

General Services Administration

Federal Supply Service

**Authorized Federal
Supply Schedule Price List**

for

Language Services

ICA Language Services
1901 N. Moore Street, ML02
Arlington, Virginia 22209
(703) 527-8666 - Phone
(703) 527-8693 - Fax
www.icalanguages.com

Contract Administrator:
Lexie Casey, President
lcasey@icalanguages.com

FSC Group	738 II
SIN	382-1, 382-2, 382-3
Contract Number	GS-10F-0016P
Contract Period	October 6, 2003 - October 5, 2018

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.



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Customer Information

1a.	Table of Awarded SINS	382-1 - Translation Services 382-2 - Interpretation Services 382-3 - Training and Educational Materials <i>For full SIN descriptions visit GSA</i>
1b.	Lowest Priced Model Number and Lowest Unity Price	Please refer to rate tables
1c.	Labor Category Descriptions	Not applicable
2.	Maximum Order	\$1,000,000
3.	Minimum Order	\$100.00
4.	Geographic Coverage (Delivery Area)	Domestic
5.	Point of Production	Not applicable
6.	Discount from List Prices or Statement of Net Price	All prices herein are net
7.	Quantity Discount	Not applicable
8.	Prompt Payment Terms	Net 30 days
9a.	Government Purchase Card is	accepted at or below the micro-purchase threshold.
9b.	Government Purchase Card is	accepted above the micro-purchase threshold.
10.	Foreign Items	None
11a.	Time of Delivery	Specified with task order
11b.	Expedited Delivery	Contact contractor
11c.	Overnight & 2-Day Delivery	Contact contractor
11d.	Urgent Requirements	Contact contractor
12.	F.O.B. Points	Destination
13a.	Ordering Address	ICA Language Services Attn: Lexie Casey 1901 N. Moore Street, ML02 Arlington, Virginia 22209
13b.	Ordering Procedures	For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14.	Payment Address	ICA Language Services Attn: Accounts Receivable 1901 N. Moore Street, ML02 Arlington, VA 22209
15.	Warranty Provision	Contractor's standard commercial warranty applies.
16.	Export Packing Charges	Not applicable
17.	Terms and Conditions of Government Purchase Card Acceptance	Contact contractor

18.	Terms and Conditions of Rental, Maintenance, and Repair	Not applicable
19.	Terms and Conditions of Installation	Not applicable
20.	Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and Any Discounts from List Prices	Not applicable
20a.	Terms and Conditions for Any Other Services	Not applicable
21.	List of Services and Distribution Points	Not applicable
22.	List of Participating Dealers	Not applicable
23.	Preventive Maintenance	Not applicable
24a.	Special Attributes such as Environmental Attributes	Not applicable
24b.	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/	Contact contractor
25.	Data Universal Number System (DUNS) Number:	104589382
26.	ICA Language Services is registered in the System for Award Management (SAM) database.	

Service Contract Act

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire 738 II, Language Services Schedule and all services provided. The SCA eligible labor categories are listed below.

SCA Matrix		
SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
Foreign Language Translator	30110 – Foreign Language Translator	1987-0989 Revision #37
“The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the 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.”		

Corporate Overview

ICA Language Services is a foreign language service provider headquartered in Northern Virginia with a network of 250 language service companies and schools throughout the United States and worldwide. We have been providing foreign language training, curriculum development, and testing services as well interpreting and translating services to most agencies of the Federal Government and the general public since 1986. Our government clients include the Defense Language Institute, Special Operations Command, Federal Bureau of Investigation, Secret Service, Drug Enforcement Agency, Foreign Service Institute, US Customs, and many other agencies in the Departments of Justice, Labor, Defense and State.

Foreign Language Training School

ICA has taught more than 3 million hours of foreign language training in 110 languages with a focus on individualized, tailored programs. Our approach to training is an andragogical one – it focuses on the best methods to teach adult students. We emphasize early communication in the language and grammar is used to facilitate communication not an end.

ICA is certified by the State Council of Higher Education of Virginia (SCHEV) as an institution of post secondary education and is the only foreign language school approved for Veterans' Education Benefits.

