



## General Services Administration

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

**Schedule for:** Translation and Interpretation Services  
**Federal Supply Group:** 738  
**Class:** 738 II  
**Contract Number:** GS-10F-0022K  
**Contract Period:** October 20, 1999 through October 19, 2019  
**Business Size:** Small

**The Language Doctors, Inc.**  
412 H Street NE  
Suite 302  
Washington, DC 20002

**Certified HUBZone Vendor  
Woman-Owned Small  
Business**

Toll-Free (800) 414-6140  
Voice (202) 544-2942  
Fax (202) 544-3953

Contract Admin. Adam Bouc  
E-mail [abou@tldinc.org](mailto:abou@tldinc.org)  
Website <http://www.tldinc.org>

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# CUSTOMER INFORMATION

Table of Awarded Special Item Number(s)	382-1 (Translation Services) 382-2 (Interpretation Services) 382-3 (Training/Educational Materials)	Warranty Provision:	None
Identification of the lowest priced model number and lowest unit price† See “Discounts”		Terms and conditions of rental, maintenance, and repair:	N/A
Maximum Order:	\$1,000,000.00	Terms and conditions of repair parts indicating date of parts price lists:	N/A
Minimum Order:	\$100.00	Terms and conditions of installation:	N/A
Point(s) of production (city, county, and state or foreign country)	Same as Contractor	Preventive maintenance:	N/A
Quantity discounts:	Yes (see page 6)	Terms and conditions for any other services:	N/A
Prompt payment terms:	Net 30 Days	List of service and distribution points:	N/A
1.0% discount for net 7 day payments for invoices up to \$50,000 – 0.5% discount thereafter.		List of participating dealers:	N/A
Government purchase cards accepted up to micro-purchase threshold:	Yes	Environmental attributes, e.g. recycled content, energy efficiency, and/or reduced pollutants:	N/A
Government purchase cards accepted above micro-purchase threshold:	Contact Us	DUNS Number :	83-597-0518
Foreign items (list items by country of origin):	None	Corporate ID/Federal ID Number:	52-211-8180
Time of Delivery:	Specified by Task Order	Ordering Address(es):	Same as Contractor
Expedited or Special Delivery:	Contact Us	Payment Address(es):	Same as Contractor
		Please contact us with any questions you may have.	

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Language Services Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and / or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

# OUR PRICING

## SIN 382-1: Translation Services

All prices are per word

	Regular	Rush	DSL* Regular	DSL* Rush
Category I	\$.1768	\$.2184	\$.1976	\$.2496
Category II	\$.1976	\$.2496	\$.2288	\$.2700
Category III	\$.2184	\$.2693	\$.2496	\$.2897

Regular rate applies for requests with up to 3,000 words per day turnaround requested. Rush rate applies for requests with up to 6,000 words per day turnaround requested. Premium rate applies to same-day requests and requests with more than 6,000 words per day turnaround requested.

## Transcription

All prices are per hour

	Hourly
Category I	\$48.00
Category II	\$55.00
Category III	\$59.00

## SIN 382-2: Interpretation Services

All prices are per hour

	Hourly	7 + days	3-7 days	24-72 hours
Category I	\$134.00	\$582.40	\$684.32	\$786.24
Category II	\$144.56	\$633.36	\$726.98	\$822.01
Category III	\$144.56	\$684.32	\$786.24	\$878.48

Industry standards recommend teams of interpreters be used in simultaneous interpretation assignments when interpretation is necessary in increments exceeding half an hour.

## Monitoring

All prices are per hour

	Hourly
Category I	\$49.00
Category II	\$55.50
Category III	\$59.50

## SIN 382-3 Training and Education

Prices are per hour and per student

	One-on-one	2-10 persons	11-20 persons
Category I	\$43.00	\$63.00	\$83.00
Category II	\$52.00	\$71.00	\$90.00
Category III	\$63.00	\$83.00	\$103.00

TLD can also develop custom programs tailored to your exact needs. If you have questions, please inquire with one of our representatives.

## LANGUAGE CATEGORY KEY

This list reflects the languages most commonly requested for service from TLD, but TLD is capable of providing services in many more languages and will apply the same GSA rates for languages not listed below, except in rare circumstances where quotes will need to be provided.

