

GENERAL SERVICES ADMINISTRATION FEDERAL SUPPLY SCHEDULE

Authorized Federal Supply Schedule Price List



CONTRACT PERIOD:
July 30, 2018 through July 29, 2023

MAS SCHEDULE:
Consolidated Schedule

LARGE CATEGORY:
Professional Services

SUBCATEGORY:
Language Services

SPECIAL ITEM NUMBERS (SINs):
541930 - Translation and Interpretation Services
611630 - Linguistic Training and Education
OLM - Order-Level Materials (OLMs)

PRODUCT SERVICE CODE:
R608

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage![™], a menu-driven database system. The Internet address for GSA Advantage![™] is <http://www.GSAAdvantage.gov>

For more information on ordering from Federal Acquisition Schedules click on the FAS Schedules button at <http://www.fss.gsa.gov>

CONTRACT ADMINISTRATION:
MasterWord Services, Inc.
Attn: Cheryl Gardner
303 Stafford St.
Houston, TX 77079

Tel. 281.589.0810
Toll Free 1.866.716.4999 (U.S. Only)
Fax: 281.589.1104
gov@masterword.com
www.masterword.com/industries/government

BUSINESS SIZE:
Other Than Small Business

BUSINESS TYPE:
For-Profit | Women Owned Business

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611630 - Linguistic Training and Education

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OLM - Order-Level Materials (OLMs)

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Information for Ordering Activities

1a. Table of awarded special item number(s) (SINs) with cross-reference to page number(s):

SIN	Description	Page #
541930	<i>Translation and Interpretation Services</i>	7-19
611630	<i>Linguistic Training and Education</i>	20-21
OLM	<i>Order Level Materials</i>	22

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract:

SIN	Description	Price
541930	<i>Translation services for Spanish (Latin American) and Russian</i>	\$0.1627 per word
611630	<i>Language Proficiency Assessment for Amharic, Arabic, Bengali, Burmese, Chinese Cantonese, Chinese Mandarin, Dari, Dutch, Farsi, French, German, Greek, Gujarati, Haitian Creole, Hindi, Italian, Japanese, Khmer, Kinyarwanda, Korean, Malayalam, Nepali, Polish, Portuguese Brazilian, Punjabi, Rohingya, Romanian, Russian, Spanish, Swahili, Thai, Turkish, Urdu, Vietnamese</i>	\$75.57 per test

2. Maximum order limit: \$1,000,000

3. Minimum order limit: \$100

4. Geographic coverage (delivery area):

SIN	Scope
541930	<i>In-person services – Domestic Remote services – Worldwide</i>
611630	<i>In-person services – Domestic Remote services – Worldwide</i>

5. Point(s) of production: Houston, TX

6. Discount from list prices or statement of net price:

Prices shown herein are net – discounts have been deducted

7. Quantity discounts:

1.0% for orders equal to or exceeding \$250,000
1.5 % for orders equal to or exceeding \$500,000

8. Prompt payment terms: 1%, Net 15 Days

9a. Government purchase cards up to the micro-purchase threshold: Accepted

9b. Government purchase cards above the micro-purchase threshold: Accepted

10. Foreign items (list items by country of origin): None

11a. Time of Delivery: Specified at the Task Order Level

11b. Expedited Delivery: Expedited delivery is available for select services. Contact Contractor

11c. Overnight and 2-day delivery: Overnight and 2-day delivery is available for select services. Contact Contractor

11d. Urgent requirements: Contact Contractor

12. F.O.B Points(s): Destination

13a. Ordering address(es):

MasterWord Services, Inc.
303 Stafford St.
Houston, TX 77079

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

Information for Ordering Activities (Cont'd)

14. Payment address:

MasterWord Services, Inc.
303 Stafford St.
Houston, TX 77079

15. Warranty provision: Contractor will deliver services consistent with industry standards of practice and in a professional manner. Contractor makes no representation, warranty or guarantee, express or implied, about its services. Contractor will make best effort to provide technical and professional resources when needed in the language needed, but does not warrant the availability of any specific individual employee, agent, subcontractor or representative or any specific solution or method in favor of other equitable solutions for all languages at all times.

For the purpose of quality assurance, Contractor may record or monitor calls, perform random and/or scheduled spot checks, and perform other quality assurance and quality control procedures.

16. Export packing charges, if applicable: Not applicable

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor

18. Terms and conditions of rental, maintenance, and repair (if applicable): Not applicable

19. Terms and conditions of installation (if applicable): Not applicable

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not applicable

20a. Terms and conditions for any other services (if applicable): Not applicable

21. List of service and distribution points (if applicable): Not applicable

22. List of participating dealers (if applicable): Not applicable

23. Preventive maintenance (if applicable): Not applicable

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not applicable

24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g. contractor's website or other location.) The EIT standards can be found at: www.Section508.gov/: Not applicable

25. Data Universal Numbering System (DUNS) number: 933378242

26. Notification regarding registration in Central Contractor Registration (CCR) database: Registered

27. The Service Contract Act (SCA) is applicable to this contract and it includes an SCA applicable labor category. The prices for the identified SCA labor category are based on the U.S. Department of Labor WD Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

SCA Eligible Labor Category	SCA Equivalent Code Title	WD Number
<i>Translator</i>	<i>30110 - Foreign Language Translator</i>	1987-0989
<i>Sign Language Interpreter</i>	<i>30130 - Interpreter (Sign Language)</i>	1988-0742

About MasterWord

BRIEF HISTORY OF THE COMPANY

MasterWord Services, Inc. (MasterWord) was founded in Houston, Texas in 1993. For over 25 years, MasterWord has been delivering targeted approaches to clients' language access needs, which include quality control and extensive training standards, as well as ensuring compliance with all applicable regulatory and client-specific requirements. MasterWord's global network of professional and certified linguists provides the most accurate interpreting, translation and training services encompassing various industries, subjects and specialties.

MasterWord is a WBENC certified woman-owned business offering a full range of language support services, including translation and interpreting, cultural training and consultancy, linguist assessments, and language proficiency testing. We work with over 300 clients on 4 different continents in over 250 languages and dialects. MasterWord's clients range from public and government organizations to private corporations from a wide range of industries and disciplines, including educational agencies, healthcare systems, engineering firms, commercial, financial and banking institutions, legal firms, advertising and marketing service providers, and others.