Foreign Language Testing

ICA executes more than 1,000 independent foreign language exams annually in 76 languages. All of our exams are based on the Interagency Language Roundtable (ILR) scale for scoring. We provide both proficiency and performance tests. Proficiency tests use evaluation procedures similar to those used at the Foreign Service Institute. We provide performance testing for both translation and interpretation.

In addition to our commercial testing, ICA develops test content for Federal Government testing and administers tests on behalf of the Federal Government.

Translation and Interpretation

ICA performs more than 500 document translations per year in more than 65 languages and provides simultaneous interpreting services for seminars, conferences and meetings for government and non-government clients.

Commitment to Confidentiality

ICA will hold in confidence the nature of the work performed or to be performed for the client and any other information transmitted by the client to us. ICA will restrict the disclosure of such information to those of its employees, agents and contractors who need to know in order to perform the work requested by the client. Our obligation of confidence and non-disclosure shall apply to the extent that ICA is required by law to divulge such information, or to the extent such information is or becomes a matter of public knowledge other than by disclosure by ICA.

SIN 382-1 Translation Services or Written 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, Braille, Software, Website localization for Internet and Intranet, Video subtitling, captioning, and Transcriptions for Title III Monitoring. Client consultation and project management services include translation formatting, proofreading, text adaptation, editing, graphic design, and desktop publishing.

Contact

Adela Gernandt

translation@icalanguages.com

(703) 527-8666 ext. 109

Dramatic global changes have necessitated a change in the way Americans handle business. Regardless of what agency or company you work for, every company, even those which stay within the U.S. borders, will eventually find a need for translation services.

Satisfying our clients' needs is our main goal. Therefore, before a translation project begins, ICA conducts a complete evaluation of the source material. At the same time a needs analysis is done to determine who the target reader/audience is so that the translated version will not only be accurate but also culturally and politically sensitive.

We understand the importance of conveying the intent and meaning of the original source text in the target language. All our translators are qualified and experienced native speakers of the target language with a strong and well-rounded knowledge of the source language and the technical or specialized field. Most of our translators are also certified by the American Translators Association and/or the State Department and/or other official entity.

We provide translation services in the Washington, DC area from and into virtually all languages. Translation services are provided in the following fields:

- » General
- » Advertising
- » Banking
- » Business
- » Commerce
- » Chemistry
- » Computer Science
- » Development
- » Economics
- » Education
- » Environment
- » Finance
- » Government
- » Legal
- » Political Science
- » Medicine
- » Culture
- » Science
- » Military Science
- » Patents/ Trademarks
- » Technical
- » Manuals
- » Web Pages
- » Multimedia Programs
- » Video and Audio Materials

Depending on the task order and the languages involved, translations can be delivered in the required media format (PDF, InDesign, Word, etc.). We receive or send documents in the mode most comfortable for the client, including our web portal, email, fax, courier, and USPS.

Translation Services Rates (SIN 382-1)

Language	Rate Per Word	Language	Rate Per Word	Language	Rate Per Word
Arabic	\$0.27	Hindi	\$0.29	Punjabi	\$0.29
Bosnian	\$0.26	Hungarian	\$0.26	Romania	\$0.26
Bulgarian	\$0.26	Indonesian	\$0.27	Russian	\$0.26
Burmese	\$0.29	Italian	\$0.21	Serbian	\$0.26
Chinese	\$0.29	Japanese	\$0.29	Sinhalese	\$0.29
Croatian	\$0.26	Khmer	\$0.29	Slovak	\$0.26
Czech	\$0.26	Korean	\$0.29	Slovenian	\$0.26
Dari	\$0.27	Lao	\$0.29	Spanish	\$0.19
Dutch	\$0.21	Latvian	\$0.26	Tagalog	\$0.27
Estonian	\$0.26	Lithuanian	\$0.26	Thai	\$0.29
Farsi	\$0.27	Malay	\$0.27	Turkish	\$0.27
French	\$0.19	Nepali	\$0.29	Ukrainian	\$0.26
German	\$0.21	Pashto	\$0.35	Urdu	\$0.35
Gujarati	\$0.29	Polish	\$0.26	Vietnamese	\$0.27
Hebrew	\$0.27	Portuguese	\$0.19		

Adela Gernandt, Manager, Translating and Interpreting Services, will organize and manage SIN 382-1 work orders under the GSA contract. She will select and organize translators and teams on an as-needed basis and will supervise the compliance with the requirements of this contract.

