



GENERAL SERVICES ADMINISTRATION

Federal Acquisition Service Authorized Federal Supply Schedule Price List

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 GSA Advantage!® is: GSAAdvantage.gov.

FEDERAL SUPPLY GROUP: 00CORP GSA PROFESSIONALSERVICES SCHEDULE (PSS)

Contract number: 47QRAA19D00BX

Contract period: August 28, 2019 through August 27, 2024

For more information on ordering from Federal Supply Schedules go to the internet address: <http://www.gsa.gov/schedules>.



The Language Doctors, Inc. dba TLD

8201 Corporate Dr, Suite 400

Hyattsville, MD 20785

Phone: (202) 544-2942

Toll Free: (800) 414-6140

Fax: (202) 544-3953

www.thelanguagedoctors.org

Point of Contact: Adam Bouc

Phone: (202) 544-2942 ext 2210

Email Address: abou@tldinc.org

Business Size: Small, Historically Underutilized HUBZone

CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s):

SIN	Recovery	SIN Description
382 1	382 1RC	Translation Services
382 2	382 2RC	Interpretation Services
382 3	382 3RC	Training and Educational Materials
382 4	382 4RC	Comprehensive Linguistic Analytical Support Services

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply: N/A

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item:

Starting on Page #9, SERVICE DESCRIPTIONS.

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

3. Minimum order: \$100

4. Geographic coverage (delivery area): Domestic and Overseas

5. Point(s) of production (city, county, and State or foreign country): Same as company address.

6. Discount from list prices or statement of net price: Prices shown in pricelist are net. Discounts have been deducted.

7. Quantity discounts:

382-1 & 1RC Translation Services – See Page 9 of this GSA Schedule

382-2 & 2RC Interpretation Services – See Page 10 of this GSA Schedule

382-3 & 3RC Training and Educational Materials – See Page 12 of this GSA Schedule

382-4 & 4RC Comprehensive Linguistic Analytical Support Services – See Page 13 of this GSA Schedule

8. Prompt payment terms: 1.5%; 10 days

Note: Prompt payment terms must be followed by the statement "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold:

Government purchase cards are accepted at and below the micro-purchase threshold.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:

Government purchase cards are accepted above the micro-purchase threshold.

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

11a. Time of delivery: Delivery Schedule shall be specified in each Delivery Order/Task Order.

11b. Expedited Delivery: Contact Contractor.

11c. Overnight and 2-day delivery: Contact Contractor.

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

13a. Ordering address(es):

The Language Doctors, Inc. dba TLD
Attn: Adam Bouc
8201 Corporate Dr, Suite 400
Landover, MD 20785
Phone: (202) 544-2942
Toll Free: (800) 414-6140
abou@tldinc.org

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3.

14. Payment address(es):

The Language Doctors, Inc. dba TLD
8201 Corporate Dr, Suite 400
Landover, MD 20785

15. Warranty provision: N/A

16. Export packing charges, if applicable: N/A

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): N/A

19. Terms and conditions of installation (if applicable): N/A

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): N/A

20a. Terms and conditions for any other services (if applicable): N/A

21. List of service and distribution points (if applicable): N/A

22. List of participating dealers (if applicable): N/A

23. Preventive maintenance (if applicable): N/A

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants).
N/A

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/: N/A

25. Data Universal Number System (DUNS) number: 835970518

26. Notification regarding registration in System for Award Management (SAM) database:

The Language Doctors, Inc. dba TLD is registered in SAM and the registration is current, CAGE code: 1EEF4

SIN DESCRIPTIONS

382 1 TRANSLATION SERVICES --- 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, Braille, Software, Website localization for Internet and Intranet, Video subtitling and captioning. Client consultation and Project management services include translation formatting, proofreading, text adaptation, editing, graphic design, and desktop publishing.

382 2 INTERPRETATION SERVICES --- Services include the interpretation of oral communication to and from English and native Foreign Languages. Interpretation includes but is not limited to: Simultaneous, Consecutive, Escort, Community, Telephonic and Voiceovers. Interpreter forums may include meetings, conferences, seminars, litigation, briefings, and training. Client consultation and project management services provided for scheduling, assignment and logistical coordination of linguist support.