Committed to advancing the profession on the state and on the national level, MasterWord is actively leading various Interpreter and Translator professional organizations and is a corporate member in others such as:

- American Translators Association (Member number 213630)
- National Council on Interpreting in Health Care
- Metroplex Interpreter and Translator Association
- International Medical Interpreters Association
- The National Association of Judiciary Interpreters and Translators
- Registry of Interpreters for the Deaf

MasterWord is consistently ranked among the Top Largest Language Service Providers in North America and Worldwide by Common Sense Advisory, and has been recognized as one of the Top 100 Women Owned Businesses in Texas and one of the Top 500 Women Owned Business in the United States by diversitybusiness.com. Additionally, MasterWord has been recognized as a "Future 500" company.



About MasterWord (Cont'd)

OUR COMMITMENT TO QUALITY

MasterWord is dedicated to providing consistent and sustainable customer value and satisfaction in our services. This commitment is the foundation of our company and is fully embedded in our mission and core values. We achieve this through a **5-Principle Strategy**:

PIONEERING

We are dedicated to meeting all explicit customer requirements, then go beyond to discover implicit customer needs through transparency and partnership approach. We are committed to continual improvement and delivering unprecedented customer value through exploring and implementing new more efficient processes and innovative solutions.

PROFITABILITY

As a for-profit company, we understand that profitability of our services and products demonstrates successful delivery of economic and customer value. As a socially responsible company, we aim to enhance this value through creating economic opportunities, providing cost-effective solutions and giving back to our employees and community.

PEACE OF MIND

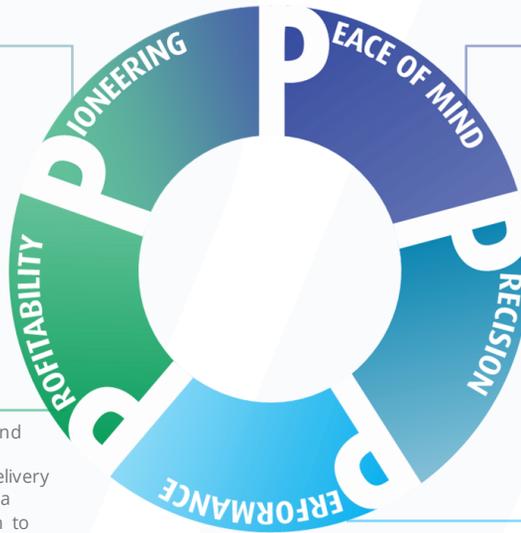
We create a trusted brand by standing behind our promises, and deliver customer satisfaction through consistent and reliable professional services.

PRECISION

We strive for on-time, accurate, defect-free and compliant services and deliverables through employing qualified talent and utilizing the latest technology and proven processes.

PERFORMANCE

We achieve efficacy and productivity through fully understanding the requirements of our jobs and the systems that support us, and recognizing how our jobs fit into the overall mission and strategy.



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MasterWord is one of the few language service companies to have achieved **ISO 9001:2015** (formerly 9001:2008) certification for its quality management system, the international gold standard for quality management. Additionally, MasterWord is certified to compliance with **ISO 13611:2014** Guidelines for Community Interpreting and **ISO 17100:2015** Requirements for Translation Services. MasterWord stands for quality assurance. Audited yearly by an independent quality registrar to maintain this prestigious status, we continuously improve and innovate to eliminate any barriers to sustainable quality service.



Service Offerings, Terms and Pricing Information

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Written Translation and Related Services

Description of Services:

TRANSLATION SERVICES include the translation of written, electronic and multi-media material to and from English and native foreign languages. Materials include but are not limited to: business, legal, medical, technical documents, software, website localization for internet and intranet, video subtitling, and captioning. Each specific translation project performed by MasterWord includes translation by an industry qualified professional translator experienced in translating similar documentation, editing by a second qualified translator who reviews the source document and the translation to verify the accuracy, completeness and readability of the final documents, proofreading and a up to five (5) complementary Project Management hours per project/document package. Depending on a language combination, MasterWord's translators have, at a minimum, a high school degree (or equivalent) and 2 years of related professional experience. MasterWord ensures that each translated document conforms to customer specifications. If no specific customer requirements are provided, MasterWord follows industry accepted practices for translation quality control management in compliance with:

- Multidimensional Quality Metrics standards (<http://www.qt21.eu/mqm-definition/definition-2015-12-30.html>)
- ASTM F 2575-06 – Standard guide for quality assurance in translation
- ISO 10241 – International terminology standards – Preparation and layout
- ISO 15188 – Project management guidelines for terminology standardization
- ISO 1087-1 – Terminology work – vocabulary – Part 1 Theory and application
- ISO 9000 – Quality management

EDITING, LINE EDITING, PROOFREADING AND REVISION services are available for customers to check the accuracy of their 3rd party translated materials and, if requested, incorporate any required changes. MasterWord has designed a Translation Evaluation Form in compliance with the Multidimensional Quality Metrics standards (<http://www.qt21.eu/mqm-definition/definition-2015-12-30.html>) to measure an objective score of the translated document(s). For your peace of mind, a completed Translation Evaluation Form can be provided along with the edited translation.

FORMATTING/DESKTOP PUBLISHING (DTP) services include the layout, graphic design, and desktop publishing of written, electronic and multi-media materials. DTP services may include recreation, design or modification of translated document/media layouts to match original document/media or conform to alternate customer requirements for document/media layout.

PROJECT MANAGEMENT services include file analysis, file processing, resource/vendor management, translation workflow management, status tracking and reporting, financial reporting, issue resolution, and final product delivery. Project Managers ensure that each assigned project is completed according to customer specifications for quality, budget and turnaround. MasterWord's Project Managers have, at a minimum, an associate's degree and one (1) year of related professional experience. Each translation project/document package includes up to five (5) complementary hours of project management. Any additional project management hours (if needed) are billed on a per hour basis.

AUDIO TO TEXT TRANSCRIPTION services include transfer of an English or native foreign language(s) audio recording into text format in the same language(s). Services are charged on an hourly basis. On average one can assume that it will take one hour per 10-15 minutes of conversation to transcribe accurately. This may vary depending upon number of persons speaking, clarity of recording, and the number of languages spoken.

