



**REGION 4 EDUCATION SERVICE CENTER  
SOLICITATION NUMBER 21-06  
INTERPRETATION AND TRANSLATION SERVICES  
AND RELATED SOLUTIONS**

August 31<sup>st</sup>, 2021

John Drugan, Government Sales Director

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781-801-2929

## Tab 1 – Draft Contract and Offer and Signature Form

Please see enclosed within this tab for Lionbridge’s draft contract offer and contract signature form (Appendix A) as well as the terms and conditions acceptance form (Appendix B).

## Tab 2 - Products and Pricing

Pursuant to the instructions of the RFP, please see below for Lionbridge’s offered products and pricing to Region 4 Education Service Center. This section of Lionbridge’s proposal responds to and addresses the requirements found on Section IV., Section 2, Subsection A of the RFP document.

### i. Offered Pricing for all Services

In response to Region 4 Education Service Center’s RFP for Interpretation and Translation Services and Related solutions, Lionbridge offers the pricing for each of the below services. All pricing is set at not to exceed and will not require any additional software or products to access.

#### Telephone Interpretation Services

To promote further cost saving initiatives for Region 4 and increased flexibility on price, Lionbridge offers two different pricing models for telephone interpretation services. Depending on the anticipated language mix of requests, one pricing model may be more beneficial than the other for Region 4 ESC.

##### Telephone Interpretation: Model One

Language	Cost Per Minute
Spanish	\$0.60 per minute
All Other 380 Languages	\$0.70 per minute

##### Telephone Interpretation: Model Two

Language	Cost Per Minute
All Languages	\$0.63 per minute

#### Onsite Interpretation Services

Language	Cost Per Hour
Spanish	\$108 per hour
All Other Languages	\$134 per hour

#### Document Translation Services

Please note that Lionbridge can provide per word pricing for all other 380 offered languages upon request from Region 4 ESC. Below are Lionbridge’s offered prices for the RFP-listed languages.

Language	Cost Per Word
Spanish ES	\$0.17 per word
Chinese Simplified	\$0.11 per word
Chinese Traditional (Cantonese)	\$0.14 per word
French FR	\$0.21 per word
Japanese	\$0.27 per word
Korean	\$0.15 per word

Russian	\$0.15 per word
Vietnamese	\$0.15 per word
Armenian	\$0.19 per word
Cambodian	\$0.19 per word
German	\$0.21 per word
Haitian Creole	\$0.24 per word
Italian	\$0.18 per word
Polish	\$0.17 per word
Portuguese PT	\$0.18 per word
Tagalog	\$0.15 per word
Thai	\$0.14 per word
Arabic	\$0.18 per word
Program Management	10% of total project value

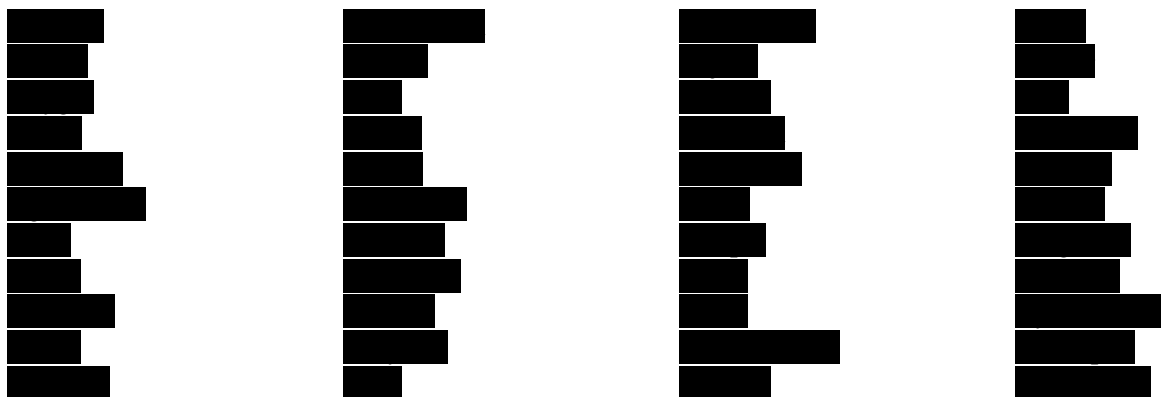
**Video Remote Interpretation Services**

Language	Cost Per Minute
Spanish	\$1.00 per minute
All Other Languages	\$1.75 per minute

**Languages Supported**

Please see below for all 380 languages offered by Lionbridge. Please note that the language list below are the languages that Lionbridge has available as of August 31<sup>st</sup>, 2021. If additional languages are required during the course of a contract with Region 4 ESC, Lionbridge will recruit and add additional resources.

Please note that this language list represents the largest list in the industry and will allow for Region 4 ESC to equitably serve as much of their population and LEP families as possible, regardless of the language spoken.



[REDACTED]

[REDACTED]

**ii. Media submitted for price list must include the Offerors' company name, name of the solicitation, and date on a Flash Drive (Pin or Jump Drives).**

Lionbridge's full company name is Lionbridge Global Solutions II, Inc. and this proposal, dated August 31<sup>st</sup>, 2021 is in response to RFP 21-06 Interpretation and Translation Services and Related Solutions.

This information can be found within our Flash Drive submitted to the evaluation committee as well as the envelope label.

**iii. Is pricing available for all products and services?**

Lionbridge provides pricing for all requested products and services requested within the RFP document, including:

- Telephone Interpretation Services

- Onsite Interpretation Services
- Translation Services
- Video Remote Interpretation

Enclosed within the value-added tabs, Lionbridge also provides pricing and offered related services, which include:



**iv. Describe any minimum fees.**

The only service that requires a minimum charge is our on-site interpretation offering, which has a 2-hour minimum. All of Lionbridge’s remaining offered services do not have any minimum fees.

**v. Describe any shipping charges**

All of the offered services within this proposal are provided remotely, therefore shipping charges do not apply to the services provided by Lionbridge.

**vi. Provide pricing for warranties on all products and services.**

There are no charges for any applicable warranties on all interpretation and translation services provided by Lionbridge.

**vii. Describe any return and restocking fees.**

Return and restocking fees do not apply to the interpretation and translation services provided by Lionbridge.

**viii. Describe any additional discounts, promotions, special offers or rebates available**

In a continued effort to offer Region 4 ESC with cost-saving initiatives and flexibility with the proposed scope of work, Lionbridge offers Region 4 ESC volume-based discounts for over-the-phone utilization, as well as translation memory savings, which will reduce the per minute and per word cost for both services.

**Over the Phone Interpretation Discounts and Savings**

This discounted pricing, and the required utilization volume tiers, are listed in greater detail below.

Discount Tier	Required Monthly Volume (Minutes)	Discounted Price
Tier One	0 – 25,000	\$0.01 per minute
Tier Two	25,001 – 50,000	\$0.02 per minute
Tier Three	50,001 -	\$0.03 per minute

As an example of how this discount would work, if Region 4 ESC used 27,000 minutes of over the phone interpretation in one month, and they leveraged “Model One” pricing model, then they would be charged \$0.58 per minute for Spanish and \$0.68 per minute for all other languages.

**Document Translation Discounts and Savings**

<b>Translation Memory Savings Grid</b>	
New Words (<75%)	100% of new word
Fuzzy Match (75-99% Match)	66% of new word
Repetitions	33% of new word
100% match; reviewed	33% of new word
100% match & 101% match; no review required	No charge

**ix. Describe how customers verify they are receiving Contract pricing**

To ensure that Lionbridge customers can verify they are receiving contract-standard pricing, your Dedicated Lionbridge Program Manager will provide a line-by-line breakdown of each service provided during the month and corresponding invoicing period. This report will include the per minute rate per call, per word rate for each project processed, the set contract rate, and any discount provided.

The information above, including historical invoices and detailed utilization reports, can also be accessed by Region 4 ESC via any of the online reporting portals described in greater detail below.

**x. Describe payment methods offered.**

Lionbridge can accept payment via credit card, ACH, wire transfer, check, P-card, and any other methods required by Region 4 ESC. Payment can also be made via Lionbridge’s online customer payment portal.

**xi. Propose the frequency of updates to the Offeror’s pricing structure**

The pricing for all services provided by Lionbridge is set at not to exceed and will not be increased throughout the course of a contract with Region 4 ESC.

Contingent on utilization and volume from Region 4 ESC, Lionbridge would be happy to consider discounts to pricing for some, or all, services.

**xii. Describe how future product introductions will be priced and align with Contract pricing proposed.**

The pricing for all services provided by Lionbridge is set at not to exceed and will never be increased throughout the course of a contract with Region 4 ESC. Additional work, more projects, for the services offered in this proposal will be charged at the same rates described above.

**xiii. Provide any additional information relevant to this section.**

Lionbridge has no additional information to add relevant to the section above.



## Tab 3 - Performance Capability

Pursuant to the instructions of the RFP, please see below for Lionbridge's performance capability for the requested services offered. This section of Lionbridge's proposal responds to and addresses the requirements found on Section IV., Section 2, Subsection B, of the RFP document.

### i. Response to Appendix D, Exhibit A, OMNIA Partners

Please see below for Lionbridge's detailed response to the requirements outlined within Appendix D, Exhibit A, Section 3: Supplier Response of the OMNIA Partners Response form.