382 3 TRAINING AND EDUCATIONAL MATERIALS --- Services include customized or standardized off-the-shelf Foreign Language training courses at on- and off-site locations in classroom, private, semi-private, tutorial and in-country immersion forums. Instructional training for various language proficiency levels and testing is included. Educational material in publication, software, audio and video formats may be provided.

382 4 COMPREHENSIVE LINGUISTIC ANALYTICAL SUPPORT SERVICES -- Comprehensive Language Services in support of local, national, or global requirements that support the missions of military, law enforcement, homeland and national security organizations among others. Services include but are not limited to: Collecting, translating/interpreting and delivering mission related data; performing data analysis; cultural consulting; role-playing; Title III monitoring, transcriptions, and intercepts; interview support, preparing related reports and assessments; forensic processing; screening/gisting; related project/program management and control for linguist screening and recruitment; logistical coordination; site supervision and quality control of all related services. Linguists with security clearances are included in the above-mentioned services. Services provided under this SIN must include communication from a source language to a target language.

EXECUTIVE SUMMARY

The Language Doctors, Inc. was formed in 1994 as a small, language services firm catering to the demands of non-profit, private sector, and government agencies in need of accurate translations in the Washington-area. TLD, headed by its president, Boris Lifschutz, along with an outstanding and dedicated small staff has grown TLD to handle larger and more diversified contracts and expand its offerings. TLD has also expanded its exclusive arrangements with over 5,000 translators working all over the globe.

In addition, TLD is working with its corporate clients in translating their websites, with a specific focus on cultural sensitivity to improve accessibility and site loyalty among non-native English speakers.

TLD interpreters are highly skilled professionals. Most hold graduate and post-graduate degrees in their respective fields of expertise. Many interpreters also hold various levels of security clearances. Additional certificates include ATA (American Translators Association) membership and State Department certification. TLD interpreters provide services daily to Federal government agencies and private sector clients both within the Washington metropolitan area and nationwide.

The personal interests of TLD's staff in foreign languages and the communication sciences have guided the direction and growth of TLD. Our staff is well equipped with a plethora of degrees in Business Administration, English Literature, Communications, Journalism, Engineering, Science and several language studies to name a few.

OUR PROCEDURES

Our Quality Control Procedures (QCP) consists primarily of a series of inspection and reporting procedures to be implemented on a scheduled and unscheduled basis throughout the life of each project. The Language Doctors assumes overall responsibility for implementing the QCP and relies upon client specifications regarding each project's specific requirements.

OUR METHODOLOGY

Our methodology for monitoring the performance of all work requirements entails understanding of all client specifications, standards, and policies relevant to the project and establishing practices and guidelines to suit these requirements. The requirements and standards are built into the detailed procedures and work instructions for each service provider or service providing team. We conduct regular quality reviews to ensure that the work process or product complies with applicable requirements and standard.

In order to integrate our QCP with our management approach, it is important that all employees understand how their efforts are an integral part of the total services being provided and that their contributions are significant in assisting each of our clients and their personnel. Within our organization we recognize and appreciate the achievements of our employees in work performance and process improvement. We have an incentive awards program that rewards employees whose achievements are exemplary and particularly anyone whose contributions or suggestions result in savings to the Government.

TEAMWORK

Our Project Managers work with project teams, monitor their work, perform quality inspections, and verify corrective actions. Compliance with requirements, standards, and procedures appropriate to the work is paramount. On larger more complex projects which require more extensive management, our team leaders monitor daily workflow and periodically review samples of work completed in order to identify errors and ensure timeliness in meeting completion schedules. TLD associates are trained to detect possible deficiencies in their own work and make corrections or adjustments accordingly. In order to achieve the successful completion of each project, we request that our clients establish and sustain lines of communication and professional interaction with our designated project manager/team leader. Such interaction allows TLD to complete projects with accurate, timely progress reporting.