TRANSLATION AFFIDAVIT is a document certifying completeness and accuracy of the translated text. The translated document(s) receive a statement on a company letterhead which includes: (a) a certification that the translation, to the translator's best knowledge, is an accurate and complete representation of the source-language text, and (b) a translation company representative's signature notarized by a Notary Public.

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Written Translation and Related Services (Cont'd)

Service Rates:

Source Language	Language Service Performed	Unit	Base Period				
			Year 1	Year 2	Year 3	Year 4	Year 5
Spanish (Latin American), Russian	TRANSLATION TO/FROM ENGLISH	Word	\$0.1627	\$0.1663	\$0.1700	\$0.1737	\$0.1775
Albanian, Bosnian, Bulgarian, Catalan, Croatian, Czech, French, German, Greek, Italian, Macedonian, Montenegrin, Polish, Portuguese (Brazilian), Portuguese (European), Romanian, Serbian, Slovak, Slovenian, Spanish (European), Ukrainian	TRANSLATION TO/FROM ENGLISH	Word	\$0.1914	\$0.1956	\$0.2000	\$0.2044	\$0.2088
Danish, Dutch, Estonian, Finnish, Hungarian, Irish, Latvian, Lithuanian, Norwegian, Swedish	TRANSLATION TO/FROM ENGLISH	Word	\$0.2393	\$0.2446	\$0.2499	\$0.2554	\$0.2611
Afrikaans, Amharic, Arabic, Armenian, Azeri, Bengali, Burmese, Cambodian (Khmer), Chin (Hakha), Chinese Simplified, Chinese Traditional, Dari (Afghani), Farsi, Georgian, Gujarati, Hebrew, Hindi, Japanese, Kannada, Kazakh, Korean, Malayalam, Nepali, Oromo, Pashto, Punjabi, Sindhi, Sinhalese, Somali, Swahili, Tagalog, Tamil, Thai, Turkish, Turkmen, Urdu, Uzbek, Vietnamese, Yoruba	TRANSLATION TO/FROM ENGLISH	Word	\$0.2489	\$0.2543	\$0.2599	\$0.2657	\$0.2715
Afar, Akan, Batak, Bugis, Cebuano, Chamorro, Chuukese, Dhivehi, Dzongkha, Fijian, Haitian Creole, Hausa, Hiligaynon, Hmong, Igbo, Indonesian, Karen, Kikongo, Kikuyu, Kinyarwanda, Kirundi, Kosraean, Kunama (Eritrea), Kurdish, Lao, Lingala, Lou, Luganda, Malagasy, Malay, Mandigo, Marathi, Marshallese, Miem, Mongolian, Navajo, Ndebele, Northern Sotho, Quechua, Samoan, Shona, Soninke, Sudanese, Tajik, Telugu, Tetum, Tibetan, Tigrinya, Tshiluba, Tulu, Waray, Wolof, Xhosa, Yupik, Zulu	TRANSLATION TO/FROM ENGLISH	Word	\$0.2584	\$0.2641	\$0.2699	\$0.2759	\$0.2819
Spanish (Latin American), Russian	EDITING, LINE EDITING, PROOFREADING, REVISION TO/FROM ENGLISH	Hour	\$50.38	\$51.49	\$52.62	\$53.78	\$54.96
Albanian, Bosnian, Bulgarian, Catalan, Croatian, Czech, (European) and Brazilian Portuguese, French, German, Greek, Italian, Macedonian, Montenegrin, Polish, Romanian, Serbian, Slovak, Slovenian, Spanish (European), Ukrainian	EDITING, LINE EDITING, PROOFREADING, REVISION TO/FROM ENGLISH	Hour	\$55.42	\$56.63	\$57.88	\$59.15	\$60.46

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Written Translation and Related Services (Cont'd)

Service Rates (Cont'd):

Base Period							
Source Language	Language Service Performed	Unit	Year 1	Year 2	Year 3	Year 4	Year 5
Afar, Afrikaans, Akan, Amharic, Arabic, Armenian, Azeri, Batak, Bengali, Bugis, Burmese, Cambodian (Khmer), Cebuano, Chamorro, Chin (Hakha), Chinese Simplified, Chinese Traditional, Chuukese, Danish, Dari (Afghani), Dhivehi, Dutch, Dzongkha, Estonian, Farsi, Fijian, Finnish, Georgian, Gujarati, Haitian Creole, Hausa, Hebrew, Hiligaynon, Hindi, Hmong, Hungarian, Igbo, Indonesian, Irish, Japanese, Kannada, Karen, Kazakh, Kikongo, Kikuyu, Kinyarwanda, Kirundi, Korean, Kosraean, Kunama (Eritrea), Kurdish, Lao, Laotian, Latvian, Lingala, Lithuanian, Lou, Luganda, Malagasy, Malay, Malayalam, Mandigo, Marathi, Marshallese, Miem, Mongolian, Navajo, Ndebele, Nepali, Northern Sotho, Norwegian, Oromo, Pashto, Punjabi, Quechua, Samoan, Shona, Sindhi, Sinhalese, Somali, Soninke, Sudanese, Swahili, Swedish, Tagalog, Tajik, Tamil, Telugu, Tetum, Thai, Tibetan, Tigrinya, Tshiluba, Tulu, Turkish, Turkmen, Urdu, Uzbek, Vietnamese, Waray, Wolof, Xhosa, Yoruba, Yupik, Zulu	EDITING, LINE EDITING, PROOFREADING, REVISION TO/FROM ENGLISH	Hour	\$70.53	\$72.08	\$73.67	\$75.29	\$76.94
All written languages	FORMATTING/ DESKTOP PUBLISHING	Hour	\$47.86	\$48.91	\$49.99	\$51.09	\$52.21
All written languages	PROJECT MANAGEMENT	Hour	\$47.86	\$48.91	\$49.99	\$51.09	\$52.21
All written languages	TRANSLATION AFFIDAVIT	Page	\$23.93	\$24.46	\$24.99	\$25.54	\$26.11
English, French, German, Greek, Italian, Polish, Portuguese (Brazilian), Portuguese (European), Russian, Spanish (European), Spanish (Latin American)	AUDIO TO TEXT TRANSCRIPTION	Hour	\$50.38	\$51.49	\$52.62	\$53.78	\$54.96
All written languages	EDITING, LINE EDITING, PROOFREADING, REVISION TO/FROM ENGLISH	Hour	\$70.53	\$72.08	\$73.67	\$75.29	\$76.94

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Written Translation and Related Services (Cont'd)

Service Terms:

The following terms and conditions apply to Written Translation and Related Services:

- **Rates:**

The translation **per word** rates include translation, editing, proofreading (T/E/P) and up to **five (5)** complementary hours of project management per each request/document package. Any additional project management hours in excess of five (5) complementary hours per request/document package are billed at an hourly rate.