#### **3.1. Company**

##### **A. Brief history and description of Supplier to include experience providing similar products and services.**

As the world's largest language services corporation, Lionbridge has successfully provided interpretation and translation services to the public and private sector, including to public schools across the United States, for the last 35 years.

Since our founding, Lionbridge has grown to expand our language service offerings to include, but is not limited to some of the below:

- Document Translation
- Over-the-Phone Interpretation
- Video Remote Interpretation
- On-Site Interpretation
- Real-Time Text Translation
- Website Localization
- Content Testing
- Transcription
- Captioning

Generating over [REDACTED] in revenue during 2020, Lionbridge has the unique combination of financial stability, a vast depth of qualified language resources, and the requisite experience working with similar public schools [REDACTED] to support Region 4 Education Service Center throughout the course of a language services contract.

##### **B. Total number and location of salespersons employed by Supplier.**

Lionbridge employs close to [REDACTED] throughout the company across some of the below locations within the United States:

- Waltham, Massachusetts (Lionbridge's Headquarters)
- New York City, New York
- Columbus, Ohio
- Bellevue, Washington
- Boise, Idaho

##### **C. Number and location of support centers (if applicable) and location of corporate office.**

Lionbridge has [REDACTED] United States support and operational employees across a number of offices throughout the country. This includes some of the below locations:


- New York City, New York
- Waltham, Massachusetts (Lionbridge's Headquarters)

- Columbus, Ohio
- Bellevue, Washington
- Boise, Idaho

**D. Annual sales for the three previous fiscal years**

Lionbridge has generated estimated annual sales over the last three fiscal years:



Lionbridge Global Solutions II, Inc.'s 

**E. Describe any green or environmental initiatives or policies.**

Lionbridge is proud to bring environmentally friendly jobs, skills, and revenue to communities across the globe. The unique business model of our language service offering is helping define a new global micro-economy that works locally with community-based businesses. Through our cloud-based workflow systems, Lionbridge enables thousands of small and home-based translation businesses across the United States and the world, allowing them to fully participate in global trade while maintaining their local community life.

Within our own offices, Lionbridge also believes deeply in corporate social responsibility to our environment and well-being. Each of our facilities in all 27 countries is encouraged to (1) get involved in the well-being of its local community, and (2) safeguard the health of the earth we work so hard, as a company, to interconnect. Corporate-wide facility efforts include systematic energy conservation; pro-active recycling; flex-time plans, as well as car and vanpooling to reduce our impact on transportation systems.

At Lionbridge it is our policy to consciously dispose of un-required equipment and other operational waste material in a safe and environmentally friendly way by employing a recognized third-party professional waste management company in all of the countries we operate. This includes recycling, energy efficiency, and hardware disposal programs. We allow employees to work remotely to eliminate carbon emissions and greenhouse gases.

Additionally, Lionbridge is proactively working to establish our baseline carbon emissions to gain an accurate understanding of our environmental impacts. Once this process is complete, our Corporate Social Responsibility Committee intends to develop a policy that addresses these – and identify additional – areas that require specific attention and promotes environmental sustainability across our business.

Lionbridge's Corporate Social Responsibility Committee (CSRC) is responsible for monitoring Lionbridge's performance, risk and corrective action related to our commitment to corporate social responsibility across a range of topics, including environmental impact and sustainability initiatives. The CSRC has the authority to assess risk, to provide oversight to corrective action and to report to the Chief Executive Officer annually regarding the state of Corporate Social Responsibility at Lionbridge.

In Q3 2021, Lionbridge participated as a first-time responder to the 2021 reporting cycle for CDP, a not-for-profit organization that administers a global disclosure system for investors, companies, cities, states and regions to manage their environmental impacts (<https://www.cdp.net/>). Lionbridge responded to the CDP's Climate Change questionnaire, which involved collecting global emissions data in order to estimate our carbon footprint according to the Greenhouse Gas (GHG) Protocol. Lionbridge is in the process

of reviewing the results to further understand our environmental impacts, identify opportunities to reduce our emissions and promote environmental sustainability across our business.

Lionbridge has a comprehensive equipment recycling program with conscious disposal of equipment and other operational waste material in a safe and environmentally friendly way employing a recognized third-party professional waste management company. Additionally, we allow employees to work remotely to reduce carbon emissions and greenhouse gases. At the individual and site level, employees are encouraged to undertake local community improvement initiatives or support important causes through our Volunteer Day program, which allows them to take one paid day per year to conduct volunteer activities during regular working hours.

Lionbridge has also implemented comprehensive Sustainable Purchasing Guidelines that involve reviewing each potential vendor's Sustainability Policy as part of their RFP responses, ensuring all key procurement decisions and actions are considered and determined by a cross-functional team of in-house specialists to drive sustainable outcomes and reviewing sustainability agendas in supplier performance reviews where applicable.

**F. Describe any diversity programs or partners supplier does business with and how participating Agencies may use diverse partners through the Master Agreement.**

Lionbridge has a 30-year history of executing interpretation and translation service contracts on the federal, state, and local level of government that have small-business or historically underused business participation requirements.

[REDACTED]

[REDACTED]

**G. Indicate if supplier holds any of the below certifications in any classified areas and include proof of such certification in the response**

Lionbridge Global Solutions II, Inc. does not hold the business class certifications listed within the RFP.

**H. List any relationships with subcontractors or affiliates intended to be used when providing services**

Lionbridge will provide this entire scope of work without the use of any subcontractors or affiliates.

**I. Describe how supplier differentiates itself from its competitors.**

For the last 30 years, Lionbridge has been trusted by government entities on the federal, state, and local level, including public schools across the country, to provide mission-critical interpretation and translation services in over 380 languages to help ensure an equity of access to public resources.

The strength of Lionbridge's ability to execute the scope of work and our unique differentiators, includes but is not limited to:

[REDACTED]

[REDACTED]

### **Customizable Interpretation Process**

One of the key benefits of Lionbridge’s interpretation platforms is that your Lionbridge Account Manager can provide a hand-tailored and customized process for the Region 4 ESC team and OMNIA Partners participating entities. Lionbridge offers an extensive number of customizations available, at no cost to OMNIA Partners

Customized features of our call flow include, but are not limited to, the below:

[REDACTED]

### **Vast Pool of Government Linguists**

[REDACTED]

[Redacted]

In addition to the testing process that all interpreters must undergo, Lionbridge’s team of interpreters also have

[Redacted]

**Decades of Relevant Government and Public-School Experience**

As a result of Lionbridge’s ability to consistently execute this scope of work on a high level, Lionbridge’s team has been trusted by government and public-school districts across the United States for the last 30 years.

Lionbridge’s team currently provides this scope of work to some of the below similar school districts.

School District	State	Number of Enrolled Students
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
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[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]

[REDACTED]

For the OMNIA Partners team, this means that Lionbridge has not only the requisite experience, but has the infrastructure and skill set to support this agreement.

**Industry-Leading Technology Platforms**

The technology that Lionbridge utilizes to deliver our language services will ensure OMNIA Partners that, regardless of any emergency, public health crisis, or disaster, our interpretation services will continue to be provided without any lapse in coverage. In fact, both the Department of Homeland Security and the Federal Emergency Management Agency (FEMA) have trusted Lionbridge to provide over the phone interpretation during emergency or natural disaster scenarios.

[REDACTED]

[REDACTED]

These tools ensure that OMNIA Partners is able to monitor key performance indicators, the utilized language mix, usage trends for both services, and other metrics on how OMNIA Partners has leveraged their contract with Lionbridge.

**Technology Innovations**

With over 35 years of experience executing this scope of work, Lionbridge’s team is uniquely familiar with the pain points and struggles of other language service providers providing remote interpretation services and we have adapted accordingly. In recent years, [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

### Financial Stability

Lionbridge profitably generated over [REDACTED] in revenue in 2020. This financial strength and stability demonstrated that a language service contract with Lionbridge would provide OMNIA Partners with a partner that has the requisite infrastructure and ability to invest in any technology, infrastructure, or resources needed to execute this scope of work.

### Languages Available

Offering the single largest available language list in the industry, Lionbridge can provide interpretation services to OMNIA Partners in over 380 different languages, including a wide variety of rare or indigenous languages that would otherwise be difficult to fulfill including languages, such as:

[REDACTED]

The result for OMNIA will be able to competently and equitably serve all residents and families, including the communities who may speak languages of lesser diffusion.

#### J. Describe any present or past litigation, bankruptcy or reorganization involving supplier.

Lionbridge has no pending litigation, bankruptcy, or reorganization.

#### K. Felony Conviction Notice

Lionbridge is not owned or operated by anyone who has been convicted of a felony.

#### L. Describe any debarment or suspension actions taken against supplier

Lionbridge has no debarment or suspension actions taken against us.

### 3.2. Distribution, Logistics

#### A. Describe the full line of products and services offered by supplier.

As a leader in the language service industry, Lionbridge has been offering public and private sector partners an entire suite of both interpretation and translation services, including the below service offerings:

- Telephone Interpretation
- Document Translation
- Video Remote Interpretation
- Virtual Interpretation
- On-Site Interpretation
- Website Localization
- Video Localization
- Software Localization
- Testing Services

#### B. Describe how supplier proposes to distribute the products/service nationwide.

With the exception of on-site interpretation, all of Lionbridge's provided services (over the phone interpretation, document translation, video remote interpretation, etc.) to OMNIA Partners will be provided

remotely from interpreters based within the United States via our cloud-based technology platforms. As a result, there are no limitations to where users can receive our services, regardless of their location.

