

**GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE FSS PRICE LIST**

**MULTIPLE AWARD SCHEDULE
FSC GROUP: Professional Services**



**Global Language Strategies LLC
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Fairfax, VA, 22030
Phone: 703-350-3439
<http://gl-strategies.com>
Contract Administrator: Rebekah Dyer
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Contract Number: 47QRAA21D0012

PERIOD COVERED BY CONTRACT: December 4, 2020 through December 3, 2025

Price List current through Modification PS-0009, effective March 21, 2024

Business Size:

Woman-Owned Small Business and SBA Certified 8(a) Firm

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov. On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through GSA Advantage!™, a menu-driven database system. The INTERNET address for GSA Advantage!™ is: <http://www.GSAAdvantage.gov>.

CUSTOMER INFORMATION

1a. Table of Awarded Special Item Numbers with appropriate cross-reference to page numbers:

SINs	Disaster Recovery	Description
541930	541930RC	Translation and Interpretation Services
OLM	OLMRC	Order-Level Materials

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. See below.

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. See below.

2. Maximum Order: *\$350,000.00*

3. Minimum Order: *\$100.00*

4. Geographic Coverage (delivery Area): *Domestic*

5. Point of production (city, county, and state or foreign country): *Same as Contractor*

6. Discount from list prices or statement of net price: *Government net prices (discounts already deducted).*

7. Quantity discounts: *None*

8. Prompt payment terms: *Net 30 Days.*
Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

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

10a. Time of Delivery (Contractor insert number of days): *Specified on Task Order*

10b. Expedited Delivery. The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol

of its choosing to highlight items in its price list that have expedited delivery: *Contact Contractor*

10c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery is available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: *Contact Contractor*

10d. Urgent Requirements. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to affect a faster delivery: *Contact Contractor*

11. F.O.B Points: *Destination*

12a. Ordering Address: *Same as Contractor*

12b. Ordering procedures: *See Federal Acquisition Regulation (FAR) 8.405-3.*

13. Payment address: *Same as Contractor*

14. Warranty provision: *Contractor’s standard commercial warranty.*

15. Export Packing Charges (if applicable): *N/A*

16. Terms and conditions of rental, maintenance, and repair (if applicable): *N/A*

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

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): *N/A*

18b. Terms and conditions for any other services (if applicable): *N/A*

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

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

21. Preventive maintenance (if applicable): *N/A*

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): *N/A*

22b. If applicable, indicate that Section 508 compliance information is available for the information and communications technology (ICT) products and services and show where full details can be found (e.g. contractor’s website or other location.) ICT accessibility standards can be found at: <https://www.Section508.gov/>. N/A

23. Unique Entity Identifier (UEI) number: E3SSGPNNNDYE1

24. Notification regarding registration in System of Award (SAM) database: Registered (5QK25)

SCLS MATRIX

The Service Contract Labor Standards (SCLS), formerly the Service Contract Act (SCA), is applicable to this contract and includes SCLS applicable labor categories. The prices for the cited SCLS labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS matrix. The prices proposed are in line with the geographic scope of the contract.

SCLS Eligible Labor Category	SCLS Equivalent Code Title	Wage Determination No
Translator	30110 - Foreign Language Translator	1987-0989

TRANSLATION SERVICE DESCRIPTION

GLS provides comprehensive foreign language document translation services, which encompasses program/project management; certified document translation and editing services performed by highly qualified and experienced linguists; desktop publishing and copyediting. GLS draws upon the specific knowledge and skills of its linguists to perform legal, medical, technical, academic and other documents that have specialized, and often complex, terminology. We do this to ensure that translations are completely accurate, including diction. GLS' streamlined translation management process, which is informed by industry best practices (e.g., Project Management Institute, American Translators Association and ISO 17100 quality management principles), is enhanced by our customized and secure Translation Management System (TMS) which automates workflow and facilitates the meticulous tracking of all our translation projects.