- **Word Count:**

The translation **per word** rates include translation, editing, proofreading (T/E/P) and up to **five (5)** complementary hours of project management per each request/document package. Any additional project management hours in excess of five (5) complementary hours per request/document package are billed at an hourly rate.

- **Standard Turnaround Time:**

Standard turnaround time is defined as follows:

- Up to 1,500 words - one (1) business day*
- 1,501 to 2,500 words - two (2) business days*
- 2,501 to 7,000 - three (3) business days*
- 7,001 to 15,000 words - four (4) business days*

For scope of work exceeding 15,000 words, add an additional business day for each 1,500 words in excess of 15,000.

- **Rush Fees:**

Rush services are available at an additional 50% charge. Rush fees are charged for services outside of the standard turnaround times shown above.

- **Additional Productivity Discounts:**

MasterWord offers additional discounts for T/E/P based on the Translation Memory (TM) usage. Translation Memory discounted rates apply to qualifying documents submitted in source editable format (Microsoft Office formats and other editable source formats) in languages compatible with Translation Memory applications:

TM Match Type	Discount <i>(applied to applicable per word rate)</i>
<i>Exact match* and repetition**</i>	65%
<i>Fuzzy match***</i>	30%

* *Exact match* is defined as a segment which matches 100% a segment previously translated and already stored in translation memory database.

** *Repetition* is defined as a segment which gets repeated in a document 2 or more times.

*** *Fuzzy match* is defined as a segment which partly (99% to 75%) matches a segment previously translated and already stored in translation memory database.

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Spoken Language Interpretation

Description of Services:

IN-PERSON INTERPRETING

services include conversion of spoken statements from one language to another language. Services are performed in person by professional spoken language interpreters experienced in a broad range of industry sectors including, but not limited to, banking, business services, consulting services, education, energy, engineering, environmental services, energy, oil & gas, financial services, government, legal, healthcare, insurance, manufacturing marketing, social services, space, technology, tourism and entertainment.

COMMUNITY IN-PERSON INTERPRETING includes, but is not limited to, encounters in the healthcare/medical, family protective/social services, education, housing, and other community-based and social-based settings. Depending on a language combination, MasterWord's spoken language interpreters have, at a minimum, a high school degree (or equivalent) and two (2) years of related professional experience.

LEGAL/COURT IN-PERSON INTERPRETING is performed during court proceedings, hearings, criminal or civil investigations, and in other legal settings, requiring specialized knowledge of legal terminology and protocol. Legal/Court In-Person Interpreting services are performed either by certified/licensed court interpreters or qualified court interpreters:

- ***Certified Court Interpreter:** To be certified (or registered, licensed) as a court interpreter, interpreter must meet the certification criteria set forth by each state and satisfactorily pass all required certification exams/tests. Certified court interpreter must be registered in the state court interpreter registry, and must complete all continuing education/professional development requirements as mandated by each state (where applicable). Court interpreter certifications may be limited to certain languages in different states, thus certified court interpreter availability is contingent upon availability of certification options in each specific state.*
- ***Qualified court interpreter:** An Interpreter in the language combination where (a) certification does not exist, or (b) a certified interpreter is not available, but who can demonstrate to the satisfaction of the court the ability to interpret court proceedings from English to a designated language and from that language into English.*

OVER-THE-PHONE INTERPRETING (OPI) provides telephone access to remote interpreters. Services are performed by professional spoken language interpreters located in MasterWord's contact center or another remote location. Depending on a language combination, MasterWord's spoken language interpreters have, at a minimum, a high school degree (or equivalent) and two (2) years of related professional experience. To reach our telephone interpreters, no specific equipment is required. Over-the-phone interpreting works from any modern touch-tone phone.

VIDEO-REMOTE INTERPRETING (VRI) provides video telecommunication access to spoken language interpreting services. Services are performed by professional spoken language interpreters located in MasterWord's contact center or another remote location. Depending on a language combination, MasterWord's spoken language interpreters have, at a minimum, a high school degree (or equivalent) and two (2) years of related professional experience. VRI is a great alternative to in-person interpreting when an in-person interpreter is not immediately available.

CONFERENCE IN-PERSON INTERPRETING services are provided during conferences, meetings and other events where attendees speak multiple languages, and include real-time conversion of a speaker's message orally and in another language to listeners who would not otherwise understand the speaker's language. Usually requires special audio equipment to transmit interpreted speech to a larger number of participants. Depending on a language combination, MasterWord's conference interpreters have, at a minimum, a Bachelor's degree for common languages or high school diploma (or equivalent) for languages of limited diffusion (LLD) and two (2) years of professional interpreting experience.

CONFERENCE TECHNICIAN SERVICES include set up, testing, operation and dismantle of interpretation equipment and interpreter booth(s) (if used). This service is required for any conference interpreting that involves interpretation equipment use. MasterWord's conference technicians must have a minimum of high school diploma (or equivalent) and one (1) year of related professional experience.

