MULTIPLE AWARD SCHEDULE
Industrial Group: Professional Services - Language Services
Category: 541930 Translation and Interpretation Services
Contract Number: 47QTCA21D009H
Contract Period of Performance: 05/16/2021 - 05/15/2026
For more information on ordering from Federal Supply Schedules, click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering
Modification PA0002 08/15/2021

Contractor: TCS Interpreting dba iYellow Interpreting, Inc.
8757 Georgia Ave, Suite 500
Silver Spring, MD 20910

Socio Economic: S/W/WO/EW/D

Voice: (571)-748-8979
Video: (240) 291-2770
Website: www.iyellowinterpreting.com
E-mail: gsa@iyellowgroup.com
1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: 541930

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.

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. See PRICING TERMS & CONDITIONS

2. Maximum Order: $1,000,000.00
3. Minimum Order: $200.00

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: Government net prices.

7. Quantity discounts: None Offered

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

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes

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

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

11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order

11b. 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

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor

11d. 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 effect a faster delivery: Contact Contractor
12. F.O.B Points(s): Destination

13a. Ordering Address(es): Same as Contractor

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): Same as company address

15. Warranty provision: Contractor’s standard commercial warranty.

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. 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/

25. Data Universal Numbering System (DUNS) number: 11-2636170

26. Notification regarding registration in System for Award Management (SAM): Registered
PRICING, TERMS & CONDITIONS

ON-SITE INTERPRETING

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>RATE</th>
<th>UNIT</th>
<th>MINIMUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Interpreting Services &gt; 5 Days’ Notice</td>
<td>$86.19</td>
<td>Per Hour, Per Interpreter</td>
<td>2 Hours</td>
</tr>
<tr>
<td>General Interpreting Services After Hours</td>
<td>$100.39</td>
<td>Per Hour, Per Interpreter</td>
<td>2 Hours</td>
</tr>
<tr>
<td>General Interpreting Services &lt; 5 Days’ Notice</td>
<td>$105.13</td>
<td>Per Hour, Per Interpreter</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Specialty Interpreting Services &gt; 5 Days’ Notice</td>
<td>$95.66</td>
<td>Per Hour, Per Interpreter</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Specialty Interpreting Services After Hours</td>
<td>$100.39</td>
<td>Per Hour, Per Interpreter</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Specialty Interpreting Services &lt; 5 Days’ Notice</td>
<td>$105.13</td>
<td>Per Hour, Per Interpreter</td>
<td>2 Hours</td>
</tr>
</tbody>
</table>

TERMS & CONDITIONS

On-Site Interpreting
- There is a two-hour minimum per assignment per interpreter
- All assignments that are 90 minutes or more will require two interpreters
- Assignments that are canceled or changed less than 2 business days in advance (excluding holidays) will be fully billable
- Assignments using a CDI will be billed under the General Interpreting rates.
- Assignments using a Legal, Medical, DeafBlind and/or Security Cleared Interpreter will be billed under the Specialized Interpreting rates.

VIDEO REMOTE INTERPRETING

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>RATE</th>
<th>UNIT</th>
<th>MINIMUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Demand Video Interpreting</td>
<td>$3.50</td>
<td>Minute</td>
<td>10 Minutes</td>
</tr>
<tr>
<td>Scheduled Video Interpreting</td>
<td>$3.33</td>
<td>Minute</td>
<td>10 Minutes</td>
</tr>
</tbody>
</table>

TERMS & CONDITIONS

Video Remote Interpreting
- There is a ten-minute minimum per assignment per interpreter
- All assignments that are 90 minutes or more will require two interpreters
- Assignments that are scheduled in advance and later canceled or changed less than 2 business days in advance (excluding holidays) will be fully billable
## GSA Schedule:

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
<th>Unit</th>
<th>Minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video Relay Service (VRS)</td>
<td>$8.74</td>
<td>Minute</td>
<td>N/A</td>
</tr>
<tr>
<td>Text Relay Service (TRS)</td>
<td>$3.33</td>
<td>Minute</td>
<td>N/A</td>
</tr>
</tbody>
</table>

### RELAY SERVICES

### ON-SITE CART / CAPTIONING

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
<th>Unit</th>
<th>Minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td>CART Services &gt; 5 Days’ Notice</td>
<td>$142.07</td>
<td>Hour</td>
<td>3 Hours</td>
</tr>
<tr>
<td>CART Services &lt; 5 Days’ Notice</td>
<td>$161.01</td>
<td>Hour</td>
<td>3 Hours</td>
</tr>
<tr>
<td>Captioning Services &gt; 5 Days’ Notice</td>
<td>$161.01</td>
<td>Hour</td>
<td>3 Hours</td>
</tr>
<tr>
<td>Captioning Services &lt; 5 Days’ Notice</td>
<td>$179.95</td>
<td>Hour</td>
<td>3 Hours</td>
</tr>
</tbody>
</table>