Below is a summary of GLS' translation services offered:

1. GLS receives source files for translation from clients via email or FTP (often sent to a GLS general mailbox address that is then dispersed to our management team whose work is delineated by regions/languages). GLS confirms receipt of the translation request (normally within 2 hours, but no longer than 24 hours) and follows up with any clarifications related to the source file.
2. GLS' designated Project Manager enters the translation case into GLS' TMS and assigns the document to a seasoned GLS Translator who is a native speaker of the target language and who also has advanced proficiency in English. The Translator also possesses excellent desktop publishing skills and ensures that all translated products mirror the source document's formatting, including any tables, font types/sizes, placement of images, etc.
3. Once translated, the document is forwarded to a qualified Editor who is a native speaker of the target language with advanced proficiency in English. The Editor ensures that all diction is correct; including legal, medical or any other specific terminology; and further ensures that grammar, punctuation, spelling, format, etc. are correct.
4. Once the translation has been edited and properly formatted, it is returned to GLS' Project Manager who conducts a final quality check and ensures the translated product is correctly formatted, accurate and ready for final delivery to the client.
5. GLS' Project Manager certifies the file with GLS' custom stamp and provides a notarized certificate of translation, if desired. The Project Manager then returns the final translation to the appropriate client representative.
6. GLS' Project Manager remains available to promptly respond to any follow-up questions that clients may have regarding the submitted translation.
7. GLS also has as full-time Program Manager who oversees the work and manages the workload of our project management staff and who routinely meets with clients, produces contract status reports for major programs and prepares invoices and performs other administrative management tasks.

GSA PRICING

Source Language	Target Language	Language Service Performed	GSA Price (per word)
Afrikaans	English	Translation	\$0.2460
Albanian	English	Translation	\$0.2460
All Other Languages*	English	Translation	\$0.2879
Amharic	English	Translation	\$0.2651
Arabic	English	Translation	\$0.2546
Azeri	English	Translation	\$0.2699
Bengali	English	Translation	\$0.2699
Bulgarian	English	Translation	\$0.2316
Burmese	English	Translation	\$0.2699
Cambodian	English	Translation	\$0.2651
Chinese	English	Translation	\$0.2489
Croatian	English	Translation	\$0.2316
Czech	English	Translation	\$0.2087
Danish	English	Translation	\$0.2182
Dari	English	Translation	\$0.2651
Dutch	English	Translation	\$0.2163
English	Spanish	Translation	\$0.1806
English	All Other Languages*	Translation	\$0.2851
English	Italian	Translation	\$0.2096
English	German	Translation	\$0.2192
English	Japanese	Translation	\$0.2718
English	Russian	Translation	\$0.2068
English	French	Translation	\$0.1953
English	Korean	Translation	\$0.2699
English	Turkish	Translation	\$0.2460
English	Portuguese	Translation	\$0.2087
English	Polish	Translation	\$0.2316
English	Romanian	Translation	\$0.2460
English	Chinese	Translation	\$0.2718
English	Tagalog	Translation	\$0.2460
English	Arabic	Translation	\$0.2699
English	Czech	Translation	\$0.2460
English	Hungarian	Translation	\$0.2460

Source Language	Target Language	Language Service Performed	GSA Price (per word)
English	Ukrainian	Translation	\$0.2316
English	Vietnamese	Translation	\$0.2699
English	Bulgarian	Translation	\$0.2460
English	Croatian	Translation	\$0.2460
English	Greek	Translation	\$0.2460
English	Lithuanian	Translation	\$0.2460
English	Latvian	Translation	\$0.2460
English	Norwegian	Translation	\$0.2460
English	Dutch	Translation	\$0.2278
English	Belarusian	Translation	\$0.2460
English	Finnish	Translation	\$0.2460
English	Azeri	Translation	\$0.2699
English	Burmese	Translation	\$0.2699
English	Cambodian	Translation	\$0.2699
English	Farsi	Translation	\$0.2699
English	Georgian	Translation	\$0.2699
Estonian	English	Translation	\$0.2460
Farsi	English	Translation	\$0.2661
Finnish	English	Translation	\$0.2460
Flemish	English	Translation	\$0.2278
French	English	Translation	\$0.2001
Georgian	English	Translation	\$0.2556
German	English	Translation	\$0.2096
Greek	English	Translation	\$0.2316
Gujarati	English	Translation	\$0.2699
Haitian Creole	English	Translation	\$0.2460
Hebrew	English	Translation	\$0.2661
Hindi	English	Translation	\$0.2699
Hungarian	English	Translation	\$0.2202
Icelandic	English	Translation	\$0.2460
Italian	English	Translation	\$0.2001
Japanese	English	Translation	\$0.2718
Korean	English	Translation	\$0.2718
Kurdish	English	Translation	\$0.2651
Latvian	English	Translation	\$0.2460
Malay	English	Translation	\$0.2661