Lionbridge will also be able to provide on-site interpretation coverage for all of the United States, including U.S. Territories and Outlying Areas.

**C. Describe how Participating Agencies are ensured they will receive the Master Agreement Pricing**

All of Lionbridge's services received under the Master Agreement are provided directly through, and managed by, Lionbridge's Dedicated Program Manager for OMNIA Partners and Participating Agencies without the aid of any retail stores, in-store locations, or distributors.

Furthermore, to ensure that Lionbridge customers can verify that they are receiving contract-standard pricing, your Dedicated Lionbridge Program Manager will provide a line-by-line breakdown of each service provided during the month invoicing period. This report will include the per minute rate per call, per word rate for each project processed and more.

The information above, including historical invoices and detailed utilization reports, can also be accessed by OMNIA Partners via any of the online reporting portals described in greater detail below.

**D. Identify all other companies that will be involved in processing, handling or shipping the products/service to the end user.**

Lionbridge does not use other companies during the processing, delivering, or shipping of any of our offered services.

**E. Provide the number, size and location of Supplier's distribution facilities, warehouses and retail network as applicable.**

Lionbridge leverages a network of over 10,000 linguists located in both brick-and-mortar offices and virtual call centers across the United States to execute this scope of work.

**3.3. Marketing and Sales**

**A. Lionbridge's 90-Day Implementation Plan**

Lionbridge's Program Management team intends on implementing and kicking off a contract with OMNIA within one week of award, as is stated within our 90-day plan below.

This plan includes our CEO's acknowledgment that the OMNIA contract is the corporate go-to market strategy for the public sector, a cobranded public corporate announcement, and the training and education of our sales team.

**B. Lionbridge's 90-Day Marketing and Sales Campaign**

As a contract holder with OMNIA Partners, Lionbridge's full marketing and government sales team would be responsible for the immediate "land-and-expand" campaign to ensure that we are approaching agencies across the country.

Pursuant to the request of the RFP, Lionbridge's 90-day marketing and sales campaign for a proposed contract with OMNIA Partners is found in greater detail below. Please note that this is our proposed plan, and would be more than receptive to any feedback, commentary, or suggestions from the OMNIA Partners team.



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Phase	Action	Timeframe	Proposed Activity	Responsible Party
Phase One: Contract Award	Contract Award	Upon Contract Award	Lionbridge awarded by Region 4 ESC/OMNIA for new Contract	Region 4 ESC / OMNIA
	Marketing and Sales Team Kick-Off	1 day following award	Lionbridge sales and marketing team connect to discuss new contract. CEO to attend	Lionbridge Program Manager (John Drugan)
	Corporate Contract Award Announcement	2 days following award	Lionbridge announces via all social media outlets and website (Facebook, Twitter, LinkedIn, Instagram, etc.) that we are a newly awarded OMNIA Partners vendor. To include formal cobranded press release	Lionbridge Social Media Team (Michael McKenzie)
Phase Two: Marketing Initiatives	OMNIA-Lionbridge Landing Page Generation	2 days following award	Lionbridge Program Manager meets with IT team to discuss creating internal landing page, within Lionbridge's website. To include co-branded material, link to OMNIA, pricing, contact information	Lionbridge Program Manager and IT team (John Drugan and Giancarlo Mora)
	Identify Ad Space and Provide Collateral to Trade Publications	Within 15 days of award	Lionbridge to identify industry trade organizations and publications to provide collateral in for the duration of contract	Lionbridge Marketing Team (Mike McKenzie)
	Social Media and Database Awareness Campaign	5 days following award through 90 days	Lionbridge's social media team will begin advertising OMNIA landing page and Lionbridge OMNIA marketing collateral through social media channels as well as to all OMNIA Partners	Lionbridge Social Media and Marketing Teams (Mike McKenzie and Cynthia Stephens)

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	Online Targeted Ad Campaign	5 days following award through 90 days	Lionbridge to purchase targeted ads on Google, Twitter, Facebook, and more to advertise Lionbridge-OMNIA Contract	Lionbridge Social Media and Marketing Teams (Mike McKenzie and Cynthia Stephens)
<b>Phase Three: Sales Initiatives</b>	Sales Team Kick-Off	1 day following award	Lionbridge sales team to connect regarding contract and assign roles and territories	Lionbridge Director of Sales (Susan Gryder)
	Outreach to Existing Cooperative Customers	2 days following contract award	Lionbridge Program Managers will reach out to public sector clients and advise them of a new contract	Lionbridge Program Management team
	Outreach and Sales Campaign Begins	2 days following award	Lionbridge sales team will begin dividing OMNIA participating entities list, and begin a sales sequence through Outreach	Lionbridge Sales Team
	Sales Campaign	2 days following award through 90 days	Lionbridge sales team will continue with sales sequence to existing OMNIA customers that will include emails with marketing collateral, links to OMNIA website, as well as follow up calls to those who opened or clicked the email	Lionbridge Sales Team
	Weekly Sales Meeting	Every Monday morning	Lionbridge Director Sales will meet with Lionbridge sales team to discuss progress on campaign, provide an update on click rates, meetings, booked opportunities, and areas of improvement	Lionbridge Sales Team

Phase Four: Schedule On-Going Contract Expansion Practices	Schedule National Sales Conferences	15 days after award	Lionbridge’s team will begin identifying potential conferences, industry groups, and events to participate in with OMNIA	Lionbridge Sales Team
	Schedule Monthly OMNIA Contract Meeting	15 days after award	Lionbridge Program Manager will work with OMNIA representative to schedule a routine meeting to discuss marketing/sales efforts and contract growth status	Lionbridge Sales Team and OMNIA Team

**C. Describe how Supplier will transition any existing Public Agency customers’ accounts to the Master Agreement available nationally through OMNIA Partners.**

Lionbridge does not currently participate in any other cooperative contracts.

As part of our marketing and sales outreach, Lionbridge’s team will advise existing public agency customers of its participation on the OMNIA Partners cooperative contract and direct them to applicable information on the advantages of the contract.

**D. Acknowledge Supplier agrees to provide its logo(s) to OMNIA Partners**

Lionbridge acknowledges to provide our logo to OMNIA Partners and provide permission for reproduction of our logo in any marketing communications or promotions. Lionbridge also agrees to not use the OMNIA logo unless granted explicit approval from OMNIA.

**E. Confirm Supplier will be proactive in direct sales of Supplier’s goods and services.**

All sales and marketing initiatives undertaken by Lionbridge under an OMNIA contract will be overseen by Lionbridge employees. As the above 90-day marketing and sales plan notes, Lionbridge sales campaign and marketing collateral will focus on the key selling points of our contract including the public negotiation, the procuring agency, the pricing, free to participate, and the non-exclusivity.

**F. Confirm Supplier will train its national sales force on the Master Agreement.**

As part of the 90-day sales and marketing plan detailed above, within one week of contract award, Lionbridge’s Program Manager will begin a series of trainings for our Business Development Representatives (BDRs) that will introduce the OMNIA contract. This training will include:

- Key features of Master Agreement
- Working knowledge of the solicitation process
- Awareness of the range of Public Agencies that can utilize the Master Agreement through OMNIA Partners
- Knowledge of benefits of the use of cooperative contracts

**G. Provide the name, title, email and phone number for the person(s), who will be responsible for contract management**

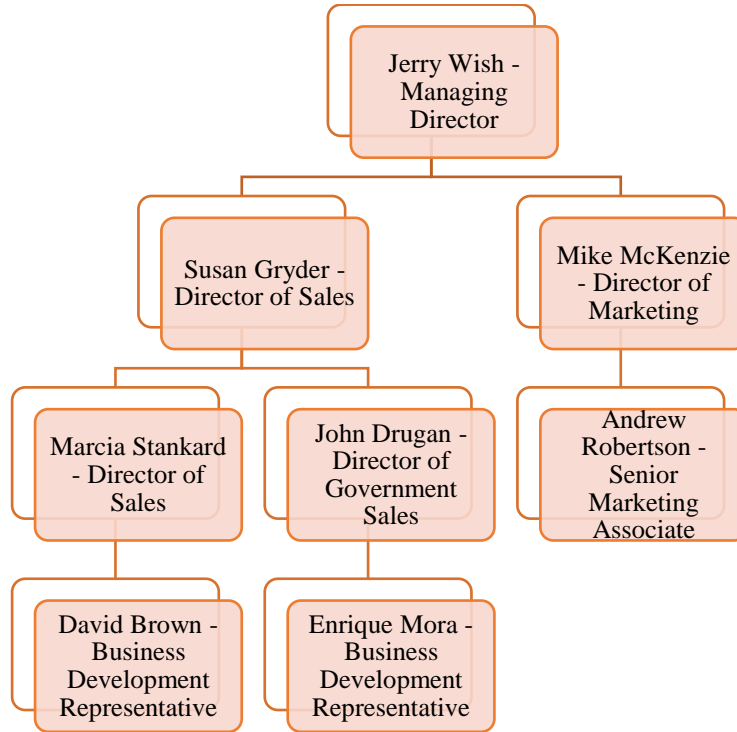
As a benefit for OMNIA Partners, and our participating partners, Lionbridge provides a small-business level of attention, coupled with the resources and support of the industry’s largest corporation. Pursuant to the request of the RFP, please see below for the key personnel managing this contract with OMNIA.