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Spoken Language Interpretation (Cont'd)

Service Rates:

				Base Period				
Source Language	Language Service Performed	Service Type Specified	Unit	Year 1	Year 2	Year 3	Year 4	Year 5
Spanish (Latin American)	COMMUNITY IN-PERSON INTERPRETING (IPI) - Texas	Consecutive General/ Non-technical	Hour	\$40.30	\$41.19	\$42.10	\$43.02	\$43.97
Albanian, Amharic (Ethiopia), Arabic, Bengali, Bosnian, Bulgarian, Burmese, Chin, Chin (Hakha), Chinese Cantonese, Chinese Mandarin, Czech, Danish, Dari (Afghani), Dutch, Farsi (Persian), Finnish, French, French (Creole), German, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Hungarian, Igbo (Nigeria), Indonesian, Italian, Japanese, Karen, Kazakh, Khmer (Cambodia), K'iche', Kinyarwanda, Korean, Kurdish, Laotian, Maay Maay (Somalia), Malayalam, Mongolian, Nepali, Ogoni (Nigeria), Oromo (Ethiopia), Pashto, Polish, Portuguese (Angolan), Portuguese (Brazilian), Portuguese (European), Punjabi (India), Rohingya, Romanian, Rundi (Kirundi), Russian, Sindhi, Somali, Swahili, Tagalog, Tamil (Indian), Telugu, Thai, Tigrinya (Eritrean), Turkish, Urdu, Vietnamese, Yoruba (Nigeria)	COMMUNITY IN-PERSON INTERPRETING (IPI) - Texas	Consecutive General/ Non-technical	Hour	\$48.32	\$49.39	\$50.47	\$51.58	\$52.72
Spanish (Latin American)	TECHNICAL IN-PERSON INTERPRETING (IPI) - Texas	Consecutive Technical/Specialized	Hour	\$75.57	\$77.23	\$78.93	\$80.66	\$82.44
Albanian, Amharic (Ethiopia), Arabic, Bengali, Bosnian, Bulgarian, Burmese, Chin, Chin (Hakha), Chinese Cantonese, Chinese Mandarin, Czech, Danish, Dari (Afghani), Dutch, Farsi (Persian), Finnish, French, French (Creole), German, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Hungarian, Igbo (Nigeria), Indonesian, Italian, Japanese, Karen, Kazakh, Khmer (Cambodia), K'iche', Kinyarwanda, Korean, Kurdish, Laotian, Maay Maay (Somalia), Malayalam, Mongolian, Nepali, Ogoni (Nigeria), Oromo (Ethiopia), Pashto, Polish, Portuguese (Angolan), Portuguese (Brazilian), Portuguese (European), Punjabi (India), Rohingya, Romanian, Rundi (Kirundi), Russian, Sindhi, Somali, Swahili, Tagalog, Tamil (Indian), Telugu, Thai, Tigrinya (Eritrean), Turkish, Urdu, Vietnamese, Yoruba (Nigeria)	TECHNICAL IN-PERSON INTERPRETING (IPI) - Texas	Consecutive Technical/Specialized	Hour	\$85.64	\$87.53	\$89.45	\$91.42	\$93.43
Spanish (Latin American)	IN-PERSON INTERPRETING (IPI) - other continental US	Consecutive General & Specialized	Hour	\$85.64	\$87.53	\$89.45	\$91.42	\$93.43

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Spoken Language Interpretation (Cont'd)

Service Rates (Cont'd):

Source Language	Language Service Performed	Service Type Specified	Unit	Base Period				
				Year 1	Year 2	Year 3	Year 4	Year 5
Albanian, Amharic (Ethiopia), Arabic, Bengali, Bosnian, Bulgarian, Burmese, Chin, Chin (Hakha), Chinese Cantonese, Chinese Mandarin, Czech, Danish, Dari (Afghani), Dutch, Farsi (Persian), Finnish, French, French (Creole), German, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Hungarian, Igbo (Nigeria), Indonesian, Italian, Japanese, Karen, Kazakh, Khmer (Cambodia), K'iche', Kinyarwanda, Korean, Kurdish, Laotian, Maay Maay (Somalia), Malayalam, Mongolian, Nepali, Ogoni (Nigeria), Oromo (Ethiopia), Pashto, Polish, Portuguese (Angolan), Portuguese (Brazilian), Portuguese (European), Punjabi (India), Rohingya, Romanian, Rundi (Kirundi), Russian, Sindhi, Somali, Swahili, Tagalog, Tamil (Indian), Telugu, Thai, Tigrinya (Eritrean), Turkish, Urdu, Vietnamese, Yoruba (Nigeria)	IN-PERSON INTERPRETING (IPI) - other continental US	Consecutive General & Specialized	Hour	\$104.92	\$107.23	\$109.58	\$111.99	\$114.46
Albanian, Amharic (Ethiopia), Arabic, Bengali, Bosnian, Bulgarian, Burmese, Chin, Chinese Cantonese, Chinese Mandarin, Croatian, Czech, Danish, Dari (Afghani), Dutch, Farsi (Persian), French, French (Creole), German, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Hungarian, Igbo (Nigeria), Indonesian, Italian, Japanese, Karen, Kazakh, Khmer (Cambodia), K'iche', Kinyarwanda, Korean, Kurdish, Laotian, Lingala, Maay-Maay (Somalia), Malayalam, Mandingo (Liberia), Marathi, Mongolian, Nepali, Ogoni (Nigeria), Oromo (Ethiopia), Pashto, Polish, Portuguese (Brazilian), Portuguese (European), Punjabi (India), Rohingya, Romanian, Rundi (Kirundi), Russian, Serbian, Sindhi, Somali, Spanish, Swahili, Tagalog, Tamil (Indian), Telugu, Thai, Tigrinya (Eritrean), Turkish, Twi (Ghana), Urdu, Vietnamese, Yoruba (Nigeria)	LEGAL/COURT IN-PERSON INTERPRETING - Texas	Consecutive Legal/Court	Hour	\$80.17	\$81.94	\$83.74	\$85.58	\$87.46

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Spoken Language Interpretation (Cont'd)

Service Rates (Cont'd):