CONTINUITY OF SERVICE

Continuity of service is essential on all contracts. Project supervision is contract-specific and is achieved through various methods of performance monitoring, including the following:

- Team Status Meetings
- Client Status Meetings
- QC Inspections
- Peer review
- QA/QC Reports, inventory and quality records, and management notification forms
- Management Audit/Review
- Process Improvement

OUR SERVICES

The Language Doctors is primarily a foreign language services company offering translation, interpreting, transcription, and teaching services.

TAILORED SOLUTIONS

TLD works with its clients to identify the details of its linguistic needs and designs a cost-effective approach to achieving their goals. Projects may include multiple services, demand expedited timelines, or necessitate linguists with specific dialect or subject matter knowledge. In the past TLD has been called upon to support conferences, escort high-level delegates, and localize education material. Our multi-tiered pricing structure is flexible and ensures the best value for projects with custom needs.

If you need a linguist who is also a Subject Matter Expert, The Language Doctors can provide the right people to get the job done. TLD's network of linguists includes those who have advanced degrees and superior knowledge in many technical areas. TLD has provided specialty linguists for medical, legal, technical, defense subjects.

THE LANGUAGES WE OFFER

LANGUAGE CATEGORY KEY

CATEGORY 1	English, Spanish
CATEGORY 2	French, Dutch, German, Italian, Portuguese, Russian
CATEGORY 3	AAVE, Albanian, Arabic, Armenian, Azerbaijani, Belorussian, Bosnian, Bulgarian, Cantonese, Chinese, Croatian, Czech, Danish, Dari, Estonian, Farsi, Filipino, Finnish, Flemish, Georgian, Greek, Haitian Creole, Hebrew, Hindi, Hungarian, Indonesian, Japanese, Kazakh, Korean, Latvian, Lithuanian, Luxembourgish, Malay, Mandarin, Macedonian, Norwegian, Pashto, Polish, Romanian, Serbian, Slovak, Slovenian, Swedish, Tagalog, Thai, Turkish, Ukrainian, Urdu, Vietnamese
CATEGORY 4	Afrikaans, Abkhaz, Amharic, Bambara, Basque, Bengali, Burmese, Catalan, Cebuano, Chechen, Creole, Eastern Farsi, English Creole, Farsi (Persian), French Creole, Fukienese, Gaelic (Irish), Gujarati, Haitian, Hakka, Hassaniya, Hokkien, Icelandic, Ilocano, Jamaican Patois, Javanese, Kannada, Kashmiri, Khmer, Kurdish, Kurmanji, Kyrgyz, Laotian, Malagasy, Malayalam, Mongolian, Moroccan Arabic, Nepali, Nigerian, Pidgin, Patois, Portuguese Kriol, Punjabi, Rromani, Shanghainese, Sichuan, Sicilian, Sindhi, Sinhalese, Somali, Sorani, Sudanese Arabic, Swahili, Taiwanese, Tajik, Tamil, Telugu, Teochew, Tigre, Tigrinya, Turkmen, Uighur, Uzbek, Welsh, Western Farsi, Wu, Yiddish
CATEGORY 5	Akan, Aramaic, Assyrian, Bajuni, Balanta, Balochi, Bassa, Behdini, Belize Creole, Benin, Berber, Bikol, Brahui, Guarani, Chaldean, Chamorro, Chavacano, Cherepon, Cherokee, Choctaw, Chuukese, Cree, Dinka, Dyula, Ewe, Fijian Hindi, Fiote, Fon, Fula (Fullani), Fuzhou, Ga, Gaddang, Garre, Hakha Chin, Hausa, Hawaiian, Hindko, Hmong, Ibanag, Igbo, Inuktitut, Kabiye, Kammyang, Kanjobal, Kara-Kalpak, Karen, Kekchi, Kikuyu, Kikongo, Kinyarwanda, Kirundi, Koyraboro Senni, Krio, Kutchi, Lanna, Lingala, Luganda, Luo, Maay, Maguindanao, Maltese, Mam, Mandinka, Maninka, Maranao, Marshallese, Memon, Mien, Mina, Mirpuri, Mixtec, Montenegrin, Navajo, Neapolitan, Nuer, Ojibwa, Oromo, Pahari, Pampangan, Pangasinan, Papiamentu, Pennsylvania Dutch, Pohnpeian, Pothwari, Putian, Quechua, Samoan, Sango, Sehwi, Shan, Shona, Soninke, Sotho, Suriname, Susu, Sylheti, Tatar, Tausug, Tibetan, Togo, Toishanese, Tongan, Trinidad, Tshiluba, Twi, Uyghur, Visayan, Vlach, Wa, Wenzhou, Wolof, Xhosa, Xiang (Hunanese), Yakan (Samalnon), Yawi, Yoruba, Yunnanese, Yupik, Zulu