### TERMS & CONDITIONS

**On-Site CART / Captioning**
- There is a three-hour minimum per appointment
- Assignments that are scheduled in advance and later canceled or changed less than 2 business days in advance (excluding holidays) will be fully billable
- All assignments include an unedited transcript

### REMOTE CART / CAPTIONING

<table>
<thead>
<tr>
<th>Service</th>
<th>Rate</th>
<th>Unit</th>
<th>Minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td>CART Services &gt; 5 Days’ Notice</td>
<td>$142.07</td>
<td>Hour</td>
<td>2 Hours</td>
</tr>
<tr>
<td>CART Services &lt; 5 Days’ Notice</td>
<td>$161.01</td>
<td>Hour</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Captioning Services &gt; 5 Days’ Notice</td>
<td>$161.01</td>
<td>Hour</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Captioning Services &lt; 5 Days’ Notice</td>
<td>$179.95</td>
<td>Hour</td>
<td>2 Hours</td>
</tr>
</tbody>
</table>

### TERMS & CONDITIONS

**Remote CART / Captioning**
- There is a two-hour minimum per appointment
- Assignments that are scheduled in advance and later canceled or changed less than 2 business days in advance (excluding holidays) will be fully billable
- All assignments include an unedited transcript
SERVICES FOR THE BLIND & VISUALLY IMPAIRED

<table>
<thead>
<tr>
<th>SERVICE</th>
<th>RATE</th>
<th>UNIT</th>
<th>MINIMUM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reader Services</td>
<td>$71.03</td>
<td>Hour</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Orientation &amp; Mobility Specialist (O&amp;M)</td>
<td>$179.95</td>
<td>Hour</td>
<td>2 Hours</td>
</tr>
<tr>
<td>Braille Transliteration</td>
<td>$35.99</td>
<td>Page</td>
<td>5 Pages</td>
</tr>
<tr>
<td>Assistive Technology Training</td>
<td>$164.85</td>
<td>Hour</td>
<td>1 Hour</td>
</tr>
<tr>
<td>Helpdesk Support</td>
<td>$90.55</td>
<td>Hour</td>
<td>1 Hour</td>
</tr>
<tr>
<td>Assistive Technology Hardware/Software Specialist</td>
<td>$97.51</td>
<td>Hour</td>
<td>1 Hour</td>
</tr>
</tbody>
</table>

TERMS & CONDITIONS

Services for the Blind & Visually Impaired
- All minimums are listed above to the applicable service.
- Assignments that are scheduled in advance and later canceled or changed less than 2 business days in advance (excluding holidays) will be fully billable.
LABOR CATEGORIES

General Language Interpreter
Functional Responsibilities: Sign Language Interpreters must be fluent in sign language interpretation, be able to interpret from voice-to-sign and sign-to-voice and effectively facilitate communication for a wide variety of consumers. Interpreters are assigned in a wide variety of settings, including, but not limited to, business/staff meetings, training, presentations, wherever communication takes place. Interpreters are familiar with government vernacular, able to clearly communicate complicated concepts and idioms as well as abstract ideas. Interpreter are able to voice for Deaf consumers whose speech is not easily understood. Interpreters prepare for each assignment by gathering knowledge and information and are effectively able to set up the environment for effective communication service delivery. They are able to assess the language and communication needs/style of each consumer and adjust to meet those needs. Interpreters adhere to the RID/NAD Code of Professional Conduct and are bound to impartiality, confidentiality and discretion.

Minimum Experience: Interpreters must have at a minimum, 2 years’ experience as a professional interpreter.
Minimum Education: Interpreters hold a bachelor’s degree in interpreting or equivalent area. An additional 4 years of experience may be substituted for a bachelor’s degree.
Minimum Credential: Interpreters hold a minimum of national certification issued by Registry of Interpreters for the Deaf (RID) /National Association of the Deaf (NAD).

Specialized Sign Language Interpreter
Functional Responsibilities: Specialized Sign Language Interpreter includes those who meet all minimum requirements of a Sign Language Interpreter (outlined above) in addition to having advanced knowledge/training and maintain specialized skills/certification in areas such as legal, medical, technical, STEM, scientific, mental health, theatrical, and Deaf-Blind. Specialized Interpreters possess advanced signing and voicing skills and are able to mediate cultural and linguistic aspects of the interpretation process. In addition, specialized interpreters may hold a federal clearance. Cleared Interpreters include those who fulfill all of the responsibilities and meet all minimum requirements of a Sign Language Interpreter (outlined above), in addition to holding the designated clearance status of that secured government site or meeting situation.

Minimum Experience: Interpreters must have at a minimum, 2 years’ experience as a professional interpreter.
Minimum Education: Interpreters hold a bachelor’s degree in interpreting or equivalent area. An additional 4 years of experience may be substituted for a bachelor’s degree.
Minimum Credential: Interpreters hold a minimum of national certification issued by Registry of Interpreters for the Deaf (RID) /National Association of the Deaf (NAD).