Source Language	Language Service Performed	Service Type Specified	Unit	Base Period				
				Year 1	Year 2	Year 3	Year 4	Year 5
Albanian, Amharic (Ethiopia), Arabic, Bengali, Bosnian, Bulgarian, Burmese, Chin, Chinese Cantonese, Chinese Mandarin, Croatian, Czech, Danish, Dari (Afghani), Dutch, Farsi (Persian), French, French (Creole), German, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Hungarian, Igbo (Nigeria), Indonesian, Italian, Japanese, Karen, Kazakh, Khmer (Cambodia), K'iche', Kinyarwanda, Korean, Kurdish, Laotian, Lingala, Maay-Maay (Somalia), Malayalam, Mandingo (Liberia), Marathi, Mongolian, Nepali, Ogoni (Nigeria), Oromo (Ethiopia), Pashto, Polish, Portuguese (Brazilian), Portuguese (European), Punjabi (India), Rohingya, Romanian, Rundi (Kirundi), Russian, Serbian, Sindhi, Somali, Spanish, Swahili, Tagalog, Tamil (Indian), Telugu, Thai, Tigrinya (Eritrean), Turkish, Twi (Ghana), Urdu, Vietnamese, Yoruba (Nigeria)	LEGAL/COURT IN-PERSON INTERPRETING - other continental US	Consecutive Legal/Court	Hour	\$99.27	\$101.46	\$103.69	\$105.97	\$108.30
Spanish (Latin American)	CONFERENCE IN-PERSON INTERPRETING	Simultaneous General & Specialized	8-Hr Day	\$1,019.04	\$1,041.46	\$1,064.37	\$1,087.79	\$1,111.72
Portuguese Brazilian	CONFERENCE IN-PERSON INTERPRETING	Simultaneous General & Specialized	8-Hr Day	\$1,222.80	\$1,249.70	\$1,277.20	\$1,305.29	\$1,334.01
Dutch, French, German, Greek, Italian, Polish, Romanian, Russian	CONFERENCE IN-PERSON INTERPRETING	Simultaneous General & Specialized	8-Hr Day	\$1,304.32	\$1,333.02	\$1,362.34	\$1,392.32	\$1,422.95
Amharic, Arabic, Bengali, Burmese, Chinese Cantonese, Chinese Mandarin, Dari, Farsi, Gujarati, Haitian Creole, Hindi, Japanese, Khmer, Kinyarwanda, Korean, Malayalam, Nepali, Punjabi, Rohingya, Swahili, Thai, Turkish, Urdu, Vietnamese	CONFERENCE IN-PERSON INTERPRETING	Simultaneous General & Specialized	8-Hr Day	\$1,508.08	\$1,541.26	\$1,575.17	\$1,609.82	\$1,645.24
English	CONFERENCE TECHNICIAN SERVICES		8-Hr Day	\$554.16	\$566.35	\$578.81	\$591.54	\$604.55
Spanish (Latin American)	OVER-THE-PHONE INTERPRETING (OPI)	Consecutive General/ Non-technical	Minute	\$1.00	\$1.02	\$1.04	\$1.06	\$1.09

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Spoken Language Interpretation (Cont'd)

Service Rates (Cont'd):

Source Language	Language Service Performed	Service Type Specified	Unit	Base Period				
				Year 1	Year 2	Year 3	Year 4	Year 5
Acholi, Afghani, Afrikaans, Akan, Akateco, Albanian, Amharic, Anuak, Arabic, Armenian, Ashanti, Assyrian, Azeri, Bahasa (Malaysian), Bambara, Bashkir, Basque, Bassa, Belarusian, Bengali, Bosnian, Bulgarian, Burmese, Cambodian, Cape Verde Creole, Carolinian, Catalan, Cebuano, Chaldean, Chamorro, Chao-Chow, Chin, Chin (Falang), Chin (Hakha), Chin (Lai), Chin (Mizo), Chin (Tedim), Chin (Zo, Zomi), Chin (Zophei), Chinese Cantonese, Chinese Mandarin, Chouja, Chuukese, Cotocoli (Tem), Croatian, Czech, Danish, Dari, Dinka, Dioula, Dutch, Edo, Estonian, Ewe, Farsi, Finnish, Flemish, Foochow(Fuzhou), French, French Canadian, French Creole, Fukienese, Fulani, Fulde, Fuzhou, Ga, Garre, Georgian, German, Greek, Guarani, Gujarati, Hainanese, Haitian Creole, Hakka (Chinese), Harar, Hassaniya, Hausa, Hebrew, Hindi, Hmong, Hokkien, Hungarian, Icelandic, Igbo, Ilocano, Ilonggo, Indonesian, Italian, Japanese, Jarai, Jiangsu, K'iche' (Quiché), Kannada, Karen, Karen (Pwo), Karenni (Kayah), Kazakh, Khmer, Kikongo, Kikuyu, Kinyamulenge, Kinyarwanda, Kirundi, Kituba, Kizigua (Kizigula), Korean, Kosraean, Krahn, Krio, Kunama, Kurdish, Kurdish (Bahdini), Kurdish (Kurmanji), Kurdish (Sorani), Kyrgyz, Lao, Laotian, Latvian, Lautu, Lingala, Lithuanian, Lorma, Luganda, Luo, Maay-Maay, Macedonian, Malay, Malayalam, Mam, Mandinka, Mara, Marathi, Marshallese, Matu, Mbay, Mende, Mien, Mina, Mixteco (Alto), Mixteco (Bajo), Mongolian, Montenegrin, Mushunguli, Navajo, Nepali, Norwegian, Nuer, Ogoni (Nigeria), Oromifa, Oromo (Ethiopa), Pashto, Patois(Jamaican), Pidgin(Cameroonian), Pidgin (Nigerian), Polish, Ponapean/Pohnpeian, Portuguese (Angolan), Portuguese (Brazilian), Portuguese (Creole), Portuguese (European), Pulaar, Punjabi, Q'anjob'al, Rohingya, Romanian, Rundi (Kirundi), Russian, Samoan, Sentshang, Serbian, Shanghainese, Shona, Sichuan, Sicilian, Sindhi, Sinhalese, Sinyin, Slovak, Slovene, Somali, Somali Bantu, Soninke, Soninke (Sarahuli), Soninke (Sarakhole), Sorani (Kurdish), Sousou, Swahili, Swedish, Sylheti, Tagalog (Filipino), Taiwanese, Tajik, Tamil, Telugu, Teochew, Thai, Tibetan, Tigrinya, Toisanese, Tongan, Tosk, Trukese/Chuukese, Turkish, Twi, Ukrainian, Urdu, Uzbek, Vietnamese, Visayan, Wolof, Xhosa, Yiddish, Yoruba, Yup'ik, Zulu	OVER-THE-PHONE INTERPRETING (OPT)	Consecutive General/ Non-technical	Minute	\$1.15	\$1.17	\$1.20	\$1.23	\$1.25

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Spoken Language Interpretation (Cont'd)

Service Rates (Cont'd):