Role	Name	Title	Email	Phone Number
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

**H. Describe in detail how Supplier’s national sales force is structured, including contact information for the highest-level executive in charge of the sales team.**

Lionbridge’s national sales force is structured to provide the support, attention, and focus required to continue to expand this contract. The team below is a tentative structure, aimed at the exclusive marketing and selling of the OMNIA contract lead by [REDACTED]

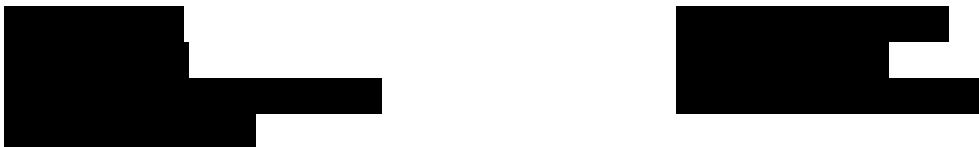
Please see below for a tentative organizational chart responsible for marketing and selling our OMNIA Partners contract.



**I. Explain in detail how the sales teams will work with the OMNIA Partners team to implement, grow and service the national program**

As detailed in our 90-day plan above, throughout the course of a contract Lionbridge’s sales team will conduct weekly or bi-weekly meetings to discuss sales progress and expansion under our OMNIA contract. The meeting, lead by Susan Gryder, will have each member of the sales team highlight key performance indicators of sales efforts during the prior week.

Key performance indicators for our sales team will include:



**J. Explain in detail how Supplier will manage the overall national program**

As is detailed in our 90-day plan above, Lionbridge’s OMNIA Program Manager, John Drugan, will establish a cadence of monthly meetings with OMNIA to discuss sales reports, expansion efforts, feedback, and areas of improvement.

**K. State the amount of Supplier’s Public Agency sales for the previous fiscal year**

Public Agency Name	Previous Fiscal Year Spend	Key Contact at Lionbridge
[Redacted]	[Redacted]	David Clegg
[Redacted]	[Redacted]	David Clegg

[REDACTED]	[REDACTED]	John Drugan
[REDACTED]	[REDACTED]	John Drugan
[REDACTED]	[REDACTED]	John Drugan
[REDACTED]	[REDACTED]	John Drugan
[REDACTED]	[REDACTED]	John Drugan
[REDACTED]	[REDACTED]	John Drugan
[REDACTED]	[REDACTED]	David Clegg
[REDACTED]	[REDACTED]	David Clegg

**L. Describe Supplier’s information systems capabilities and limitations regarding order management through receipt of payment, including description of multiple platforms that may be used for any of these functions.**

As a [REDACTED], Lionbridge has no limitations regarding order management, capacity of services provided, and are routinely trusted to execute this scope of work for public sector entities across the United States.

**M. Provide the Contract Sales (as defined in Section 10 of the OMNIA Partners Administration Agreement) that Supplier will guarantee each year under the Master Agreement for the initial three years of the Master Agreement (“Guaranteed Contract Sales”).**

Lionbridge anticipates the following annual minimums:

[REDACTED]

**N. Even though it is anticipated many Public Agencies will be able to utilize the Master Agreement without further formal solicitation, there may be circumstances where Public Agencies will issue their own solicitations.**

Lionbridge will agree to inform contracting officers on new solicitation of the existence and advantages of the OMNIA Partners contract.

Lionbridge takes exception to this language in Exhibit A: Response for National Cooperative Contract and requests to negotiate this clause upon award.

**ii. The successful Offeror will be required to sign Appendix D, Exhibit B, OMNIA Partners Administration Agreement prior to Contract award.**

Please see attached within Tab 6 of this proposal for Lionbridge’s signed and completed Appendix D, Exhibit B.

**iii. Include completed Appendix D, Exhibits F. Federal Funds Certifications and G. New Jersey Business Compliance.**

Please see attached within Tab 6 of this proposal for Lionbridge’s signed and completed Appendix D, Exhibit F and Exhibit G.

**iv. Describe how Offeror tracks and bills for provided services**

Lionbridge tracks utilization of interpretation services through the use of a unique 8-digit PIN or the designated login for VRI or translation portal. Each department within Region 4 ESC using Lionbridge’s services will be assigned a PIN or the login unique to that department and can either be billed individually or under one account.

When the Region 4 ESC department calls Lionbridge, they will be asked for their PIN, and then proceed through the IVR menu. On the back end, our IVR system captures this data and provides our team with the ability to share usage reports and invoices with the time, date, duration, language, department, cost, connection time, and more for each call.

Lionbridge retains complete flexibility with regards to invoicing and reporting and can provide bills and usage reports for Region 4 ESC to match any requirements from the contract management team.

**v. What is Offeror’s process for ordering services and how the users are connected to the interpreter? Describe Offeror’s travel policy and include rates.**

**Telephone Interpretation**

Lionbridge’s offered over the phone interpretation platform will provide Region 4 ESC with an on-demand, as-needed, and completely customizable tool to connect teachers and staff to non-English speaking families in over 380 different languages, within less than 10 seconds on average.

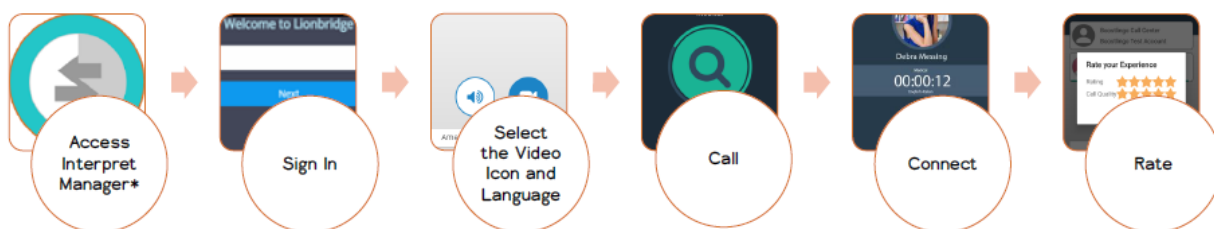
Partnering with Lionbridge, Region 4 ESC would benefit from the most flexible and customizable call flow in the language service industry to connect teachers with interpreters.

An example of a standard call flow process that could be leveraged by Region 4 ESC schools is illustrated below. Please note that this is completely flexible and customizable and customization features are reflected on page 13 of this proposal.



**Video Remote Interpretation Services**

Lionbridge’s video remote interpretation services can be accessed by Region 4 ESC through either any smart device or through any webcam capable computer. The step-by-step process to access an interpreter via video is found below.



Step One:

- Download the Interpret Manager App
- Or visit <https://lionbridge.interpretmanager.com>

Step Two:

- Sign in using your assigned Lionbridge credentials

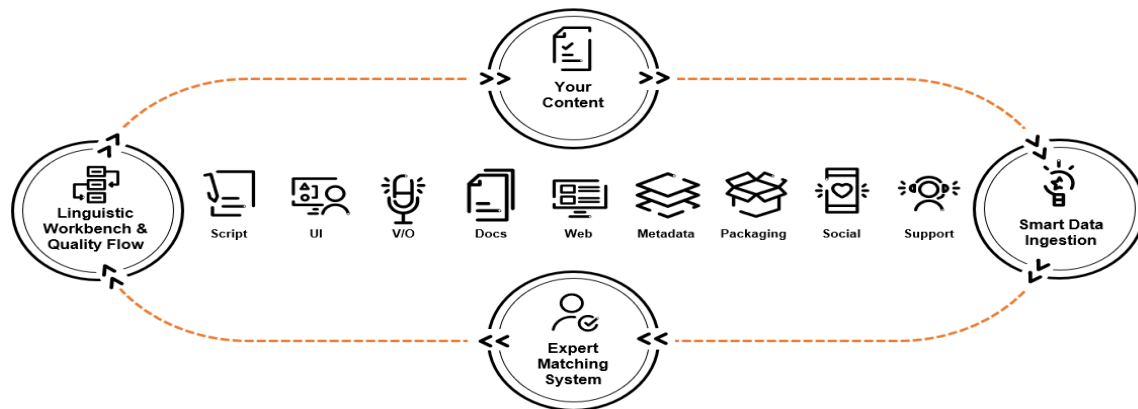
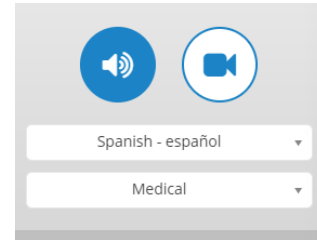
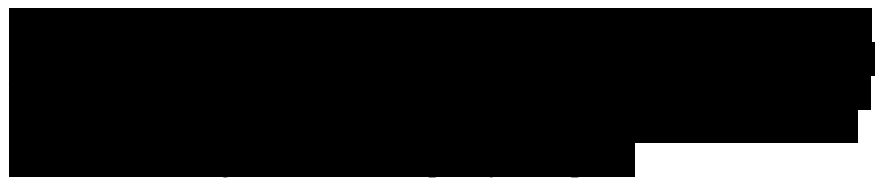
Step Three:

- Select language and click “Call”

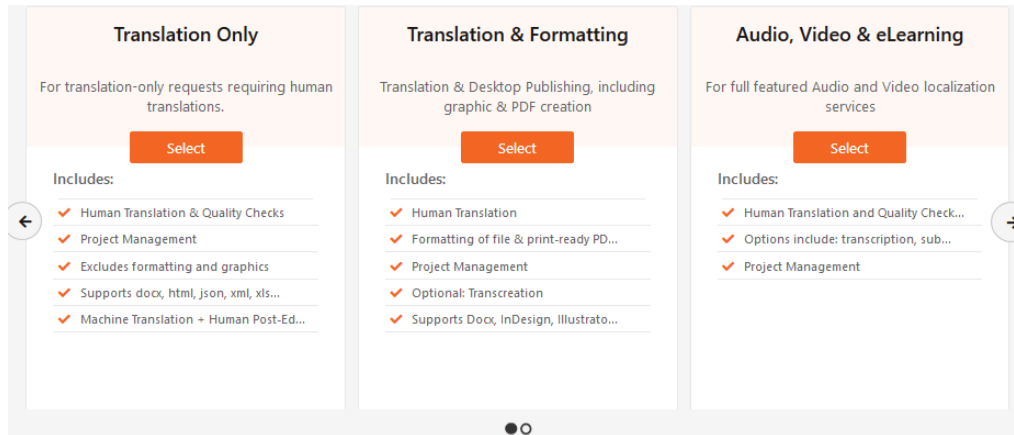
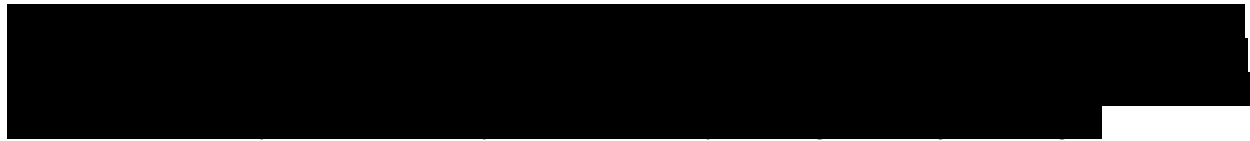
Step Four:

- Connect with interpreter on screen

Document Translation







### On-Site Interpretation

Lionbridge's on-site interpretation services for Region 4 ESC can be accessed by contacting your Dedicated Program Manager directly via email, phone, or fax. The process for scheduling sessions is found below:

- Region 4 ESC teacher or staff contacts Lionbridge and provides
  - Date/Time
  - Language
  - Duration
  - Location of session
- Lionbridge begins sourcing request and identifying interpreter
- Lionbridge identifies an interpreter and provides assignment information
- Lionbridge confirms with Region 4 ESC and provides interpreter contact information

### vi. Describe Offeror's correction plan for errors.

Lionbridge's Dedicated Program Manager is tasked with consistent monitoring and evaluation of a contract with Region 4 ESC.

Identifying deficiencies or errors throughout the course of a contract will be noted by the Program Manager and will be brought to the attention of Region 4 ESC immediately. A remediation plan will be provided to Region 4 within 24 hours.

A more detailed example of our correction plan and contract management plan for Region 4 ESC is found below.

### vii. Describe Offeror's ability to meet service.

As part of our robust quality control and contract management plan, it will be your Lionbridge's Program Manager's responsibility to consistently monitor key performance indicators of our contract with Region 4 ESC and members of our key operations teams to respond appropriately so that we serve the Education Center as best as possible.

Throughout the course of the contract, it is your team’s primary responsibility to ensure complete satisfaction and confidence in our ability to provide all requested services.

The key performance indicators that our Program Manager monitors for, and our operations teams act upon, are found below. This list is not exhaustive but does include key components of how Lionbridge measures the success and customer satisfaction on our interpretation and translation service contracts.

[Redacted text]

Performance Standard	Lionbridge’s Expected Performance Standards	Mechanisms to Ensure Standards are Met	Responsible Party(s)
Average Connection Time	[Redacted]	[Redacted]	[Redacted]
Fulfillment Rate and Language Coverage	[Redacted]	[Redacted]	[Redacted]
Dropped Call Rate	[Redacted]	[Redacted]	[Redacted]
Interpreter Accuracy and Quality	[Redacted]	[Redacted]	[Redacted]
Call to Complaint Ratio	[Redacted]	[Redacted]	[Redacted]
Hold Time	[Redacted]	[Redacted]	[Redacted]
Translator Glossaries and Resources	[Redacted]	[Redacted]	[Redacted]

<b>Timely Complaint Resolution</b>			
<b>Program Management</b>			
<b>Confidentiality</b>			

**viii. Describe Offeror’s customer service/problem resolution process. Include hours of operation, number of services, etc.**

**Program Management Model**

As part of our dedicated, laser-focused customer service, [REDACTED]

David Clegg will oversee all aspects of your language services contract, verify interpretation quality, language coverage, and provide any requested project reports or invoices as requested. Lionbridge will also provide a secondary Program Manager, a 24/7/365 available customer support line, live online assistance, and direct access to the entire account management team described above.

Region 4 ESC’s assigned Program Manager David Clegg has [REDACTED]

[REDACTED]. He has served in various positions on Lionbridge’s government interpretation contracts– from operations coordinator to team lead to Operations Manager and Program Manager – giving him the depth of experience and knowledge about providing excellent service for government clients. He has consistently received excellent reviews from our customers, including high ratings on Lionbridge’s contract with the U.S. Department of Homeland Security, with the following comments:

*“Mr. Clegg was always a step ahead to ensure that each office that required weekend interpretation was accommodated ... the contractor has promptly notified COR and/or the contracting office in a timely and favorable fashion regarding any issues of an urgent nature.”*

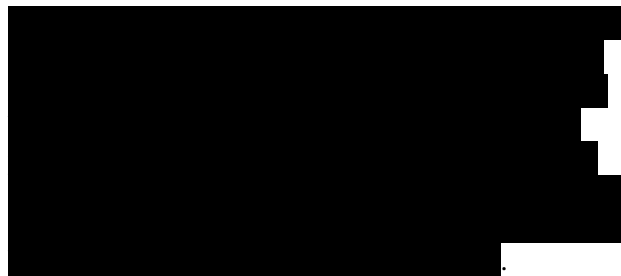
### Complaint Resolution Process

Although our team takes every measure necessary to prevent customer complaints, we do understand that complaint resolution and communication of any service issues is a critical aspect of executing this scope of work. As such, we provide our clients with the ability to submit complaints, criticisms, or comments in a variety of ways, and have them be resolved in a timely, efficient, and professional manner.



*"I really appreciate the concern and attention to our feedback. What excellent service! It means a great deal to us that we are able to share our feedback and have it looked into. Generally in the service industry we just don't hear that kind of follow up."*

*- Lionbridge government customer*



The unique value of the CCDB is that it builds in accountability and immediate escalation. It also allows Lionbridge management to create and monitor reports of issues over time, gain insight into trends, and take corrective action. Results of corrective action will be reported back to Region 4 at scheduled meetings or, in the case of urgent issues, immediately by the Program Manager.

**ix. Describe Offeror's invoicing process. Include payment terms and acceptable methods of payments. Offerors shall describe any associated fees pertaining to credit cards/p-cards.**

Lionbridge invoices our customers on a monthly basis, with a net 30 payment terms, unless requested otherwise by Region 4 ESC. Before the 5<sup>th</sup> of the month, Lionbridge will provide Region 4 ESC with an invoice containing the detailed charges for each service rendered during the month.

Lionbridge accepts all types of payment forms including ACH, wire transfer, credit card, check, or whatever form is required by Region 4 ESC and can be processed via our online customer payment portal.

**x. Describe Offeror's contract implementation/customer transition plan.**

As soon as a contract is finalized between Region 4 ESC and Lionbridge, your assigned Program Manager will work with the Region 4 ESC team to ensure that the accounts to receive all services are customized and hand tailored to Region 4 ESC's specifications.

The account creation and customization process will typically take less than 24 hours and can be accessed by the Region 4 ESC team immediately.

The below chart helps outline our team's responsibilities bringing Region 4 ESC from contract signing, to a go-live date.

Implementation Activity	Responsible Party
-------------------------	-------------------

Contract Award	
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

**Free Training Offered to Region 4 ESC**

As part of the on-boarding process described above, Region 4 ESC’s Program Manager is responsible to provide training material and training sessions to your team to ensure that all teachers and staff know how to access all our offered services.

During the on-boarding process, your Program Manager will work with the appropriate contract or procurement team to coordinate a series of in-person, on-site, Skype, or over the phone training, in addition to customizing and distributing the physical training material below.

The training material and personnel training sessions provided by Lionbridge would be offered to any and all users under an agreement, as many times as requested. Training sessions will be coordinated by your Program Manager during the onboarding process and can be requested again by contacting the Program Manager directly.

There will be no fee involved for any electronic or hard copy training material provided to the or for any in-person or on-site training.