Ordering Instructions/Terms and Conditions

Please contact Adela Gernandt at (703) 527-8666 ext. 109 or translation@icalanguages.com.

Purchases may be made by government purchase order, government credit card, personal credit card, cash or check. Pre-payment or progress payments are accepted. All payments must reference GSA Schedule GS10-F-0016P.

SIN 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 Voice-overs. Interpreter forums may include meetings, conferences, seminars, litigation, briefings, training. Client consultation and project management services provided for scheduling, assignment and logistical coordination of linguist support.

Contact

Adela Gernandt

translation@icalanguages.com

(703) 527-8666 ext. 109

Global changes have created opportunities for all sized agencies to work internationally. Using a highly qualified professional interpreters will facilitate effective communication, eliminating all language barriers.

ICA makes it our business to successfully determine the client's needs and to meet those needs beyond expectation, whether it is a conference being attended by hundreds or a handful of people, a meeting, a seminar, legal proceedings, briefings, training, escort or any other form of voice communication. All projects are treated with the same level of careful planning and selection of experienced professional interpreters. Therefore, when ICA receives an interpreting request, first, a complete evaluation of the requirements for the specific event will be made. Sometimes, clients do not have a clear understanding of the experience necessary to plan such events successfully. In these instances, ICA provides the necessary guidance and logistical support to respond to any needs for any type of interpreting (simultaneous or consecutive) in any field.

We understand the importance of conveying the intent and meaning of the original source concept into the target language. We know that accurate communication of information and ideas between two languages requires more than just fluency in both languages. All of our interpreters are qualified and experienced native speakers of the target language with a strong and well-rounded knowledge of the source language and the technical or specialized field. All of our interpreters also have an excellent command of the source language in terms of fluency since interpreting assignments often require two-way interpreting between the source and the target language.

Interpreting services in the Washington DC area are currently provided in virtually all languages and in essentially all fields including:

- | | | | |
|---------------|--------------------|---------------------|--------------------------|
| » General | » Computer Science | » Finance | » Technical |
| » Advertising | » Development | » Government | » Science |
| » Banking | » Economics | » Legal | » Military Science |
| » Business | » Education | » Political Science | » Patents/
Trademarks |
| » Commerce | » Environment | » Medicine | |
| » Chemistry | | » Culture | |

Languages

The following languages are offered for Interpretation Services:

» Afrikaans	» Chinese	» Hiligaynon	» Malayalam	» Somali
» Albanian	» Croatian	» Hindi	» Marathi	» Sotho
» Amharic	» Czech	» Hungarian	» Minangkabau	» Spanish
» Antoni	» Danish	» Icelandic	» Moldavian	» Sunda
» Arabic	» Dete	» Igbo	» Mongolian	» Swahili
» Armenian	» Dinka	» Ilocano	» Mundari	» Swedish
» Assamese	» Dutch	» Indonesian	» Nepali	» Tagalog
» Avar	» Efik	» Italian	» Norwegian	» Tajik
» Aymara	» Ewe	» Japanese	» Oriya	» Tamil
» Azeri	» Estonian	» Kannada	» Oromo	» Telugu
» Azerbaijani	» Farsi	» Kashmir	» Pampang	» Thai
» Bali	» Finnish	» Kazakh	» Pashto	» Tigrinya
» Bambara	» Flemish	» Konkani	» Polish	» Tulu
» Batak	» French	» Korean	» Portuguese	» Turkish
» Belorussian	» Fulani	» Kumuoni	» Punjabi	» Turkmen
» Bengali	» Garhwali	» Kurdish	» Quechua	» Ukrainian
» Bhojpuri	» Georgian	» Kyrgyz	» Romanian	» Urdu
» Bicolano	» German	» Lao	» Russian	» Uzbek
» Bosnian	» Greek	» Latvian	» Sanskrit	» Vietnamese
» Bulgarian	» Guarani	» Lingala	» Santhali	» Waray-Waray
» Burmese	» Gujarati	» Lithuanian	» Serbian	» Wolof
» Cambodian	» Haitian Creole	» Macedonian	» Setswana	» Yoruba
» Cebuano	» Hausa	» Malagasy	» Singhalese	
» Chhattisgarhi	» Hebrew	» Malay	» Slovak	
» Chechen	» Hmong	» Maithili	» Slovene	