SIN 382-1: TRANSLATION SERVICES

TLD provides professional translation services for government and private sector clients in various fields, including business, law, medicine, science/engineering, and banking/finance, among others. We ensure that our translation teams provide the most technically and culturally accurate translations of your documents, websites, and communications.

- **Translation Services (Regular)** - The art of properly conveying both the complete content and tone of written material in one language from another. A round of proofreading is included in the translation service.

** For Translation Service (Regular): standard delivery terms are 1,500 words per day.

- **Translation Services for Discipline Specific Language (DSL)** - Language unique to each discipline or subject area. Each discipline uses its own discipline-specific variations of language. The meaning of this language could overlap between disciplines, or it may carry an entirely different connotation. In addition to shared language, there is discipline-specific language that is entirely unique within a given discipline/subject matter. Discipline Specific Language could be highly specialized within its discipline that it could become entirely unrecognizable to those outside the discipline. A select few examples of Discipline Specific Language would be Medical, Engineering, IT, Industrial, Legal, Government, and Criminal Investigation materials. A round of proofreading is included in the translation service.

** For Translation Service Discipline Specific Language (DSL): standard delivery terms are 1,000 words per business day.

- **Desktop Publishing** - Multilingual graphic design, editing, formatting, layout and typesetting. It involves proper use of challenging font sets including character languages, and accounts for changes in layout from an original to translated document. Multilingual DTP will also take cultural considerations such as color connotation, image appropriateness and other stylistic elements into account.

** For Desktop Publishing standard delivery terms are 10 pages per business day.

- **Editing Service** – Bilingual review process of translated materials, checking for technical errors, mistranslations, and assuring accuracy, while improving the overall style and flow.

** For Editing Service standard delivery terms are 2,500 words per business day.

- **Proofreading** – Monolingual step assuring the final product is accurate, consistent and error free in terms of numbers, spelling, grammar, punctuation and formatting.

** For Proofreading standard delivery terms are 5,000 words per business day.

- **Project Management** - Overseeing any project from start to finish to ensure all stakeholders are informed and satisfied with the progress and results, and the project is completed on-time and within budget.

The Project Manager's responsibilities include:

- Coordinating and supervising the linguists
- Schedule
- Update glossaries and reference material
- Quality control of the work including review of transcription and translation
- Clear communication with the team of new requirements and updates.

Minimum education and experience: Require a Bachelor's Degree and a minimum of 1 year of experience within the scope of the contract.

Service Category	Unit of Issue	GSA Price
Translation Services - To and From English		
Translation Service Category 1 - Regular**	Word	\$0.1500
Translation Service Category 2 - Regular**	Word	\$0.1900
Translation Service Category 3 - Regular**	Word	\$0.2350
Translation Service Category 4 - Regular**	Word	\$0.2550
Translation Service Category 5 - Regular**	Word	\$0.3000
Translation Service Category 1 - Discipline Specific Language (DSL)	Word	\$0.1720
Translation Service Category 2 - Discipline Specific Language (DSL)	Word	\$0.2200
Translation Service Category 3 - Discipline Specific Language (DSL)	Word	\$0.2450
Translation Service Category 4 - Discipline Specific Language (DSL)	Word	\$0.2850
Translation Service Category 5 - Discipline Specific Language (DSL)	Word	\$0.3300
Desktop Publishing	Hour	\$49.00
Proofreading	Hour	\$49.00
Editing Service**	Hour	\$48.00
Project Management	Hour	\$75.00

**Performed by SCA labor category

Discounts

Translation Service (Per Word)
1-10,000 words - 0%
10,001-50,000 words - 1%
50,001-100,000 words - 3%
100,001-250,000 words - 6%
250,001-500,000 words - 10%
500,001+ words - 15%

Rush Surcharges

Translation Service

Rush surcharges apply in the following conditions:

- Same day, or overnight delivery (24 hours turnaround or less): 20% surcharge.
- Translations over 1,500 words per business day: 20% surcharge.