- Language Lists
- Point to Your Language Posters
- Detailed User Manual
- How to Get the Most of your Interpreter

- How to Use Lionbridge’s Portals
- Access Code Cards

### **In-Person, Over-the-Phone, or Webinar Training**

Lionbridge’s dedicated Program Manager and your entire account management team will be available to conduct any combination of on-site, over-the-phone or webinar training on how to access Lionbridge’s services during the on-boarding phase and as-needed throughout the course of an agreement.



The trainings will be conducted by one or two members from Lionbridge’s team and will typically run anywhere from 30 to 45 minutes in length. The training will instruct callers on how to access a Lionbridge interpreter, troubleshooting user errors, how best to work you’re your interpreter, and a brief background on the qualifications and background of your Lionbridge interpreters.

Following the presentation, our team will leave additional time afterwards to answer any questions from staff on our services, linguists, qualifications, and more.

### **Lionbridge Language List**

Lionbridge offers the single largest available language list in the industry, and part of our training material includes a PDF representing all 380 available languages offered for telephonic interpretation services. This PDF is most commonly laminated, or in poster form, and is hung up in public office spaces for staff to have visibility to the languages covered.

### **Point to Your Language**

The “Point to Your Language” poster is most commonly used in interpretation sessions where there is an LEP individual in-person who speaks no English or cannot otherwise identify his/her language. In this situation, the LEP person would be given this poster, and they would point to the language they required interpretation, and Region 4 ESC would dial Lionbridge to request this language.

This poster is meant for the public and to publicly state that interpretation services are available at no cost to the public. This can be customized to reflect the top languages of Texas, at no additional fee.

### **User Guide**

This customized training guide shows Region 4 callers the step by step process to access Lionbridge’s interpretation services. This guide will be customized by Lionbridge’s Program Manager and can be provided in PDF or hard copy form.

Most customers prefer business card sized handouts or laminated sheets of their user guide, and Lionbridge’s Program Manager will accommodate the format that is most preferred.

### **How to Get the Most of Your Interpreter**

Lionbridge offers training material that gives Region 4 ESC’s best practices and tips on how to make the most of their interpretation experience with Lionbridge. While our standard document includes recommendations like to eliminate background noise or to address the LEP person directly, this material could be customized to include agency-specific recommendations.

**Online Reporting Tool Trainings**

An integral part of the Lionbridge service package is the variety of online reporting tools offered to clients. In addition to screensharing and on-site training, Lionbridge will provide all staff who have access to these portals with their own InterpBridge and Dashboard training manuals.

These manuals will include how to login, pull reports, view specific data metrics, and troubleshooting. In addition, the Program Manager will be available to answer any questions about how to use these tools.

**xi. Describe the financial condition of Offeror.**

As a [REDACTED] per year leader in the language service industry growing almost 20% year over year, Lionbridge has the financial stability and requisite infrastructure to support Region 4 ESC throughout the course of a language service contract.

**xii. What technology is your organization utilizing to ensure quality?**

The technology, experience, and processes that Lionbridge utilizes for its telephonic interpretation services will ensure Region 4 ESC that regardless of any emergency, public health crisis, or disaster, our interpretation services will continue to be provided without any lapse in coverage. In fact, both the Department of Homeland Security and the Federal Emergency Management Agency (FEMA) have trusted Lionbridge to provide over the phone interpretation in emergency or natural disaster scenarios.

[REDACTED]

[REDACTED]

[REDACTED]

Furthermore, all authorized Region 4 ESC personnel will be notified immediately at the moment of an outage via email, voicemail, and SMS message if required. They will have the option to be notified when the issue has been resolved, and when there is a root cause analysis to provide.

**xiii. Describe what types of reporting are available. Include sample reports and explain how Region 4 ESC and Participating Public Agency will be able to access and create reports.**

In addition to invoice and utilization reports provided by your dedicated Program Manager on a regular or scheduled basis, Lionbridge also offers customers like Region 4 ESC with the ability to track their utilization of Lionbridge's services online through two different online portals, both in real-time.

As part of the Lionbridge service package, the Region 4 ESC will have access to our proprietary real-time reporting portals: the Lionbridge's Dashboard and InterpBridge. Providing a user-friendly experience, both InterpBridge and the Lionbridge Dashboard enable customers to manage their accounts with Lionbridge, view usage trends, real-time data, languages utilized, all available 24/7/365.

Through both online portals, county departments, and the Region 4 ESC contract manager will have self-service access to comprehensive analysis of usage data, and a variety of search and report features. Content of reports and metrics include data summaries by user, division, or department, as well as call details such as language, date, time, requestor, connect time, and length of call.

Please note that these accounts can be provided for both individual departments and for the County contract manager across all of Sacramento. Additional details on both available reporting portals are below.

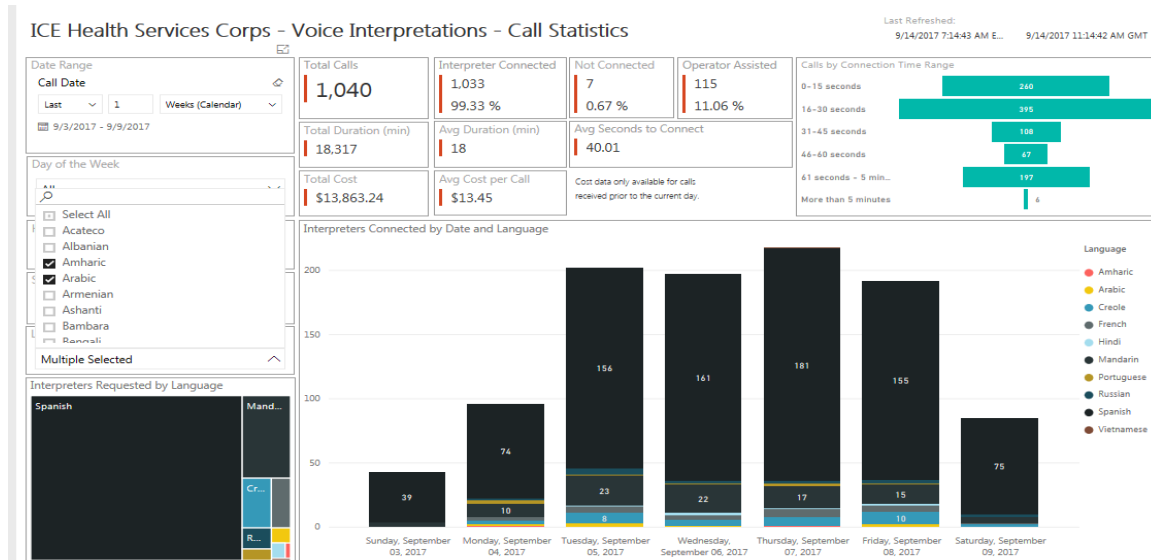
**Real-Time Reporting Tool #1: Lionbridge Dashboard**

[REDACTED]

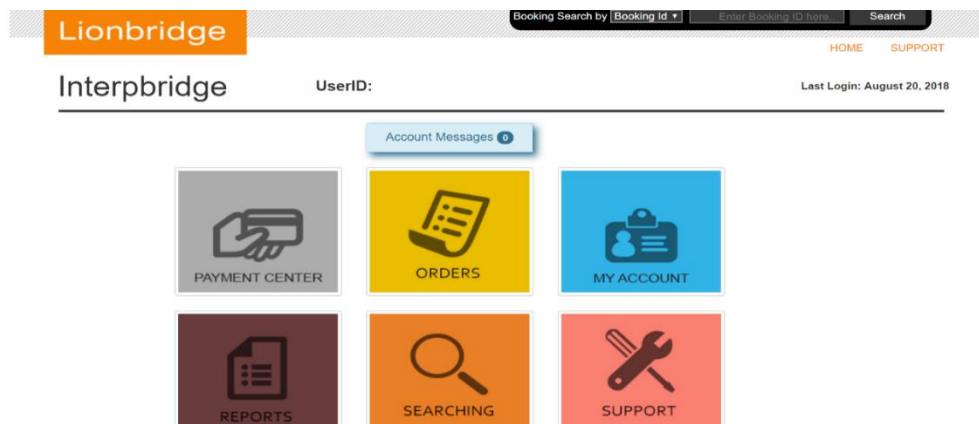


**REGION 4 EDUCATION SERVICE CENTER  
SOLICITATION NUMBER 21-06: INTERPRETATION AND TRANSLATION SERVICES  
AUGUST 31<sup>st</sup>, 2021**

An example of Lionbridge’s online reporting dashboard for one of our customers is seen below.



**Reporting Tool #2: Lionbridge InterpBridge**



**xiv. Provide any additional information relevant to this section.**

Lionbridge has no further information relevant to this section to add

## Tab 4 – Qualification and Experience

- i. Provide a brief history of the Offeror, including year it was established and corporate office location. Include number of translators and/or interpreters.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- ii. Describe Offeror’s reputation in the marketplace.

As a direct result of our continued success within the language service industry executing this scope of work, Lionbridge has been consistently recognized within the market for the high caliber of interpretation

services. Per the request of the RFP, please see below for a selection of recently given industry awards and membership in the following organizations:



**iii. Describe Offeror’s reputation of products and services in the marketplace.**

Lionbridge has a 30-year reputation and history of providing interpretation and translation services that connect government entities and public schools with non-English speaking in over 380 languages.

