

## 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

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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.

Acateco	Akum	Anuak	Attie
Acholi	Albanian	Arabic	Azerbaijani
Adygei	Amdo	Arakanese	Bajuni
Afemi	Amharic	Aramaic	Baluchi
Afrikaans	Amozquena	Armenian	Bambara
Aguacateco	Amuzc	Ashanti	Bamilinke
Akan	Anlo	Assyrian	Bandi

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Basque	Dzongkha	Guyanese	Kikuya
Bassa	Edo	Hainan	Kinyarwanda
Baule	Ejagham	Hakka	Kirghiz
Belize Creole	Efik	Harari	Kiribati/Gilbertese
Bengali	English	Hassaniya	Kirundi
Benin	Enping Dialect	Hausa	Kisii from Kenya
Berber	Estonian	Hebrew	Kongo
Bete	Etsako	Hilagoynan	Kikongo
Bhutanese	Eutian	Hindi	Konjobal
Bosnian	Ewe	Hmong	Konkani
Bukusu	Falam	Hokkien	Konyanka
Bulgarian	Fanti	Hunan	Korean
Burmese	Farsi-Afghani	Hungarian	Kosovo
Byelorussian	Farsi-Iranian	Ibo	Kosraean
Cachiquel	Persian	Icelandic	Kotokoli
Cambodian	Fijian	Igbo	Kouranko
Khmer	Filipino	Ijo/Ijor	Kpelle
Cantonese	Finnish	Ikai	Krahn
Cape Verdean	Flemish	Ilocano	Krio
Catalan	Foo Chow	Ilongo	Kru
Cebuano	French	Indonesian	Kuki
Cha-Chao	Fuji/Fujiman	Ingush	Kurdish
Chalchiteco	Fukienese	Ishan	Kurmanji
Chaldean	Fula	Ishaw	Kyrgyzstani
Chechen	Fulani	Istiekiri	Lahu
Chin	Fulani-Guinea	Italian	Lao
Chinanteco	Fuqing	Jacalteco	Latvian
Chuj	Ga	Jamaican Patois	Lebanese Arabic
Circassian	Gaelic	Japanese	Lingala
Comorian	Garifuna	Jarai	Lithuanian
Creole	Garre	Javanese	Loma
Croatian	Gbande	Juba (Sudanese Creole)	Lorma
Czech	Georgian	Kachin	Luganda
Dagomba	German	Kaiping	Lugbara
Dahalo	Gheg/Albanian	Kannada	Lukabaras
Danish	Gio-Dan	Kanuri	Luo
Dari Farsi-Afgh	Gisi/Kissi	Kashmiri	Lusoga
Dingara	Goanese Konkani	Kazakh	Maasai
Dinka	Gola	Kekchi	Macedonian
Dioula	Gonja	Kham	Malagasy
Divehi	Goun	Khmer	Malay
Djerma (Zarma)	Grebo	Cambodian	Malayalam
Dutch	Greek	Khmu	Malinke
Dyoula	Gujarati		Maltese

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Mam	Norwegian	Saamia	Tau-Sug
Mandarin	Nubian	Samoan	Tchamba
Mandingo	Nuer	Sarahule	Telegu
Mandinka	Nyankore	Sarpo	Temne
Mandinko	Nzema	Serbian	Thai
Maninka	Ogoni	Serbo-Croatian	Tibetan
Mano	Onyanja	Serer-Sine	Tigre
Marathi	Oriya	Shanghai	Tigrinya
Marshallese	Oromo	Shina	Eritrean
Mayan	Palauan	Shona	Toishan
Maymay	Pampangan	Sicilian	Tongan
Mende	Pangasinan	Sindhi	Tosk
Metta-Moghamo	Pidgen English	Sinhalese	Albanian
Mien	Papiamento	Slovak	Trique
Minan	Plautdietsch	Slovenian	Trukese
Mingrelian	Pocomam	Somali	Tshiluba
Misquito/Miskito	Pohnepaen	Soninke	Turkish
Mixe	Polish	Soto	Turkmen
Mixtec	Popti	Spanish	Tuvaluan
Mnong	Punjabi	Sranan Tongo	Twi
Mongolian	Poulaar	Sri Lankan Tamil	Tzotzil
Montenegrin	Portuguese	Sudanese	Uighur
More	Pushtu	Susu	Ukranian
Moshey	Putian	Swahili	Urdo
Moshi	Quechua	Swazi	Urhobo
Mulani	Quiche	Swedish	Uzbek
Munukutuba	Quiche-Achi	Sylhetti	Vai
Muong	Rabinal Achi	Szechuan	Vietnamese
Nahuatl	Rahaween	Tabassaran	Visayan
Navajo	Rhade	Tagalog	Wali
Nda Nda	Romanian	Tai-Dam	Waray-Waray
Nepalese	Romany	Taiwanese	Wenzhou
Newari	Runyawana	Tajiki	Wobe
Ngemba	Russian	Taki Taki	Wolof
North African	Rutoro	Tamazight (Berber)	Xiamen
Arabic	Rwanda	Tamil	

**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.

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*The information redacted in this proposal are proprietary and confidential, contain trade secrets, and would be harmful to Lionbridge if released.*

**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:

- GeoFluent real-time chat bot text translation
- Transcription
- Website localization
- Captioning
- More found within Tab 6: Value-Added Services

**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
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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**

Translation Memory Savings Grid	
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.