Interpreting Equipment

Because the nature of a particular job varies, interpreting equipment, such as booths, transmitters and receivers, may be required along with a team of interpreters. ICA will help you evaluate your needs and set up the best resources for your requirements. We will handle sourcing, delivery and pick-up, and invoicing in order to provide a total package solution.

In short, our efficient and careful project management is the key to any good interpreting effort. Our extensive experience in the interpreting industry has proven that by having an experienced multilingual project manager, all jobs will be successful, on-time, within budget and at a high quality level.

Interpreter Capabilities

ICA has a large pool of interpreters each of whom has at least three years of professional experience and a solid grounding of academic qualifications, general knowledge, a broad understanding of U.S. and foreign politics, government, history, economics and culture, as well as current events and international affairs. We require all our interpreters to have an excellent command of both their native language and English. Thanks to modern communication systems, we are able to locate interpreters around the globe with expertise in particular fields, thus ensuring that jobs are always given to the interpreters best qualified to do them.

ICA has access to more than 500 interpreters who are available at any time to work as team members on projects. Over the years, ICA has established relationships with a broad spectrum of qualified and competent interpreting professionals who are available to support the needs of any multiple task order requested by the Government. Most of our interpreters are certified by the State Department and/or the American Society of Interpreters, Federal and/or State Courts, and/or other national or internationally known interpreter organizations, and as such, abide by their Code of Professional Conduct and Business Practices:

“The interpreter shall render, to the best of his/her ability, a complete and accurate interpretation without altering or omitting anything that is stated. The interpreter shall not add to what is said nor provide unsolicited explanation. He/she shall be impartial, unbiased and shall refrain from conduct that may give an appearance of bias. He/she shall not allow personal opinions to interfere with his or her duties nor add unsolicited comments or make recommendations except to assist communication.”

Interpretation Services Rates (SIN 382-2)

Service	Rate
Consecutive Interpretation - in all languages listed on previous page	Minimum (Up to 3 hours) - \$291.00 Daily (8 hours) - \$824.50
Simultaneous Interpretation - in all languages listed on previous page	Daily (8 hours) - \$824.50

Adela Gernandt, Manager, Translating and Interpreting Services, will organize and manage SIN 382-2 work orders under the GSA contract. She will select and organize interpreters and interpreter teams on an as needed basis and will supervise the compliance with the requirements of this contract.

Ordering Instructions/Terms and Conditions

Please contact Adela Gernandt at (703) 527-8666 ext. 109 or translation@icalanguages.com.

Purchases may be made by government purchase order, government credit card, cash or check. Pre-payment or progress payments are accepted. All payments must reference GSA Schedule GS10-F-0016P.

SIN 382-3

Foreign Language 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.

Contact

Rachid Bendanoun

rbendanoun@icalanguages.com

(703) 527-8666 ext. 111

The urgent need for language skill training, especially since September 11, 2001, has had a tremendous impact on our nation. While the Federal Government led the private sector in understanding the need to think and operate more effectively in foreign tongues, it was still unprepared for the changes 9/11 brought. This event accentuated the importance of and the nation's tremendous lack of capability in foreign language.

ICA Language Services has offered the Federal Government a place to fulfill language training needs for nearly 30 years. We have grown and been responsive as major changes have occurred in the methodology of teaching adults foreign languages. In some aspects, ICA's own methodology (teaching speaking as a primary skill offered to the student in the target language only), foreshadowed the Federal language schools' decision to focus on natural language acquisition methodologies and to use a holistic approach to this type of training.