Base Period								
Source Language	Language Service Performed	Service Type Specified	Unit	Year 1	Year 2	Year 3	Year 4	Year 5
Spanish (Latin American)	VIDEO REMOTE INTERPRETING (VRI)	Consecutive General/ Non-technical	Minute	\$2.27	\$2.32	\$2.37	\$2.42	\$2.47
Albanian, Amharic (Ethiopia), Arabic, Bengali, Bosnian, Bulgarian, Burmese, Czech, Chin (Hakha), Chin, Chinese Cantonese, Chinese Mandarin, Czech, Danish, Dari (Afghani), Dutch, Farsi (Persian), French (Creole), French, German, Greek, Gujarati, Haitian Creole, Hebrew, Hindi, Igbo (Nigeria), Indonesian, Italian, Japanese, Karen, Kazakh, Khmer (Cambodia), Kinyarwanda, Korean, Kurdish, Laotian, Maay-Maay (Somalia), Malayalam, Nepali, Oromo (Ethiopia), Pashto, Polish, Portuguese (Angolan), Portuguese Brazilian, Punjabi (India), Rohingya, Romanian, Rundi (Kirundi), Russian, Sindhi, Somali, Spanish, Swahili, Tagalog, Tamil (Indian), Telugu, Thai, Tigrinya (Eritrean), Turkish, Urdu, Vietnamese, Yoruba (Nigeria)	VIDEO REMOTE INTERPRETING (VRI)	Consecutive General/ Non-technical	Minute	\$2.27	\$2.32	\$2.37	\$2.42	\$2.47

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Spoken Language Interpretation (Cont'd)

Service Terms:

The following terms and conditions apply to Spoken Language Interpretation:

▪ **Service Scheduling and Advance Notice:**

COMMUNITY IN-PERSON INTERPRETING (IPI), TECHNICAL IN-PERSON INTERPRETING (IPI), IN-PERSON INTERPRETING (IPI), LEGAL/COURT IN-PERSON INTERPRETING (Texas): Scheduled with at least 24-hour advance notice with services provided between 8 a.m. and 5 p.m. on business days. Rush/emergency fee of additional 75% will apply for services requested with less than 24-hour notice. After hour/weekend/holiday fee of additional 50% will apply for services provided between 5 p.m. and 8 a.m., weekends or federal holidays.

CONFERENCE IN-PERSON INTERPRETING:

Unscheduled services are not available for this service line. Conference In-Person Interpreting services MUST be scheduled with at least 5 business day notice with services provided between 8 a.m. and 5 p.m. on business days. After hour/weekend/holiday fee of additional 50% will apply for services provided between 5 p.m. and 8 a.m., weekends or federal holidays. A minimum of two (2) interpreters are required per language pair per day.

VIDEO REMOTE INTERPRETING (spoken languages): Spanish, Vietnamese, Chinese Mandarin and Arabic VRI services are scheduled with at least 4-hour notice. All other languages require a 24-hour notice.

▪ **Minimums:**

For COMMUNITY IN-PERSON INTERPRETING (IPI) (spoken languages), TECHNICAL IN-PERSON INTERPRETING (IPI) (spoken languages), IN-PERSON INTERPRETING (IPI) (spoken languages), LEGAL/COURT IN-PERSON INTERPRETING (spoken languages): Two (2) hour minimum per interpreter requested, except for: (a) services performed in Metropolitan New York and Northern New Jersey (three (3) hour minimum), and (b) services performed in California (four (4) hour minimum). Services performed beyond the minimum are billed in one-quarter ($\frac{1}{4}$) hour increments thereafter.

For VIDEO REMOTE INTERPRETING (VRI): Thirty (30) minute minimum per VRI call for spoken languages.

For any interpreting assignment lasting four (4) or more hours, a minimum of two (2) interpreters are required per language pair.

▪ **Equipment:**

The hourly rates do not include interpretation equipment fees. Equipment rental is available as an open market item upon request. Equipment rental rates are based on need, location and duration.

▪ **Additional Fees, Where Applicable:**

Additional fees, where applicable, will be determined at the task order level. Additional fees may include, without limitation, parking, mileage, travel expenses.

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Deaf/Hard-of-Hearing Interpretation Services

Description of Services:

AMERICAN SIGN LANGUAGE IN-PERSON INTERPRETING includes facilitation of spoken and sign language (ASL) communication in a variety of settings, either simultaneously or consecutively, between consumers who are Deaf/Hard of Hearing and hearing individuals. Services performed by sign language interpreters who are nationally certified by the Registry of Interpreters for the Deaf (RID) or state certified/licensed. Additionally, MasterWord's American Sign Language interpreters are required to have a minimum of two (2) years of professional interpreting experience. Interpreters are placed on assignments that are most appropriate for their background, skills, and knowledge.

LEGAL/COURT AMERICAN SIGN LANGUAGE IN-PERSON INTERPRETING is performed during court proceedings, hearings, criminal or civil investigations, and in other legal settings, requiring specialized knowledge of legal terminology and protocol. A specialized RID certification (SC:L) or an equivalent state certification is required for an American Sign Language interpreter to perform interpreting services during legal/court encounters.

AMERICAN SIGN LANGUAGE VIDEO-REMOTE INTERPRETING (VRI) provides video telecommunication access to sign language interpreting services. Services are performed by sign language interpreters who are nationally certified by the Registry of Interpreters for the Deaf (RID) or state certified/licensed. Additionally, MasterWord's American Sign Language interpreters are required to have a minimum of two (2) years of professional interpreting experience. Interpreters are located in MasterWord's contact center or another remote location. This remote interpretation service provides language access when a sign language interpreter is not or cannot be physically available at a customer location.