Translation Service - Discipline Specific Language (DSL)

Rush surcharges apply in the following conditions:

- Same day, or overnight delivery (24 hours turnaround or less): 20% surcharge.
- Translations over 1,000 words per business day: 20% surcharge.

Editing Service

Rush surcharges apply in the following conditions:

- Same day, or overnight delivery (24 hours turnaround or less): 15% surcharge.
- Editing requests over 2,500 words per business day: 15% surcharge.

Proofreading

Rush surcharges apply in the following conditions:

- Same day, or overnight delivery (24 hours turnaround or less): 15% surcharge.
- Proofreading requests over 5,000 words per business day: 15% surcharge.

Desktop Publishing

Rush surcharges apply in the following conditions:

- Same day, or overnight delivery (24 hours turnaround or less): 15% surcharge.
- Desktop Publishing requests of more than 10 pages per business day: 15% surcharge.

SIN 382-2: INTERPRETATION SERVICES

TLD provides complete resources and facilities for simultaneous interpretation in multiple languages, including interpreters' booths and electronic interpretation systems. TLD also provides the services of professional interpreters for the consecutive interpretation of conversations between two or more people, allowing for a comfortably paced dialogue between parties. In addition, TLD provides tele-support interpretation services to support multilingual teleconferencing and corporate customer service functions.

- **Voiceover Services** - A process of rendering a written script into translated audio material. It is performed (often in a studio) by professional voice talent fluent in the source and target languages.

**Voiceover Service: standard delivery terms are 15 minutes of audio, per business day
- **Consecutive Interpretation Services** - Converting spoken speech back and forth between multiple languages, immediately after each client speaks and pauses briefly for the interpreter.
- **Simultaneous Interpretation Services** - Converting spoken speech back and forth between multiple languages, at the same time as the clients speak.
- **Equipment Specialist** - Performs work that requires an intensive, practical knowledge of equipment and its characteristics for the installation, maintenance, and troubleshooting of audio/video equipment.

Minimum education and experience: Require a High School Diploma or Equivalent and a minimum of 1 year of experience within the scope of the contract.

Service Category	Unit of Issue	GSA Price
Interpretation Services - To and From English		
Voiceover Service Category 1	Hour	\$39.50
Consecutive Interpretation Service Category 1	Hour	\$106.38
Consecutive Interpretation Service Category 2	Hour	\$115.63
Consecutive Interpretation Service Category 3	Hour	\$124.88
Consecutive Interpretation Service Category 4	Hour	\$134.12
Consecutive Interpretation Service Category 5	Hour	\$143.38
Simultaneous Interpretation Service Category 1	Hour	\$130.00
Simultaneous Interpretation Service Category 2	Hour	\$140.00
Simultaneous Interpretation Service Category 3	Hour	\$150.00
Simultaneous Interpretation Service Category 4	Hour	\$160.00
Equipment Specialist**	Hour	\$74.00
Headset/receiver	Day	\$24.50
Microphone/transmitter	Day	\$107.80
Soundboard and accessories	Day	\$345.00
Full booth	Day	\$462.50
Table-top booth	Day	\$350.00

****Performed by SCA labor category**

Discounts

Interpretation Service (Per Hour)	Voiceover Service (Per Minute)
1-8 - 0%	1-120 - 0%
9-24 - 1%	121-600 - 1%
25-72 - 3%	601-3000 - 3%
73-144 - 6%	3001-12000 - 6%
145-300 - 10%	12001-45000 - 10%
301+ - 15%	45001+ - 15%

Rush SurchargesConsecutive Interpretation Service

Rush surcharges apply in the following conditions:

- Consecutive Interpretation Service requests made with less than 2 business days' notice: 20% surcharge.

