

BACKGROUND

Under contract 25322 with the State of Iowa, Lionbridge offers Iowa state agencies and governmental entities with interpretation and translation services in over 380 different languages.

Lionbridge's over-the-phone interpretation, video remote interpretation and document translation help Iowa agencies make seamless, clear and meaningful connections in any language at any time.



SERVICES OFFERED

**Over-the-Phone Interpretation**

Lionbridge's telephonic interpretation services are available 24/7/365 and provide coverage in over 380 languages.

With a 10 second average connection time and customized call flow options, Iowa agencies connect with interpreters faster, easier, and in any language.

**Video Remote Interpretation**

Accessible via our mobile app or desktop platform, Lionbridge's video remote interpretation enables Iowa agencies to connect instantly with professional, on-screen interpreters — fostering clear, visual communication in both American Sign Language and spoken languages.

**Document Translation**

Lionbridge's translation services enable Iowa agencies to clearly communicate through written word by localizing any documents, forms and other content in over 380 unique languages.

**CONTRACT HIGHLIGHTS**

380 Languages
Supported



Available
24/7/365



Average
Connection
Times to
Interpreters
within **10
Seconds**



**Training
Material and
Instructional
Sessions**
tailored for all
Iowa Agencies



**Customized
Account Set-Up,
IVR Call Flow,
Reporting and
more for all
agencies**



Available **mobile
app, Teams
integration, SIP
Endpoints and
compatibility** with
video meeting
platforms

ACCOUNT CREATION AND ONBOARDING AS SOON AS ONE DAY

HOW TO GET STARTED

Contact Iowa's Dedicated Account Manager, **John Drugan** to create your agency's account today!



John.Drugan@Lionbridge.com



978.964.9550



OFFERED PRICING

SERVICE	LANGUAGE	RATE
Telephonic Interpretation	All 380 Languages	\$0.57 per minute
Video Remote Interpretation	American Sign Language	\$2.50 per minute
Video Remote Interpretation	Spoken Languages	\$1.50 per minute
Document Translation	Spanish ES	\$0.17 per word
Document Translation	Chinese Simplified	\$0.11 per word
Document Translation	Chinese Traditional (Cantonese)	\$0.14 per word
Document Translation	French FR	\$0.21 per word
Document Translation	Japanese	\$0.27 per word
Document Translation	Korean	\$0.15 per word
Document Translation	Russian	\$0.15 per word
Document Translation	Vietnamese	\$0.15 per word
Document Translation	Armenian	\$0.19 per word
Document Translation	Cambodian	\$0.19 per word
Document Translation	German	\$0.21 per word
Document Translation	Haitian Creole	\$0.24 per word
Document Translation	Italian	\$0.18 per word
Document Translation	Polish	\$0.17 per word
Document Translation	Portuguese PT	\$0.18 per word
Document Translation	Tagalog	\$0.15 per word
Document Translation	Thai	\$0.14 per word
Document Translation	Arabic	\$0.18 per word
Document Translation	Program Management	10% of total project value