Service Offerings, Terms and Pricing Information (Cont'd)

SIN 541930 - TRANSLATION AND INTERPRETATION SERVICES: Deaf/Hard-of-Hearing Interpretation Services (Cont'd)

Service Rates:

				Base Period				
Source Language	Language Service Performed	Service Type Specified	Unit	Year 1	Year 2	Year 3	Year 4	Year 5
American Sign Language	AMERICAN SIGN LANGUAGE IN-PERSON INTERPRETING-Texas	Consecutive General/ Non-technical	Hour	\$81.12	\$82.90	\$84.73	\$86.59	\$88.50
American Sign Language	AMERICAN SIGN LANGUAGE IN-PERSON INTERPRETING - other continental US	Consecutive General/ Non-technical	Hour	\$88.21	\$90.15	\$92.14	\$94.16	\$96.23
American Sign Language	LEGAL/COURT AMERICAN SIGN LANGUAGE IN-PERSON INTERPRETING	Consecutive Legal/Court	Hour	\$100.76	\$102.97	\$105.24	\$107.55	\$109.92
American Sign Language	AMERICAN SIGN LANGUAGE VIDEO REMOTE INTERPRETING (VRI)	Consecutive General/ Non-technical	Minute	\$2.77	\$2.83	\$2.89	\$2.96	\$3.02

Service Terms:

The following terms and conditions apply to Deaf/Hard-of-Hearing Interpretation Services:

- **Service Scheduling and Advance Notice:**

AMERICAN SIGN LANGUAGE IN-PERSON INTERPRETING, LEGAL/COURT AMERICAN SIGN LANGUAGE IN-PERSON INTERPRETING: scheduled with at least 48-hour advance notice with services provided between 8 a.m. and 5 p.m. on business days. Rush/emergency fee of additional 75% will apply for services requested with less than 48-hour notice. After hour/weekend/holiday fee of additional 50% will apply for services provided between 5 p.m. and 8 a.m., weekends or federal holidays.

VIDEO REMOTE INTERPRETING (American Sign Language): Scheduled with at least 24-hour notice.

- **Additional Fees, Where Applicable:**

Additional fees, where applicable, will be determined at the task order level. Additional fees may include, without limitation, parking, mileage, travel expenses.

- **Minimums:**

For AMERICAN SIGN LANGUAGE IN-PERSON INTERPRETING, LEGAL/COURT AMERICAN SIGN LANGUAGE IN-PERSON INTERPRETING: Two (2) hour minimum plus 1 (one) hour administrative fee per interpreter requested, except for services performed in MD, Washington DC, VA, NY, NJ, CA, WA, MA, VT, CT, PA, RI, ME where three (3) hour minimum and one (1) hour administrative fee applies per interpreter requested. Services performed beyond the minimum are billed in one-quarter (¼) hour increments thereafter.

For VIDEO REMOTE INTERPRETING (VRI): Thirty (30) minute minimum per VRI call for American Sign Language.

For any interpreting assignment lasting four (4) or more hours, a minimum of two (2) interpreters are required.

Service Offerings, Terms and Pricing Information (Cont'd)

611630 - LINGUISTIC TRAINING AND EDUCATION

Description of Services:

LANGUAGE PROFICIENCY ASSESSMENT

tests a candidate/individual's ability to communicate in a particular language in four skill areas: listening, reading, grammar and oral expression. This comprehensive assessment measures proficiency as defined by the Interagency Language RoundTable (ILR) Skill Level Descriptions. Administered and proctored online (listening, reading and grammar modules) and by phone (oral expression module).

INTERPRETER SKILLS ASSESSMENT

tests a candidate/individuals' ability to meet the standards to be qualified as an interpreter with sufficient skills and understanding of professional code of conduct, recommended for individuals who will facilitate communication between two or more parties. Administered and proctored online and by phone (oral exam module).

INTENSIVE MEDICAL INTERPRETER TRAINING consists of 40 hours of training and is a self-paced online course. This package is designed to prepare participants for interpreting in the healthcare settings. It uses the latest interactive techniques, and provides an opportunity to learn and practice the most effective models for the interpreting process, advanced ethical decision making, memory and note taking, medical terminology, cross-cultural interpreting, and navigation of the US health care system.

This program is non-language specific and is open to all bilingual candidates who meet the prerequisites. Each unit has been designed by a team of qualified and experienced interpreter trainers specialized in the skills and knowledge taught in that unit and all content is presented in English.

This training has been pre-approved as PINRA for 4.0 RID CEUs and 4.0 BEI M./I. CEUs (.7 Ethics). This program meets the pre-certification requirement for healthcare interpreters, it is nationally accredited for 40.00 instructional hours by CCHI.

Prerequisites:

- At least 18 years-old
- A minimum of a high school diploma or equivalent
- Must demonstrate proficiency in English and another language by one of the following:
 - *5 years of verified professional experience in the language-related services, or*
 - *High school diploma, degree or equivalent from a country where the language is spoken, or*
 - *A validated third-party language assessment.*

Service Offerings, Terms and Pricing Information (Cont'd)

611630 - LINGUISTIC TRAINING AND EDUCATION

Service Rates:

Source Language	Language Service Performed	Unit	Base Period				
			Year 1	Year 2	Year 3	Year 4	Year 5
<i>Amharic, Arabic, Bengali, Burmese, Chinese Cantonese, Chinese Mandarin, Dari, Dutch, Farsi, French, German, Greek, Gujarati, Haitian Creole, Hindi, Italian, Japanese, Khmer, Kinyarwanda, Korean, Malayalam, Nepali, Polish, Portuguese Brazilian, Punjabi, Rohingya, Romanian, Russian, Spanish, Swahili, Thai, Turkish, Urdu, Vietnamese</i>	LANGUAGE PROFICIENCY ASSESSMENT	Per Test	\$75.57	\$77.23	\$78.93	\$80.66	\$82.44
<i>Amharic, Arabic, Bengali, Burmese, Chinese Cantonese, Chinese Mandarin, Dari, Dutch, Farsi, French, German, Greek, Gujarati, Haitian Creole, Hindi, Italian, Japanese, Khmer, Kinyarwanda, Korean, Malayalam, Nepali, Polish, Portuguese Brazilian, Punjabi, Rohingya, Romanian, Russian, Spanish, Swahili, Thai, Turkish, Urdu, Vietnamese</i>	INTERPRETER SKILLS ASSESSMENT	Per Test	\$105.79	\$108.12	\$110.50	\$112.93	\$115.42
<i>Language neutral</i>	INTENSIVE MEDICAL INTERPRETER TRAINING	Per Person	\$448.87	\$458.74	\$468.83	\$479.15	\$489.69

Service Offerings, Terms and Pricing Information (Cont'd)

OLM – ORDER LEVEL MATERIALS

Description of Services:

ORDER LEVEL MATERIALS (OLMs) are supplies and/or services acquired in direct support of an individual task or delivery order placed against a Schedule contract or BPA. OLM pricing is not established at the Schedule contract or BPA level, but at the order level. Since OLMs are identified and acquired at the order level, the ordering contracting officer (OCO) is responsible for making a fair and reasonable price determination for all OLMs.