Source Language	Target Language	Language Service Performed	GSA Price (per word)
Marathi	English	Translation	\$0.2699
Norwegian	English	Translation	\$0.2460
Pashto	English	Translation	\$0.2651
Polish	English	Translation	\$0.2307
Portuguese	English	Translation	\$0.1905
Punjabi	English	Translation	\$0.2699
Romanian	English	Translation	\$0.2374
Russian	English	Translation	\$0.2010
Serbian	English	Translation	\$0.2460
Sinhalese	English	Translation	\$0.2651
Slovak	English	Translation	\$0.2316
Slovene	English	Translation	\$0.2316
Spanish	English	Translation	\$0.1825
Swahili	English	Translation	\$0.2699
Swedish	English	Translation	\$0.2460
Tagalog	English	Translation	\$0.2460
Telugu	English	Translation	\$0.2728
Thai	English	Translation	\$0.2851
Turkish	English	Translation	\$0.2460
Ukrainian	English	Translation	\$0.2039
Urdu	English	Translation	\$0.2661
Uzbek	English	Translation	\$0.2556
Vietnamese	English	Translation	\$0.2508
Armenian	English	Translation	\$0.3063
Bosnian	English	Translation	\$0.3063
Catalan	English	Translation	\$0.3063
Indonesian	English	Translation	\$0.3035
Kinyarwanda	English	Translation	\$0.3063
Kyrgyz	English	Translation	\$0.3063
Latin	English	Translation	\$0.3035
Lithuanian	English	Translation	\$0.3063
Mongolian	English	Translation	\$0.3063
Nepali	English	Translation	\$0.3035
English	Albanian	Translation	\$0.2489
English	Bosnian	Translation	\$0.3063
English	Indonesian	Translation	\$0.3063

Source Language	Target Language	Language Service Performed	GSA Price (per word)
English	Serbian	Translation	\$0.3063
English	Thai	Translation	\$0.2967
English	Tongan	Translation	\$0.3063
English	Uzbek	Translation	\$0.3063

* *"All Other Languages" Includes Assamese, Assyrian, Bahasa, Bosnian, Catalan, Irish, Karakalpak, Kazakh, Kyrgyz, Lao, Latin, Luganda, Macedonian, Moldovan, Tajik, Tamil, Turkmen, and Uzbek*

Audio/Video Transcription Services

GLS provides English and foreign language transcription services, which include project management, transcription (audio or video to written text) and editing/proofreading of transcribed content. GLS performs both verbatim and clean transcripts for clients, as requested. During the transcription process, GLS’ professional transcribers listen carefully to audio or video files in order to deliver accurate transcripts that include timestamps by audio minute and seconds. Transcripts are delivered in industry standard format or in accordance with clients’ specific style guides. GLS draws upon the specific knowledge and skills of its professional transcribers to perform legal, medical, technical, film and other transcripts that have specialized, and often complex, terminology. Our streamlined process for transcribing multimedia files is as follows:

1. GLS receives the source audio or video file from its client by secure FTP or via other file transfer tools, such as WeTransfer.
2. GLS confirms receipt of the transcription request (normally within 2 hours, but no longer than 24 hours) and follows up with any clarifications related to the source audio or multimedia file, including any distorted or unclear portions.
3. GLS’ designated Project Manager enters the transcription order into GLS’ proprietary management system and assigns the project to a seasoned GLS transcriber who is a native speaker of the target language and who also has advanced proficiency in English (i.e., for side-by-side transcription/translation tasks). The transcriber employs transcription tools, such as audio/video enhancers, transcription assistance software and foot pedals to perform the transcription project.
4. Once transcribed, the written transcript is forwarded to a qualified professional editor who is a native speaker of the target language with advanced proficiency in English. The editor ensures that all diction is correct; including legal, medical or any other specific terminology; and further ensures that grammar, punctuation, spelling, format, etc. are correct.
5. Once the transcript has been edited and properly formatted, it is returned to GLS’ Project Manager who conducts a final quality check and ensures the transcript is complete, correctly formatted, and ready for final delivery to the client.
6. GLS’ Project Manager remains available to promptly respond to any follow-up questions that clients may have regarding the submitted transcript.

Source Language	Target Language	Language Service Performed	GSA Price
English	English	Transcription	\$4.79/Audio Minute

Over-the-Phone Interpretation (OPI)

GLS provides pre-scheduled over-the-phone interpretation (OPI) services to USG and commercial clients in more than 150 languages. Telephonic interpretation services connect GLS’ linguists via phone (i.e., landline, cellphones, or VOIP) with clients who need assistance communicating with individuals who have Limited English Proficiency (LEP).

