internationally
- Participated in the creation of the company website in Spanish and Russian
- Translated various documents in French and Spanish

#### **BFCE (Banque Française du Commerce Extérieur), Paris, France**

Translator 1994-1998

- Translated bank documents regarding documentary credits, money transfers, export/import financing agreements and documents, and internal communication