

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