OPI is consecutive, which means the interpreter waits until the LEP speaker is finished to convert and render what was said from one language to another. These consecutive interpretation services involve a GLS Project Manager who identifies and assigns professional interpreters that align with each client’s request, including interpreters who possess legal, medical, labor-related, scientific and other backgrounds along with the terminology requisite to these fields.

GLS’ interpreters possess college degrees, at least three years of professional interpreting experience, and intimate knowledge of the subjects which they are assigned to interpret.

Onsite Interpretation (OSI)

GLS provides onsite interpretation (OSI) and hybrid interpretation services for high-level conferences and meetings/seminars for USG and commercial clients as well as in-person consecutive interpretation services, such as court certified interpreters who render consecutive interpretation during court proceedings. We provide these services in more than 150 foreign languages.

Simultaneous interpretation services require GLS' interpreters to interpret in real-time while the original speaker is speaking. There are no pauses in conversation. This type of interpretation is mostly used for events where multiple languages are interpreted at the same time or for pre-scripted broadcasts. When OSI services are requested for client conferences, GLS engages its relationships with trusted equipment vendors to provide logistics, audiovisual equipment and technical support for these events, including technicians who set-up equipment (e.g., booths, microphones, screens, etc.), troubleshoot equipment and sound/visuals during events, and tear-down/remove equipment at the end of each event.

GLS' Director of Interpretation, or a designated Project Manager, serves as an interpretation event manager for OSI assignments, which includes extensive coordination between our clients and interpreters, equipment vendors and technicians to ensure GLS' interpreters are able to seamlessly deliver interpretation services for each conference, meeting, etc.

Moreover, GLS' Director of Interpretation Services (or designee) identifies and assigns professional interpreters that align with each client's specific request, including interpreters who possess legal, medical, labor-related, scientific and other backgrounds along with the terminology requisite to these fields. GLS' interpreters possess college degrees, at least three years of professional interpreting experience, and intimate knowledge of the subjects which they are assigned to interpret. They also possess decorum and the communication skills needed to effectively perform these services at high-level, in-person events.

Virtual Remote Interpretation (VRI)

GLS provides virtual remote interpretation (VRI) services via platforms such as MS Teams, Zoom, etc. in over 150 foreign languages. We are adept at providing multi-channel, multi-lingual conference and simultaneous interpretation services as well as consecutive VRI in settings like federal and local courts.

Simultaneous VRI requires GLS' interpreters to interpret in real-time while the original speaker is speaking. There are no pauses in conversation. This type of interpretation is mostly used for events where multiple languages are interpreted at the same time or for pre-recorded webinars. GLS' Director of Interpretation, or a designated GLS Project Manager, serves as an interpretation event coordinator and performs quality control for VRI conferences and meetings, which involves extensive coordination between our clients and interpreters to ensure GLS' interpreters are able to seamlessly deliver interpretation services.

Moreover, GLS' Project Manager identifies and assigns professional interpreters that align with each client's specific request, including interpreters who possess legal, medical, labor-related, scientific and other backgrounds along with the terminology requisite to these fields. GLS' interpreters possess college degrees, at least three years of professional interpreting experience, and intimate knowledge of the subjects which they are assigned to interpret.

Voiceover Services

GLS provides professional voiceover services in foreign languages. We follow a streamlined process that includes the following steps:

1. GLS' Project Manager receives a video in English, such as a webinar or eLearning video, with a voiceover request. This request includes the target language(s) desired for the voiceover(s).

2. GLS transcribes the video in the source language (usually English transcript) and then translates the transcript into the target language, or languages, using a professional transcriber/translator and editor. The transcript contains timestamps by minutes/seconds of audio.
3. GLS’ voiceover talent who has advanced reading/speaking proficiency in the target language records a professional reading of the transcript that is timed with the source speaker/video; this recording is produced in a soundproof recording studio without background noise or other distractions.
4. Using audiovisual equipment/editing software, a GLS technician overlays the recorded voice over, syncing it with the timing of the original speaker/video, which ensures the voiceover is paced with the original presenter.
5. GLS’ Project Manager performs a QC check of the final video with voiceover to ensure the timing and quality of the video/sound is satisfactory.