Along the way, we have also responded to the changing needs of the Federal marketplace. We provide training in commonly taught languages, uncommonly taught languages and even rarely taught languages. It is this change that has posed the greatest challenge to the federal schools; specifically, to be flexible and respond to the need to train fewer students in substantially more languages. ICA is answering this need. We have taught 115 languages, many of them emerging from the specific needs of the federal Government. Classes are offered as individual, two-person and small groups. We also provide teachers to Federal schools on an ongoing basis.

Foreign Languages Taught

- | | | |
|----------------------|------------------------|-----------------------|
| » Afrikaans | » Arabic (Libyan) | » Belarus |
| » Albanian | » Arabic (Moroccan) | » Bengali |
| » Amharic | » Arabic (Palestinian) | » Bosnian |
| » Arabic (MSA) | » Arabic (Sudanese) | » Bulgarian |
| » Arabic (Algerian) | » Arabic (Syrian) | » Burmese |
| » Arabic (Egyptian) | » Arabic (Tunisian) | » Cambodian (Khmer) |
| » Arabic (Gulf) | » Arabic (Yemeni) | » Catalan |
| » Arabic (Iraqi) | » Armenian | » Chechen |
| » Arabic (Jordanian) | » Azeri | » Chinese (Cantonese) |
| » Arabic (Lebanese) | » Baluchi | » Chinese (Mandarin) |

- » Chinese (Taiwanese)
- » Chinese (Wu)
- » Chinese (Yunanese)
- » Croatian
- » Czech
- » Danish
- » Dari
- » Dutch
- » Dyula
- » Estonian
- » Farsi
- » Finnish
- » French
- » Fulani
- » Gaelic
- » Georgian
- » German
- » Greek
- » Gujarati
- » Haitian Creole
- » Hausa
- » Hebrew
- » Hindi
- » Hungarian
- » Icelandic
- » Igbo
- » Indonesian
- » Italian
- » Japanese
- » Kashmiri
- » Kazakh
- » Kirundi
- » Korean
- » Kurdish (Gorani)
- » Kurdish (Kurmangi)
- » Kurdish (Sorani)
- » Kyrgyz
- » Lao
- » Latvian
- » Lingala
- » Lithuanian
- » Macedonian
- » Malay
- » Mauritanian
- » Mongolian
- » Nepali
- » Norwegian
- » Oromo
- » Pashto
- » Polish
- » Portuguese (Brazilian)
- » Portuguese (Continental)
- » Punjabi
- » Romanian
- » Russian
- » Serbian
- » Shona
- » Sindhi
- » Sinhalese
- » Slovak
- » Slovenian
- » Somali
- » Spanish
- » Swati
- » Swahili
- » Swedish
- » Tagalog
- » Tajyk
- » Tamil
- » Tatar
- » Tausug
- » Telugu
- » Thai
- » Tigrinyan
- » Turkish
- » Turkmen
- » Ukrainian
- » Urdu
- » Uyghur
- » Uzbek
- » Vietnamese (Northern)
- » Vietnamese (Southern)
- » Wolof
- » Xhosa
- » Yoruba

Foreign Language Instructors

One of the most important tasks completed during a period of program development is identifying a teacher who is an educated, native speaker of the language. We draw from lists of instructors who have worked with us or who have teaching experience. If the language is new to ICA, we identify an instructor by using our contacts and outreach to various ethnic communities. It is rare when we cannot find an instructor in this way. All instructors are trained by ICA and are overseen by our Training Team.

At ICA, students get more than just a highly qualified instructor. They get a strong andragogical staff who work in collaboration with all students and instructors. Faten

Salama, our Instructional Supervisor, is responsible for recruiting our expert instructors, training them on the industry-leading language instruction methods, and supporting them throughout student courses. Our VP of Services, Bibi Ilich, prepares and tailors the curriculum for each individual student by incorporating language proficiency, goals, and learning styles to ensure each class succeeds and students meet their goals. Additionally, Yousef Arabi, our Dean of Studies, supports the student throughout the course, monitoring progress, addressing concerns and observing both the teacher and student. With this trifecta of staff working together, every class and student is monitored closely with refinements made throughout the course.