CART Writer / Captioner
Functional Responsibilities: CART/Caption Writers transcribe text which is displayed on a device/screen for an individual or audience to have access to spoken communications in real-time. CART/Caption Writers possess skills in a broad range of topics and transcribe communications in business/staff meetings, trainings, conferences, interviews, and other situations where communication takes place. Skills in setting up systems, preparing vocabulary libraries and have proficiency in English transcription is required. Writers must have
excellent touch/typing, spelling, grammar, and editing skills. They must be responsible, detail-oriented and able to work quickly and accurately under pressure.

Minimum Experience: CART/Caption Writers must have a minimum of 2 years’ experience.
Minimum Education: CART/Caption Writers hold a bachelor’s degree in a relevant area. An additional 2 years of experience in relevant areas may be substituted for a bachelor’s degree.
Minimum Credential: Certification is required in one of the following areas
- CCP - Certified CART Provider
- RMR - Registered Merit Reporter
- CRR – Certified Real-time Reporter
- CBC – Certified Broadcast Captioner
- RDR – Registered Diplomat Reporter
- RPR – Registered Professional Reporter
- CSR – State Certified Shorthand Reporter

Reader
Functional Responsibilities: Readers provide work-related assistance by reading out loud various written materials not otherwise available. Readers must have the ability to read high-level materials for meetings, conferences, seminars and all other situations where persons need this type of communication access. Readers may also need to describe or explain visual materials.

Minimum Experience: Readers must have at a minimum, 1 years’ experience in providing Reader services.
Minimum Education: Readers must have a minimum of a high school diploma.

Technical Services for the Blind
Functional Responsibilities: Technical Services for the Blind are provided by subject matter experts deeply familiar with accessibility and assistive technology services. Services in this category include, braille transliteration, Section 508 desktop remediation, PDF remediation, one on one technical training, group training, accessibility consulting, workplace accommodations, and work task-related assistance for persons who are blind or low-vision. For braille transliteration, TCSI’s technical providers remediate at 5 pages per labor hour, desktop publishing is a rate of 2 pages per hour. Providers must prove mastery within their respective area of accessibility and assistive technology support.

Minimum Experience: At a minimum, individuals providing technical services for the Blind will have 3 years’ experience in area of service provision.
Minimum Education: A minimum of a Bachelor's Degree in a relevant area. An additional four years of experience in the relevant area may be substituted for a Bachelor’s Degree.

Assistive Technology Trainer
Functional Responsibilities: Working under general direction, prepares and conducts complex training and education programs for assistive technology users. May design and develop in-house programs. Maintains records of training activities, employee progress, and program effectiveness.
Determines training objectives. Writes training programs, including outline, text, handouts, and tests, and designs laboratory exercises. Lectures class on safety, installation, programming, maintenance, and repair of machinery and equipment, following outline, handouts and texts. Relies on limited experience and judgment to plan and accomplish goals. Performs a variety of tasks. Trainers must prove mastery within their respective area of accessibility and assistive technology support.

**Minimum Experience:** At a minimum Trainers will have 3 years' experience in area of service provision.

**Minimum Education:** A minimum of a Bachelor’s Degree in a relevant area. An additional four years of experience in the relevant area may be substituted for a Bachelor’s Degree.

### Helpdesk Support

**Functional Responsibilities:** Helpdesk support is provided by subject matter experts deeply familiar with accessibility and assistive technology services. Under immediate supervision, responds to and diagnoses problems through discussions with users. Conducts problem recognition, research, isolation, resolution, and follow-up steps. Resolves less complex problems immediately and assigns more complex problems to second-level support, senior operator, or supervisor. Assures timely close-out of trouble tickets and escalates additional support as needed. Providers must prove mastery within their respective area of accessibility and assistive technology support.

**Minimum Experience:** At a minimum, Helpdesk Support individuals will have 3 years' experience in area of service provision.

**Minimum Education:** A minimum of a Associate’s Degree in a relevant area. An additional four years of experience in the relevant area may be substituted for a Associate’s Degree.

### Assistive Technology Hardware/Software Specialist

**Functional Responsibilities:** The Assistive Technology Hardware/Software Specialist plans and supports the hardware and software goals and objectives of any Government agency. Plans and designs hardware and software configurations. Supplies technical advice and counsel to other professionals or other Government agency management, as required. Work is performed under supervision of a senior or project leader. Carries out assignments associated with projects and translates guidance receive from leader into usable data applicable to the particular assignment. Work assignments are varied and require some originality and ingenuity. Specialists must prove mastery within their respective area of accessibility and assistive technology support.

**Minimum Experience:** At a minimum Specialists will have 3 years’ experience in area of service provision.

**Minimum Education:** A minimum of a Bachelor’s Degree in a relevant area. An additional four years of experience in the relevant area may be substituted for a Bachelor’s Degree.

**NOTE:** The Service Contract Act (SCLS) is applicable to this contract and it includes SCLS applicable labor categories. The prices for the cited SCLS labor categories are based on the U.S. Department of Labor Wage

S A Schedule: 47QTCA21D009H
Determination Number(s) identified in the SCLS matrix and above. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCLS rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.