Subtitling Services

GLS provides foreign language subtitling services to USG and commercial clients. We have provided subtitles for academic lectures, webinars, and documentary films, etc. GLS follows a proven process for production and implementation of subtitles, to include the following steps:

1. GLS’ Project Manager receives a video and request for subtitles in specific target languages. The Project Manager reviews the source video for audio/visual quality, sequential time codes, etc.
2. GLS’ Project Manager assigns a professional transcriber/editor to transcribe the source video content (i.e., English or other source languages). Once the audio is transcribed into English, the transcript is assigned to professional translators/editors in each requested target language. Assigned linguists follow industry standards, including GLS’ ISO 17100:2015, and client style guides when translating and editing video transcripts.
3. Translated subtitles are localized so that they include cultural nuances and terms that will resonate with and be understood by target audiences, or viewers.
4. Completed (translated) subtitles are output in SRT file format so that GLS’ technicians can properly “burn in” subtitles in each target language, syncing the subtitles of each target language to the timing of the original video’s content/timing.
5. GLS’ technicians utilize video editing software and state-of-the-art equipment to render subtitles in the original video. Subtitles be rendered so that they are always visible or embedded in the video so that they are only visible when selected in the player. Our experienced technicians can transcode source video to any specifications required.

Source Language	Target Language	Language Service Performed	GSA Price
English	Spanish	Interpretation Over the Phone	\$110.08/hr
English	Spanish	Interpretation Virtual Remote	\$110.08/hr
Spanish	Haitian Creole	Interpretation Virtual Remote	\$114.86/hr
Spanish	Guarani	Interpretation Virtual Remote	\$114.86/hr
English	Haitian Creole	Interpretation Virtual Remote	\$114.86/hr
English	Portuguese	Interpretation Virtual Remote	\$114.86/hr
English	French	Interpretation Virtual Remote	\$172.29/hr
N/A	N/A	Voiceover (minimum 5 audio minutes)	\$167.51
N/A	N/A	Voiceover (per minute over 5 audio minutes)	\$28.72/audio min
N/A	N/A	Subtitling (Minimum 10 video minutes)	\$7.66/video min

Desktop Publishing (DTP) Services

GLS employs graphic designers who are skilled in the layout of multilingual content, including translated brochures, reports, marketing collateral, etc. They use graphic tools, such as Adobe InDesign and Photoshop for performing desktop publishing (DTP) of multilingual content. Specifically, our graphic designers perform the following DTP functions:

- a. Layout and QC checks of translated/localized documents to ensure they reflect the style, format, and layout guidelines as well as fonts etc. of source language documents
- b. Check for untranslated text in images or body of documents as well as any graphics that need translation (will be recreated or edited with insertion of translated text during the DTP process)
- c. Scan the document for proper hyperlink functionality
- d. Check for any cut-off translations or hidden/overlapping text behind images
- e. Adjust the layout to accommodate text expansion/reduction
- f. Format bullets, numbering, boxes, graphics, etc.
- g. Regenerate the Table of Contents

The Project Manager will pass the file from the DTP specialists to a linguist/editor to perform final review of the document in the laid-out copy to ensure there are no mistakes and that the file’s look and feel mirrors the source document and that it is appropriate to the intended target audience.

Source Language	Target Language	Language Service Performed	GSA Price
N/A	N/A	Desktop Publishing of Translated Materials	\$57.43/hr

American Sign Language (ASL) Services

GLS provides ASL services to deaf and hard-of-hearing clients, as follows:

- a. Highly qualified, certified and registered interpreters who conduct ASL during lectures, webinars, conversations, meetings, events, and general judicial hearings for spoken English language using ASL or other manual sign systems appropriate for the language and the cultural background of deaf or hard-of-hearing clients
- b. Reviews any read-ahead materials provided by clients before ASL interpretation events
- c. Ensures that policies and procedures are compliant with Section 504 and ADA
- d. Performs ASL services via video remote or in-person, as required by clients
- e. Works effectively in teams with other sign language interpreters
- f. Adheres to GLS’ and Registry of Interpreters for the Deaf’s (RID’s) Code of Professional Conduct; technical signs or specialized vocabulary used in the assignments; deaf culture, local deaf community, and resources for the deaf, to include specialized equipment for the deaf and hard-of-hearing (e.g., TTY/VP).