### CATEGORY I

- Arabic
- Belorussian
- Catalan
- Chinese
- Dutch
- English
- French (Canadian)
- French (European)
- German
- Italian
- Portuguese (Brazilian)
- Portuguese (European)
- Russian
- Sicilian
- Spanish (Latin America)
- Spanish (European)
- Spanish (United States)
- Ukrainian

### CATEGORY II

- Afrikaans
- Albanian
- Armenian
- Bosnian
- Bulgarian
- Burmese
- Croatian
- Czech
- Danish
- Finnish
- Flemish
- Georgian
- Greek
- Haitian Creole
- Hebrew
- Hindi
- Hungarian
- Icelandic
- Indonesian
- Jamaican Patois
- Japanese
- Korean
- Latvian
- Lithuanian
- Norwegian
- Polish
- Romanian
- Serbian
- Slovakian
- Slovenian
- Swedish
- Tagalog
- Thai
- Turkish
- Urdu
- Uzbek

### CATEGORY III

- Akan
- Amharic
- American Sign Language (ASL)
- Azerbaijani
- Basque
- Bengali
- Dari
- Estonian
- Farsi (Persian)
- Gujarati
- Hmong
- Khmer (Cambodian)
- Kirundi
- Kurdish
- Laotian
- Luxembourgish
- Macedonian
- Malay
- Maltese
- Marshallese
- Mongolian
- Nepali
- Pashto
- Punjabi
- Sindhi
- Somali
- Sorani
- Swahili
- Tajik
- Tamil
- Telugu
- Tigrinya
- Turkmen
- Vietnamese
- Yiddish
- Yoruba

## The Languages We Offer

TLD recognizes that there is no room for misinterpretation or misunderstanding. Effective translation and interpretation requires not only knowledge of the technical subject of a particular document, Web site, speech, newsletter, etc., but also sensitivity to the intended tone and cultural context. In order to ensure the quality of our services, each project is analyzed by management with a view to match project requirements with the best qualified personnel.

TLD carefully selects the most qualified foreign language specialists for each assignment from its core staff of over eighty linguists. TLD's linguists are distinguished by their certifications and academic credentials, as well as by their extensive translating, interpreting and teaching experience in one or more of the above mentioned languages. TLD's core staff capabilities are further complemented by over five hundred associates who are available to provide a wide range of foreign language services throughout the U.S. and worldwide.

# DISCOUNTS, POLICIES AND SET ASIDES

## PROMPT PAYMENT

The Language Doctors' invoices are payable within 30 days net. Payments made within 7 days of invoice date will be discounted 1.0% for invoices up to \$50,000 and 0.5% for charges above \$50,000.

## BLANKET PURCHASE AGREEMENT DISCOUNT

All BPAs established for one year or more qualify for up to a 3.0% discount.

## VOLUME DISCOUNTS

A discount of half a percent (0.5%) applies to individual orders exceeding 100,000 words.

Customers whose individual orders exceed 250,000 words will receive a discount of one percent (1%). This discount replaces the 0.5% discount offered above once the specified word count is reached.

A discount of one and a half percent (1.5%) applies to individual orders exceeding 750,000 words. This discount replaces the 1% discount offered above once the specified word count is reached.

For orders of 1,500,000 words or more, a two percent (2%) discount will be applied. This discount replaces the 1.5% discount offered above once the specified word count is reached.

## CANCELLATION POLICY

For interpretation, transcription, CART, 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 notice is not given, or notice is received late, client may be subject to up to 100% of contracted rate.

## CONTRACTING VEHICLES

The Language Doctors provides a wide variety of contracting vehicles to make working with us easy. Our participation in the following ensures that you get the best pricing and helps you to take part in some exciting programs for small businesses.

## GSA ADVANTAGE

TLD was certified on the General Services Administration's GSA Schedule in 2000. We are pleased to participate in the GSA Advantage program which offers many streamlined tools to get your job done right quickly and easily. Contract Number: GS-10F-0022K

## AVAILABLE FOR SOLE-SOURCE AWARDS

Working with a company that is eligible for sole-source awards like us makes the sometimes cumbersome process of electing a contractor more streamlined.

## HUBZONE CERTIFIED

The Language Doctors is a certified HUBZone vendor, located in a federally-recognized HUBZone (by the Department of Housing and Urban Development).

## WOMEN OWNED SMALL BUSINESS (WOSB)

TLD is also a registered Woman Owned Small Business.

# 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 and several language studies to name a few.



# 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, defense,

## SIN 382-1: TRANSLATION SERVICES

TLD provides professional translation and transcription 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.

Our foreign language specialists are supported by graphic designers and desktop publishing professionals, allowing us to provide integrated language and graphic design services to our clients.

## 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. TLD specializes in providing services for deaf and hearing impaired clients, including CART (Communication Access Realtime Translation) services.

## 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.

# SCA Matrix

<b>SCA Eligible Contract Labor Category</b>	<b>SCA Equivalent Quote Title</b>	<b>WD Number</b>
Translator – Editor – Proofreader	30110 Foreign Language Translator	1987-0989
Interpreter	30130 Sign Language Interpreter	1988-0472

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 SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

# QUALITY CONTROL AND METHODOLOGY

## 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 standards.

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 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.