



Effective July 1, 2020 through June 30, 2023

Products and Services Available

This category includes language translation (document translation, document typesetting) and interpretation services (in-person, via telephone, video conferencing).

How to Operationalize These Agreements

- A Participating Member Designation Form (PMDF) or electronic price activation (PA) is required at Tier 2 or higher with CulturalLink, Globo, Propio, Stratus and ULG.
- A PMDF/PA is required at all tiers with Language Line.
- A PMDF/PA is not required with LSA due to its single tier offering.

Aggregation Opportunities

Aggregation is allowed for multi-facility systems, group purchasing organizations and established networks of facilities with all suppliers.

Class of Trade

Agreements are available to acute care, non-acute healthcare, non-healthcare, retail pharmacies and durable medical equipment suppliers.

Other Key Value and Terms

- Pricing is firm for the term of the agreement with CulturalLink, Globo, Language Line, Propio, Stratus and ULG.
- Pricing adjustments with LSA may be made if supplier's supply chain or raw material costs fluctuate more than 10 percent.
- Financial analysis reveals the following when comparing new agreements to expiring agreements:
 - Globo: 3.0 percent savings in over-the-phone interpretation, 4.2 percent savings in video remote interpretation, 3.3 percent savings in document translation and flat pricing in face-to-face interpretation.
 - LSA: 6.3 percent savings in over-the-phone interpretation, 80.8 percent savings in video remote interpretation and 1.5 percent savings in face-to-face interpretation.
 - Propio: 4.1 percent savings in over-the-phone interpretation, 66.5 percent savings in video remote interpretation, 12.1 percent savings in document translation and face-to-face interpretation is locally negotiated.
 - Stratus: Flat pricing in over-the-phone interpretation, flat pricing in video remote interpretation, 20.0 percent increase in document translation and flat pricing in face-to-face interpretation.
- Pricing scenarios reveal:
 - LSA, Propio and ULG are low-cost suppliers for over-the-phone interpretation.
 - LSA is the low-cost supplier for video remote interpretation.
 - Propio and ULG are the low-cost suppliers for written translation of a document.
- Globo, Propio and ULG offer conversion rebates as value-adds.
- Each supplier has provided key performance indicators. Please see each supplier's Exhibit J or K for details.

Contracted Suppliers		
Supplier	New Contract	Expiring Contract
CulturalLink	SD-SV-008	New
GLOBO®	PP-SV-270	PP-SV-150
LanguageLine Solutions®	PP-SV-318	New
Language Services	PP-SV-271	PP-SV-152
propio	PP-SV-272	PP-SV-153
STRATUS video	PP-SV-269	PP-SV-151*
UNITED LANGUAGE GROUP	PP-SV-273	New

CulturalLink is a woman-owned business enterprise (WBE). Globo and LSA are minority-owned business enterprises (MBE). Propio is a small business enterprise (SBE).

*InDemand Interpreting and Stratus Video merged in 2019.

Current agreements with Transperfect (PP-SV-154) and Lone Star Interpreters (SD-SV-004) expire June 30, 2020.

ASCEND®: There is no ASCEND award in this category.

Update November 2020: CulturalLink, a woman-owned business, has been added to this category with a [SEEDS™](#) agreement effective December 1, 2020.

Update September 2021: Language Line has been added to this category effective September 15, 2021.



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Other Key Value and Terms (Continued)

- Propio offers grandfathering of current pricing.
- CulturalLink, Propio, Stratus and ULG offer early payment discounts.
- Globo, LSA, Stratus and ULG have minimum order requirements. See each supplier's Exhibit A-3 for details.
 - Globo: \$85 for document translation, 5,000 minutes for video remote interpretation, 30 minutes for telephone interpreting
 - LSA: \$150 for document translation, 30 minutes for video remote interpretation, two hours for face-to-face interpretation
 - Stratus: \$50 for document translation
 - ULG: \$75

Supplier Contact Information

- CulturalLink Inc.: Yolanda Robles, 888.844.1414, yrobles@theculturalink.com
- Globo Language Solutions: Matthew Schuh, 267.331.4330, matt@globolanguage.com
- Language Line Services Inc.: Philip Speciale, 831.277.6775, pspeciale@languageline.com
- Language Services Associates (LSA): Jerry Lotierzo, 215.259.7000, lsavendor@lsaweb.com
- Propio LS LLC: Jim Busby, 913.815.4033, jbusby@propio-ls.com
- Stratus Video LLC: Tom Tisdale, 919.345.8001, ttisdale@stratusvideo.com
- United Language Group (ULG) Inc.: Bob Arnold, 303.949.0403, bob.arnold@ulgroup.com

Note: Supplier contact information is current as of September 15, 2021. For up-to-date contact information, see supplier's detail tab in Supply Chain Advisor.

Full Launch Content and Additional Resources Available in Supply Chain Advisor

- Value analysis toolkit: A PDF document that includes detailed category information, product/service offering, purchasing considerations, pricing tiers, financial analysis, market highlights and terms and conditions.
- Category update: A PDF update document providing information about adding CulturalLink to the category. This document is unable to be edited.
- Category update: A PDF update document providing information about adding Language Line to the category. This document is unable to be edited.