Simultaneous Interpretation Service

Rush surcharges apply in the following conditions:

- Simultaneous Interpretation Service requests made with less than 5 business days' notice: 20% surcharge.

Voiceover Service

Rush surcharges apply in the following conditions:

- Same day, or overnight delivery (24 hours turnaround or less): 15% surcharge.
- Voiceover service requests greater than 15 minutes of audio per business day: 15% surcharge.

Cancellation Policy

For interpretation, transcription, monitoring, and training and education assignments, 48-hour cancellation notice is requested. Cancellation requests must be received on business days between 9 AM and 5 PM, excluding weekend and holidays.

If necessary, travel expenses, accommodations, and per diem expense will be charged to the client on the task order level.

SIN 382-3: TRAINING AND EDUCATION MATERIALS

TLD has extensive experience developing customized private and group training courses, teaching English as a second language (ESL), and providing tutorial services for foreign language students of all ages and skill levels.

For each program, TLD selects the training text and educational materials based on the needs and educational objectives of the client and can assist in the identification and acquisition of tools necessary for a successful program, including textbooks and manuals, audio and video cassettes, and computer-based training materials. The length of the training depends on the customer needs and the initial language level.

Service Category	Course Length	Minimum Participants	Maximum Participants	Unit of Issue	GSA Price
Training and Educational Category 1	TBD at Task Order Level	1	20	Per Hour & Student	\$45.00
Training and Educational Category 2	TBD at Task Order Level	1	20	Per Hour & Student	\$46.00
Training and Educational Category 3	TBD at Task Order Level	1	20	Per Hour & Student	\$55.00

The following charges will be applied to classes with more than one student:

Number of Students	Premium per Additional Student
2-5 Students	10%
6-12 Students	9%
13-20 Students	8.5%
** Requests for classes with greater than 20 students, TLD would need to split into two classes.	

Discounts

Training and Educational Service (Per Hour)
1-16 - 0%
17-32 - 2%
33-108 - 5%
109-216 - 9%
217-450 - 14%
451+ - 20%

Cancellation Policy

For interpretation, transcription, monitoring, and training and education assignments, 48-hour cancellation notice is requested. Cancellation requests must be received on business days between 9 AM and 5 PM, excluding weekend and holidays.

SIN 382-4: COMPREHENSIVE LINGUISTIC ANALYTICAL SUPPORT SERVICES

TLD uses native, professional transcriptionists for our projects and we provide them with any/all background and reference materials possible. Additionally, we look at accents and other local characteristics found in the audio/video and seek to match the appropriate transcriptionists. After a transcription is completed, we add a proofreading/Quality Control step utilizing a second native speaker depending on the client's specifications and what they intend to use the transcript for. Finally, we complete a final eye-check to ensure the formatting is correct and all of the client's required specifications are fully met. All transcript deliverables can be provided to the client in both paper and digital copy. TLD has the ability to work with the following files without having to convert them: MP3, MP4, .WMA, .WVA, QuickTime, .DSS, .MSV, .DVF.

TLD uses experienced, bilingual monitors with services including monitoring; transcription of recorded conversations; their translation into English from a source language; review of the transcript by a second linguist against the original recording with particular emphasis on accuracy and completeness; certification of the transcript for use in Court or as needed otherwise; and file management.

- **Transcription Services** - Transcription Services – Listening to live or recorded audio and typing word-for-word what is being said and by who.
- **Monitoring Services** - Listening to live audio with a focus on specific data and recording or reporting significant details as they are said.
- **Discipline Specific Language (DSL)** - is language unique to each discipline or subject area. Each discipline uses its own discipline-specific variations of language. The meaning of this language could overlap between disciplines, or it may carry an entirely different connotation. In addition to shared language, there is discipline-specific language that is entirely unique within a given discipline/subject matter. Discipline Specific Language could be highly specialized within its discipline that it could become entirely unrecognizable to those outside the discipline. A select few examples of Discipline Specific Language would be Medical, Engineering, IT, Industrial, Legal, Government, and Criminal Investigation materials.