1. ASL Terms and Conditions:

- a. ASL Scheduling Policy: While ASL services can sometimes be scheduled last minute, we prefer as much advance notice as clients can provide (more than two weeks if possible).
- b. Minimum Fee: GLS charges a 2-hour minimum fee for all ASL assignments.
- c. ASL Cancellation Policy: For ASL interpreter cancellations made less than two workdays prior to the scheduled assignment, GLS will invoice and expect payment for the entire scheduled time and total number of interpreters, assuming interpreters have already been assigned.
- d. A workday is 24 continuous hours, excluding weekends and federal holidays. Any time extended beyond the originally requested schedule is treated as a last-minute request for the period interpreted at 1.5-hour increments. Interpreting for longer periods may also be physically hazardous to ASL interpreters and affects the quality of interpretation services. For this reason, GLS follows the industry standard of requiring two ASL interpreters for any assignments with complex content or (as applicable) lasting more than one hour in order to prevent physical harm to ASL interpreters based on the following guidance:
 - i. According to the Registry of Interpreters for the Deaf (RID), all sign language interpreters are at risk of developing some kind of Repetitive Stress Injury (RSI) during their careers, and if ignored, RSI can develop into a permanent disability... There are many things interpreters can do to prevent RSI and key among those is to work in teams..."
 - ii. The RID also has a Standard Practice Paper (SPP) that reads:
"Team interpreting is the utilization of two or more interpreters who support each other to meet the needs of a particular communication situation. Depending on both the needs of the participants and agreement between the interpreters, responsibilities of the individual team members can be rotated and feedback may be exchanged..."

2. Simultaneous & Consecutive VRI Terms & Conditions:

- a. VRI Scheduling Policies: While VRI services (simultaneous or consecutive) can sometimes be scheduled last minute, we prefer as much advance notice as you can provide (at least five business days in advance if possible).
- b. VRI Cancellation Policy for Simultaneous or Consecutive Assignments:
Per industry standards, any VRI cancellation made:
 - i. Three business days prior to assignment will be billed at 50% of the quoted amount.
 - ii. Two business days prior to assignments will be billed at 75% of the quoted amount.
 - iii. The day before an assignment will be billed at 100% of the quoted amount.
- c. Minimum Fee: GLS applies a 2-hour minimum fee for all VRI assignments (simultaneous and consecutive), which is industry standard. Accordingly, any assignment scheduled for less than two hours will be billed for a full two hours. Further, assignments over two hours and less than, or up to, four hours will be billed at half-day day rate, and any assignments over four hours and or up to 8 hours will be billed at full-day rates.
- d. Like ASL interpretation, simultaneous interpreting (live interpretation when interpreters perform at the same time as the speakers using sound isolation techniques) requires two interpreters for any assignment with a duration of more than one hour (or less if the subject matter is complex).

Simultaneous interpretation is mentally strenuous due to the requirement to render speakers’ words verbatim in real-time. Therefore, per industry standard, simultaneous interpreters frequently work in pairs in order to have ample rest periods/breaks during assignments.

Consecutive interpreting (when one person speaks a short sentence at a time and pauses to wait for the interpreter to finish rendition), although not as demanding as simultaneous, requires a partner for requests that last more than 2 hours (with some exceptions on a case-by-case basis) in order to avoid mental fatigue that could jeopardize the accuracy of the rendered interpretation.

3. Onsite Interpretation (OSI) Policies – Cancellation and Expense Reimbursement, etc.
 - a. While OSI services can sometimes be scheduled last minute, we prefer as much advance notice as clients can provide (more than 7 business days in advance).
 - b. Minimum Fee: GLS charges a 3-hour minimum fee for all OSI assignments.
 - c. OSI Cancellation Policy:
Per industry standards, any OSI cancellation made:
 - i. Five business days prior to assignment will be billed at 50% of the quoted amount.
 - ii. Three-four business days prior to assignments will be billed at 75% of the quoted amount.
 - iii. Two business days or less before an assignment will be billed at 100% of the quoted amount.
 - d. OSI Expense Policy: Reimbursable expenses for any in-person interpretation events include any commuting charges (i.e., mileage, parking, metro, bus, train, tolls) and will be added to the invoice. GLS complies with the current GSA rates for calculating reimbursable transportation charges and federal rates for mileage charges.

To keep transportation costs to a minimum for our clients, we always try to reserve interpreters near their area, when logistically possible. Furthermore, mileage charges start after a 50-mile radius (roundtrip), meaning that we will only charge mileage/commuting charges if the distance for interpreters is beyond a 50-mile roundtrip.
 - e. Interpretation Equipment: GLS works with several trusted equipment providers and strives to utilize the most affordable interpretation equipment for its clients’ OSI events. Equipment may incur administrative and/or transportation fees, depending upon the location of events and the time between the request and the date of the OSI event (renting equipment may cost more if there is a short suspense).

Source Language	Target Language	Language Service Performed	GSA Price
English	American Sign Language (ASL)	Interpretation Virtual Remote	\$114.86/hr