Methodology

The ICA Method teaches communication in a foreign language. Using speaking as either a primary skill or as an adjunct skill for those who only need to learn listening, makes the program more interesting and effective to the adult learner. To that end, all instructors are well-versed in DLI and FSI training strategies with the purpose of exposing the instructors to as many options as are available. Discussions with incoming students help us to identify adult learning styles and personal learning strategies. This information, when considered with course length and skill requirements, determines the most efficient and effective methodology for the teacher to use.

Student Evaluation

Lastly, it is necessary to determine a student's final testing requirement and final learning objective and to prepare a schedule for interim testing so that the progress of the student can be measured during the course. The instructor fills out monthly progress reports to monitor the student's progress. The progress reports and the interim testing help the student to see his or her progress clearly while offering the agency proof that the student is working efficiently to meet the required final goals.

Most students who complete programs at ICA are required to pass the Defense Language Proficiency Test, Foreign Service Institute (FSI) test, ACTFL or an agency-specific test. By having the outcome of our teaching constantly reviewed in this manner, we are able to refine our course development efforts very specifically based on student feedback and test scores.

Language Training Facility

ICA operates a 56-room school located at 1901 N. Moore Street, ML02, Arlington, VA 22209. We are just one block away from the Rosslyn Metro station. By car we are within two blocks of both I-66 and Route 29, just at the entrance to the Key Bridge to Georgetown. We also offer classes in most major U.S. cities through associate schools.



Typical Classroom

To achieve a more well-rounded language learning experience, students are invited to view movies and participate in cultural sessions outside of classroom study, all free of charge. A 12-person theater offers a rotation of foreign language films and is used as a venue for speakers on specific cultural topics. A "Mingling Room" has also been added as a place where groups of students and their teachers are encouraged to interact with



Movie Theater



Resource Center

each other in a casual environment. Much like in a typical social setting, students are encouraged to speak in an informal way about current topics or subjects of particular interest. An added value of the Mingling Room is the opportunity for students to network with others who are going to the same country and are from different agencies.

Students and instructors are encouraged to use ICA's in-house 6,000 volume Resource Center/Library. The Resource Center is an open area that provides a quiet place for students to access additional materials and study their language. The resources center also includes additional work stations with CAC readers for students to access email and surf the web.

Immersion and Iso-Immersion

Immersion and Iso-immersion training are also available at ICA. Depending on a student's goal, and how they will be using the language which they are studying, it

may be more appropriate for the student to participate in an immersion or iso-immersion program. Immersion training takes place in-country and iso-immersion training takes place in a secluded, fabricated environment replicating the in-country experience. These immersions allow students to practice language skills and cultural knowledge outside of the controlled classroom environment. The key to immersion is to provide ample opportunity for the student to interact with native speakers who have little to no experience interacting with non-native speakers in the host nation and not rely on any other language other than the target language. In addition to structured classroom time, activities include shopping, using public transportation, and interacting with the instructor's family and friends at meals and social occasions. ICA also provides administrative support and andragogical oversight of the training to ensure outlined goals are achieved.

Foreign Language Training Rates (SIN 382-3)

Number of Students	Rate per Hour*^
Up to 2 Students	\$41.60
3 students	\$42.60
4 students	\$43.65

Number of Students	Rate per Hour*^
5 students	\$44.70
6 students	\$45.75

*2-hour minimum per class session

^20-hour minimum purchase

Additional Charges

Materials are charged separately, as needed, and are all open-market items. Transportation and lodging are charged in accordance with the Federal Travel Regulations.

Rachid Bendanoun, ICA's Registrar, will coordinate the set-up of your class(es)/work orders under SIN 382-1 of this GSA contract. He will work with the Training Team to determine schedule and instructor based on your specific needs.

Ordering Instructions/Terms and Conditions

Please contact Rachid Bendanoun at (703) 527-8666 ext. 111 or rbendanoun@icalanguages.com.

Purchases may be made by government purchase order, government credit card, cash or check. Pre-payment or progress payments are accepted. All payments must reference GSA Schedule GS10-F-0016P