Service Category	Unit of Issue	GSA Price
Transcription Services - To and From English		
Transcription Service Category 1	Hour	\$48.00
Transcription Service Category 2	Hour	\$55.00
Transcription Service Category 3	Hour	\$59.00
Transcription Service Category 4	Hour	\$59.00
Transcription Service Category 5	Hour	\$59.00
Monitoring Category 1	Day	\$392.00
Monitoring Category 2	Day	\$444.00
Monitoring Category 3	Day	\$476.00

** For Transcription Service a labor hour equates to roughly 6 audio minutes.

Discounts

Transcription Service (Per Minute)
1-120 - 0%
121-600 - 1%
601-3000 - 3%
3001-12000 - 6%
12001-45000 - 10%
45001+ - 15%

Rush Surcharges

Transcription Service

Rush surcharges apply in the following conditions:

- Same day, or overnight delivery (24 hours turnaround or less): 20% surcharge.
- Transcription Service requests greater than 15 minutes of audio, per business day: 20% surcharge.

Monitoring Service

Rush surcharges apply in the following conditions:

- Monitoring Service requests made with less than 5 business days' notice: 15% surcharge.

Cancellation Policy

For interpretation, transcription, monitoring, and training and education assignments, 48-hour cancellation notice is requested. Cancellation requests must be received on business days between 9 AM and 5 PM, excluding weekend and holidays.

SERVICE CONTRACT LABOR STANDARDS

SCLS Matrix		
SCLS Eligible Labor Category/Service**	SCLS Equivalent Code & Title	Wage Determination Number
Translation Service	30110 - Foreign Language Translator	1987-0989
Editing Service	01612 - Word Processor II	2015-4281
Equipment Specialist	14150 - Peripheral Equipment Operator	2015-4281

*"The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide)."*

OUR COMMITMENT

CODE OF PROFESSIONAL CONDUCT AND BUSINESS PRACTICES

The Language Doctors, as a corporate member in good standing with the American Translators Association, adheres to the Code of Professional Conduct and Business Practices established by the ATA, below:

- I. As a Translator or Interpreter, a bridge for ideas from one language to another and one culture to another, I commit myself to the highest standards of performance, ethical behavior, and business practices.
 - A. I will endeavor to translate the original message faithfully, to satisfy the needs of the end user(s). I acknowledge that this level of excellence requires:
 1. Mastery of the target language equivalent to that of an educated native speaker,
 2. Up-to-date knowledge of the subject material and its terminology in both source and target languages,
 3. Access to information resources and reference materials, and knowledge of the tools of the translation profession,
 4. Continuing efforts to improve, broaden, and deepen my skills and knowledge.
 - B. I will be truthful about my qualifications and will not accept any assignments for which I am not fully qualified.
 - C. I will safeguard the interests of my clients as my own and divulge no confidential information.
 - D. I will notify my clients of any unresolved difficulties. If we cannot resolve a dispute, we will seek arbitration.
 - E. I will use a client as a reference only if I am prepared to name a person to attest to the quality of my work.
 - F. I will respect and refrain from interfering with or supplanting any business relationship between my client and my client's client, if applicable.

- II. As an employer or contractor of translators and/or interpreters, I will uphold the above standards in my business. I further commit myself to the following practices with translators and interpreters:
 - A. I will put my contractual relationship with translators and interpreters in writing and state my expectations prior to work.
 - B. I will adhere to agreed terms, payment schedules, and agreed changes, and will not capriciously change job descriptions after work has begun.
 - C. I will deal directly with the translator or interpreter about any dispute. If we cannot resolve a dispute, we will seek arbitration.
 - D. I will not require translators or interpreters to do unpaid work for the prospect of a paid assignment.
 - E. I will not use translators' or interpreters' credentials in bidding or promoting my business without their consent or without the bona fide intention to use their services.
 - F. For translations for publication or performance over which I have direct control, I will give translators recognition traditionally given to authors.