

## SUMMARY OF CONTRACT REQUEST TO THE HEALTH COMMISSION

Contractor	<b>Lionbridge Global Solutions II, Inc.</b>	Division/Section	<b>DPH/ Dept Wide</b>	DS	RP
Address	<b>1050 Winter St Ste 2300</b>	Deputy Director	<b>Roland Pickens</b>	BO	
	<b>Waltham, MA 02451</b>	DPH Administrator	<b>Bruce Occena</b>		
Contact	<b>John Drugan</b>	Program Administrator	<b>David Dao</b>	Phone	<b>628-206-8665</b>
	<b>Government Sales Director</b>	Contract Analyst	<b>Cynthia Wu</b>	Phone	<b>415-554-2533</b>

Request for approval of a new contract with Lionbridge Global Solutions II, Inc to perform remote interpreter services for the Department of Public Health. The total proposed contract amount is \$9,918,720 which includes a 12% contingency for the initial term of March 1, 2022 through February 28, 2025 (36 months). The contract has two options to extend for a period of three years each.

☒ Profit ☐ Non-Profit ☐ LBE ☒ RFP-Number: 1-2021 Date: 5/28/2021

☒ New ☐ Renewal ☐ Mod ☐ Sole Source Date: \_\_\_\_\_

Number of years DPH has been doing business with this organization: 0

**CONTRACT INFORMATION:**

	<b><u>Prior Transaction</u></b>	<b><u>Proposed Transaction</u></b>	<b><u>Annualized Difference*</u></b>
	New	3/1/2022 - 2/28/2025	
<b><u>Funding Sources:</u></b>			
General Fund	-\$0-	\$8,856,000	\$8,856,000
TOTAL DPH REVENUES	-\$0-	\$8,856,000	\$8,856,000
12% Contingency Amount	-\$0-	\$1,062,720	\$1,062,720
CONTRACT TOTAL	-\$0-	\$9,918,720	\$9,918,720
ANNUAL AMOUNT OF CONTRACT (estimate)	-\$0-	\$2,952,000	\$2,952,000
Agency Funds	-\$0-	-\$0-	-\$0-
Contract FTE	N/A	N/A	N/A

**PROPOSED:****Mode(s) of Service & Unit of Service Definition**

1 Unit of Service = Cost per minute

**No. Of Clients**

N/A Duplicated

N/A Unduplicated

**No. of Units****Unit Cost per min****Modes of Interpretations:**

Over the Phone Interpreting (OPI)			\$0.59
Video Remote Interpreting (VRI)			\$1.00
Video Remote American Sign Language			\$1.75

**Explanation of Service Change and Variances:**

This is a new contract.

**Monitoring Report/Program Review & Follow-up:**

The contract will be monitored in accordance with all applicable Departmental procedures through the Tele-health and Interpreter Services (Zuckerberg San Francisco General Hospital) of the San Francisco Health Network of the Department of Public Health.

**Nondiscrimination and Cultural Competency:**

The Contractor will participate in applicable cultural competency requirements.

**Other Significant Issues:**

The contractor shall provide culturally competent language services in over-the-phone interpretation, video-remote interpretation, and video-remote American Sign Language to assist in the language access needs throughout the Department of Public Health. The contract will also be used to support COVID emergency responses.

Lionbridge Global Solutions II, Inc. was selected as “Backup Provider” under RFP 1-2021 to provide as-needed remote interpreter services. RFP 1-2021 established two contracts to the two highest ranking responsive responsible Proposers. The highest ranked Proposer was deemed “Primary,” and the second highest ranked Proposer was deemed “Backup”. Lionbridge Global Solutions II, Inc. ranked as the second highest and was deemed the Backup. 911 Interpreters was deemed the “Primary” proposer. The Department is in negotiations with both the primary and backup proposers and will present the contract to the Commission.

Lionbridge Global Solutions II, Inc. is a privately held New York corporation and has been in business for more than 25 years, generating over \$600m per year in revenue. Lionbridge offers a variety of services to help our enterprise and government clients communicate with their limited-English-proficient customers, constituents, and patients, including translation, localization, over the phone interpretation and video remote interpretation. Lionbridge’s longevity and financial strength provides clients with financial stability, continuous investment, a vast depth of qualified language resources, and the decades of experience working with healthcare and government healthcare providers like the Federal Department of Health and Human Services/CMS, and Departments of Health in Virginia, Wisconsin, Washington, and more.

**Listing of Board of Directors, Owners of 10% or More of the Firm, and Executive Director**

**Chief Executive Officer:**

John Fennelly, CEO

**Board of Directors:**

John Fennelly, President

Clemente Cohen, Secretary

Brian O’Donnell, Treasurer

There are no vacancies on the Board. There are no term limits for Board members and each Board member holds office until a successor is duly elected and qualified or until death, resignation or removal.

**Owners of 10% or more of the Firm:**

There are no individuals that own 10% or more of Lionbridge Global Solutions II, Inc.

**Recommendation:** The Department recommends approval of this contract.