We build bridges from public resources to the public, regardless of the language spoken. Some examples and testimonies of how we have helped similar school districts to Region 4 ESC, as well as other government agencies, with our language services can be found within this section:

REGION 4 EDUCATION SERVICE CENTER  
SOLICITATION NUMBER 21-06: INTERPRETATION AND TRANSLATION SERVICES  
AUGUST 31<sup>st</sup>, 2021

*“Luis was FANTASTIC!!! He went above & beyond, making sure the communication between myself and the client was clear. As I explained each step I was taking in the process, he in turn translated it back to keep her stress low. Luis was able to keep her well informed of the process steps, which was key, and he did it in spades! Wish I could get him more often!”*

-Healthcare provider in Washington State

**Jennifer Efflandt** @JenEfflandt

I encourage all @pvdschools staff to use Lionbridge when calling our @ppsdMLLs families. They provide immediate over the phone interpretation in over 350 languages! If you don't know your school pin, contact your MLL coach, coordinator, or TL!

**Angelica Infante** @AlnfanteGreen · Sep 16  
In RI, we are ensuring that LEAs are identifying and attending to the needs of MLLs in the immediate- and long-term. We are encouraging LEAs to foster collaborative environments where they get to know their MLL families. #EdHomeroom twitter.com/Hunt\_Institute...

10:05 PM · Sep 16, 2020 · Twitter for iPhone

2 Retweets 17 Likes

**Yanaiza Gallant** @YanaizaGallant · 16h  
Replying to @JenEfflandt @pvdschools and @ppsdMLLs  
Looooooooooooooooooooo Lionbridge!!!

*“I wanted to let you know that I received very positive feedback today from one of our Public Health Supervisors regarding Lionbridge. She said that your staff have been excellent to deal with – very professional and patient.”*

-Healthcare provider in Wisconsin

*“I have been using your services for a few years, but very regularly over the past year since our school shut down. Last week I had the pleasure to have Marlon as my interpreter. I found him very easy to work with. He spoke slowly and clearly on both sides of the call. He made sure both myself and the person on the other end understood what was being said. Of all the interpreters I've spoken with across a variety of languages, I thought Marlon was*

**Watson Elementary School** @frps\_Watson · 14m

Virtual parent/teacher conferences @frps\_Watson! @FR\_Educators using @Lionbridge to communicate in any language via @google parent/teacher conference meets! ❤️ #WatsonRocks! #Anything2ReachOurParents!



*“Interpreter was outstanding, very thorough and took time to make sure the CL understood everything explained. He also was very helpful when I asked him to clarify certain points. I feel he really helped me provide excellent customer service to the CL and resolve their concern.”*

-Healthcare provider in Washington State

**Grace Wai** @drgracewai

Principal McKeigue Cruz uses new on demand telephone translation service called @Lionbridge to communicate with a parent in Vietnamese. @AdamsSchoolBPS @BostonSchools @BPS\_OEL @LPerille @MDriscollBPS @danobrien155 @BPSTechnology

2:14 PM · Sep 6, 2018 · Twitter for Android

*the best to work with - and you have a lot of great interpreters! He was kind, helpful, and did a great job!"*

-Public School District in Massachusetts

*"Allison was very professional and helped me convey to the client about Medicare coverage and having Medicaid during Covid 19. I needed to call the client back. Fortunately I got Allison again and explained everything and she so kindly called the client from her end and explained even more information that I gave her. I believe she needs to be recognized for helping me provide my customer with important details about his Medicare & Medicaid programs. Thank you Allison you are a wonderful interpreter!"*

-National Medicaid Provider

**iv. Describe the experience and qualification of key employees.**

As required by the RFP, see below for the education and experience of Lionbridge's key personnel, including the required training and certification process that all interpreters must undergo.

Please note that the key personnel listed below are currently Lionbridge employees working on contracts of similar size and scope.

---

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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[Redacted]

[Redacted]

[Redacted]

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[Redacted]

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[Redacted]





[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

**Other Similar Government Customers**

Please see below for a selection of other similar government customers to Region 4 ESC on the federal, state, and local level of government also receiving language services from Lionbridge’s team.

Customer and Market Vertical	Description of Services Provided
<i>Federal Government Entities</i>	
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]





[Redacted]

**Watson Elementary School** @frps\_Watson · 14m  
 Virtual parent/teacher conferences @frps\_Watson! @FR\_Educators using @Lionbridge to communicate in any language via @google parent/teacher conference meets! ❤️ #WatsonRocks! #Anything2ReachOurParents!



Example of Teachers Using Lionbridge During Google Meet Parent Teacher Conferences

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

Performance Metric		Lionbridge Performance	
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]

[Redacted]

[Redacted text block]

MLL Parent Teacher Conferences



I just wanted to share some good news about parent conferences. With the help of Lionbridge (which has opened lines of communication) and families at home I was able to meet with 100% of our MLL families. We had conferences in English, Spanish, Portuguese, Arabic and Chinese. So exciting to connect with so many amazing families!!

*Review of Lionbridge's Services Leveraged by Teacher communicating with LEP families.*

**Jennifer Efflandt** @JenEfflandt

I encourage all @pvdschools staff to use Lionbridge when calling our @ppsdMLLs families. They provide immediate over the phone interpretation in over 350 languages! If you don't know your school pin, contact your MLL coach, coordinator, or TL!

**Angelica Infante** @AlfanteGreen · Sep 16  
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10:05 PM · Sep 16, 2020 · Twitter for iPhone

2 Retweets 17 Likes

[Redacted text block]

*Parent Teacher Conferences*

Performance Metric	Lionbridge Performance
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

[Redacted text block]



Kristen Almonte  
@KristenAlmonte

Lionbridge made it easier than ever to communicate with families at conference time! ✓

4:57 AM · Dec 8, 2020 · Twitter for Android

2 Likes



[Redacted text block]

[Redacted text block]

Languages Covered by Lionbridge		Native Speakers (Estimated)	
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]

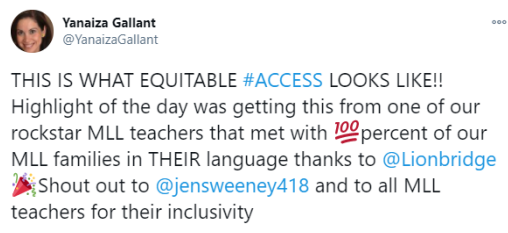
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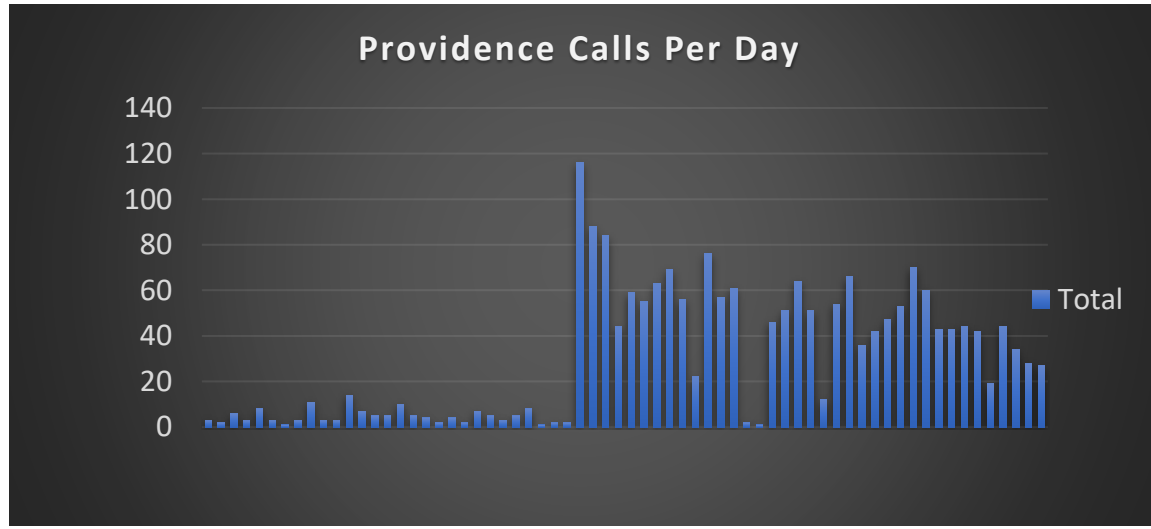
[Redacted text block]

[Redacted text block]



[Redacted text block]

[Redacted text block]



[Redacted text block]

[Redacted]

[Redacted]

[Redacted]



**vii. What certifications are held? Are you HITRUST certified?**

In the US, Enterprise, Consumer and Life Sciences teams hold ISO certifications under a common Quality Management System based on SharePoint. Since October 2017, the system used by the US is the multi-site Life Sciences Quality Management System, which was originally developed for Life Sciences.

[Redacted]

[Redacted]



[REDACTED]

viii. **Do you employ or contract your translators and/or interpreter?**

Lionbridge leverages the talents of both contracted and employed linguists in an effort to ensure that our clients have the availability and access to the most skilled linguists in the world.

ix. **What is your procedure for evaluating qualified linguists? What type of quality standards do you hold? Describe training and certification in detail.**

In 35 years of experience executing this scope of work to our government clients, Lionbridge’s recruitment and resourcing teams have developed a thorough recruitment, initial testing, and training protocol that allows us to maintain the language service industry’s largest network of qualified linguists.

Lionbridge’s existing pool of linguists have worked within the government and educational interpretation field on an average of over 5.5 years and, while many of our interpreters do possess certifications from outside language service organizations, we require them to go through our process because it ensures that everyone receives the same training in any language spoken.

Lionbridge’s interpretation qualification process described below was created in coordination with language service industry experts from industry organizations such as the American Translators Association, Interagency Language Roundtable, and more.

**Baseline Requirements**

Prior to undergoing Lionbridge’s proprietary screening and testing process described below, our quality assurance and recruitment team screens each interpreter application to ensure that they meet all of the following baseline requirements:

[REDACTED]

**Subsequent Screening and Skills Testing**

For the candidates who successfully meet the baseline requirements outlined above, Lionbridge’s recruitment team will then administer a screening that verifies the candidate’s language skills qualifications and includes an English abilities test. Following completion of this screening, the candidates must then undergo Lionbridge’s interpretation test – administered in all languages, not just the most common ones – which verifies a candidate’s skills in both English and the non-English language, as well as interpretation skills. Lionbridge test verifies an interpreter’s ability to speak fluently in both English and the target language.

[REDACTED]



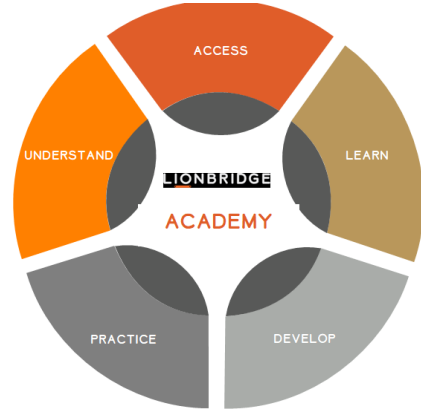
[REDACTED]	✓
[REDACTED]	✓
[REDACTED]	✓

**Interpreter K-12, Educational, and Special Education Training**

[REDACTED]

[REDACTED]

[REDACTED]



**Interpreter Quality Monitoring**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

x. **What checks and balances do you hold to ensure translation accuracy?**

Lionbridge has established a framework of processes to drive superior linguistic quality, as we believe that end-quality is not guaranteed through implementation of a single review or quality process step. Therefore, we have integrated a series of quality checks and reviews within our workflows to ensure that we maintain the highest quality standards throughout the process, regardless of schedule pressure or specific technical process requirements. This integrated approach to quality is necessary to uncover potential issues as they occur, rather than later when they can cause expensive rework and schedule delays.

Lionbridge’s linguists are carefully chosen for their level of education, their professionalism, their experience and their ability to render the text in their native language without altering the meaning.

Lionbridge has specific SOPs that refer to the evaluation and hiring of linguists and then every project follows strict Linguistic Quality processes which include:

[REDACTED]



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**xi. Where are your interpreters and/or call centers located? Include a listing of off-shore and/or US-Based locations.**

[REDACTED]

[REDACTED]

**xii. Describe your continuity plan for unforeseen disasters.**

The technology, experience, and processes that Lionbridge utilizes for its telephonic interpretation services will ensure Region 4 ESC that regardless of any emergency, public health crisis, or disaster, our interpretation services will continue to be provided without any lapse in coverage. In fact, both the Department of Homeland Security and the Federal Emergency Management Agency (FEMA) have trusted Lionbridge to provide over the phone interpretation in emergency or natural disaster scenarios.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**xiii. Describe past litigation, bankruptcy, reorganization, state investigations of entity or current officers and directors.**

Lionbridge has no ongoing litigation, bankruptcy, reorganizations, or state investigations that would have any material or adverse impact on our ability to execute this scope of work.

**xiv. Is your company compliant with HIPAA requirements? How is data security monitored and protected? (Patient names, SSN, credit card info, etc.)**

As a provider of language services to federal, state, and local government entities across the country, Lionbridge actively maintains complete and full compliance with HIPAA requirements.

Maintaining confidentiality and compliance with HIPAA requirements represents Lionbridge's highest priority on our government and K-12 industry contracts. From an operational/process perspective, absolutely no calls are recorded or stored from Lionbridge's team. Lionbridge interpreters are prohibited from recording or storing any customer information interpreted during a call.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- xv. **Is your company compliant with Board for Evaluation for Interpreters (BEI) and/or Registry of Interpreters for the Deaf (RID) requirements? If so, please provide all certification levels. If not, what is your plan and timeframe to become BEI and/or RID certified?**

At this time, Lionbridge’s video remote interpreters are compliant with the Registry of Interpreters for the Deaf requirements.

- xvi. **Explain your privacy, confidentiality, and security practices including encryption, nondisclosure information and/or agreement documents(s), server locations, and breach protocols.**

From an operational/process perspective with regards to video and over the phone interpretation, absolutely no calls are recorded or stored from Lionbridge’s team. Lionbridge interpreters are prohibited from recording or storing any customer information interpreted during a call.

From a personnel perspective, in an effort to maintain confidentiality and protect all PHI and PII, Lionbridge interpreters must pass an OFAC background check screening, undergo a rigorous Ethics and Protocol Test, agree to our code of conduct, successfully pass our internal medical training and certification process, and sign our Business Associates Addendum (BAA) all before starting with Lionbridge.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[Redacted]

[Redacted]

[Redacted]

xvii. **Provide a minimum of 5 customer references relating to the products and services within this RFP.**

Per the request of the RFP, please see below for a selection of Lionbridge’s references who would be willing to speak on our behalf who have received similar services to those requested within the statement of work.

Entity Name	[Redacted]
Contact Name	[Redacted]
Contact Title	[Redacted]
Contact Phone	[Redacted]
Contact Email	[Redacted]
City and State	[Redacted]
Years Served	[Redacted]
Description of Services	[Redacted]
Annual Volume	[Redacted]

Entity Name	[Redacted]
Contact Name	[Redacted]
Contact Title	[Redacted]
Contact Phone	[Redacted]
Contact Email	[Redacted]
City and State	[Redacted]
Years Served	[Redacted]
Description of Services	[Redacted]
Annual Volume	[Redacted]

Entity Name	[Redacted]
Contact Name	[Redacted]
Contact Title	[Redacted]
Contact Phone	[Redacted]
Contact Email	[Redacted]
City and State	[Redacted]
Years Served	[Redacted]
Description of Services	[Redacted]
Annual Volume	[Redacted]

REGION 4 EDUCATION SERVICE CENTER  
 SOLICITATION NUMBER 21-06: INTERPRETATION AND TRANSLATION SERVICES  
 AUGUST 31<sup>st</sup>, 2021

Entity Name	[REDACTED]
Contact Name	[REDACTED]
Contact Title	[REDACTED]
Contact Phone	[REDACTED]
Contact Email	[REDACTED]
City and State	[REDACTED]
Years Serviced	[REDACTED]
Description of Services	[REDACTED]
Annual Volume	[REDACTED]

Entity Name	[REDACTED]
Contact Name	[REDACTED]
Contact Title	[REDACTED]
Contact Phone	[REDACTED]
Contact Email	[REDACTED]
City and State	[REDACTED]
Years Serviced	[REDACTED]
Description of Services	[REDACTED]
Annual Volume	[REDACTED]

Entity Name	[REDACTED]
Contact Name	[REDACTED]
Contact Title	[REDACTED]
Contact Phone	[REDACTED]
Contact Email	[REDACTED]
City and State	[REDACTED]
Years Serviced	[REDACTED]
Description of Services	[REDACTED]
Annual Volume	[REDACTED]

Entity Name	[REDACTED]
Contact Name	[REDACTED]
Contact Title	[REDACTED]
Contact Phone	[REDACTED]
Contact Email	[REDACTED]
City and State	[REDACTED]
Years Serviced	[REDACTED]
Description of Services	[REDACTED]
Annual Volume	[REDACTED]

xviii. Provide any additional information relevant to this section.

Lionbridge has no additional information to add relevant to the section above.

## Tab 5 – Value Add



### LIONBRIDGE SERVICES

LANGUAGE SERVICES	GLOBAL MARKETING	ENGINEERING & TECH PUBS	TESTING SERVICES
Translation and localization	Digital operations management	Engineering support	Consulting offerings
Language quality assurance	Global content solutions	Technical publications	Managed QA services
Software and app translation	Global digital production	Training and eLearning development	Mobile app and web technology testing
Machine translation	Global search		Product certification testing
Multimedia, eLearning & Video localization	Global social media		Traditional QA
Interpretation	Localization and transcreation		Linguistic and functional testing

LIONBRIDGE

## Tab 6 – Additional Required Documents

Pursuant to the request of the RFP, please see attached within this proposal for the additional required documents, including:

- Acknowledgment and Acceptance of Region 4 ESC’s Open Records Policy (Appendix C, Doc #1)
- Antitrust Certification Statement (Tex. Government Code § 2155.005) (Appendix C, Doc #2)
- Implementation of House Bill 1295 Certificate of Interested Parties (Form 1295) (Appendix C, Doc #3)
- Texas Government Code 2270 Verification Form (Appendix C, Doc #4)
- Appendix D, Exhibit B, OMNIA Partners Administration Agreement
- Appendix D, Exhibits F. Federal Funds Certifications and G. New Jersey Business Compliance.
- Signed and Acknowledged Addendum #1