



40 years

CROSSING LANGUAGE BARRIERS

General Services Administration

Federal Supply Service
Authorized Federal Supply Schedule Price List

Language Services

FSC Group 738, R608

Language Training & Materials Development (SIN-382-3)

Contract Number
GS-10F-0095U

Period Covered by Contract
January 3, 2008, through January 2, 2013

**Southeast Language Associates, Inc (SLA)
d/b/a inlingua Language and Intercultural Services**

3355 Lenox Road, Suite 500
Atlanta, GA 30326
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DUNS Number: 15-3888813

Contract Administrator: Catherine Hunt
404-240-1812 Direct Dial
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Business Type: Small, Woman Owned



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LANGUAGE TRAINING & MATERIALS DEVELOPMENT (SIN-382-3)

Contract Number
GS-10F-0095U

Company Overview

Maximum order: \$ 1,000,000.00

Minimum order: \$ 100.00

Payment Terms: Net 30 days

Purchasing Cards: Accepted over \$2,500.00

Geographic Coverage (delivery area): Domestic

Points of production: Atlanta, GA; Charlotte, NC; Greenville, SC

Time of Delivery: Specified on Task Order

Sites of Programs' Delivery

inlingua Atlanta Center

3355 Lenox Road Suite 500

Atlanta, GA 30326

Executive Director: Catherine Hunt

Direct Dial: 404-240-1813

Fax: 404-240-1806

chunt@inlinguase.com

inlingua Charlotte Center

6060 J.A. Jones Drive, Suite 516

Charlotte, NC, 28287

Director: Karin Eichler

Direct Dial: 704-553-8836

Fax: 404-240-1806

keichler@inlinguase.com

inlingua Greenville Center

37 Villa Road, Suite 205

Greenville, SC 29615

Director: Barbara Cozzarini

Direct Dial: 864-232-3655

Fax: 864-232-0907

bcozzarini@inlinguase.com

Past Performance

Foreign Language Training and Materials Development for the Following Agencies:

- **United States Army:** Arabic, Farsi, Hebrew
- **United States Marine Corps:** Arabic, Russian
- **United States Department of State:** Arabic, Romanian, Spanish
- **United States Customs and Border Protection:** German
- **Federal Bureau of Investigation:** Spanish

Language Services Available

- Private, Semi-Private, Group
- Beginner to Advanced (Level 1 to 4)
- Full immersion
- Materials development and identification
- Customization
- Up-to-date vocabulary and cultural context

Languages Offered

A Languages

English
 French
 German
 Italian
 Spanish

B Languages

Amharic	Hebrew	Romanian
Arabic	Hungarian	Russian
Cantonese	Japanese	Serbian
Croatian	Korean	Swahili
Danish	Mandarin	Thai
Dutch	Pashto	Turkish
Farsi	Polish	Urdu
Greek	Portuguese	Vietnamese

Other languages upon request

Southeast Language Associates (SLA) doing business as inlingua Language and Intercultural Services, has been in the language training business since 1980. Each inlingua center is a licensee of inlingua International, which has been in business since 1968. SLA owns and operates three inlingua centers, located in Atlanta, Georgia, Charlotte, North Carolina, and Greenville, South Carolina. Most training is immersion-based and may utilize audio, video, software, and other necessary equipment.

The focus of SLA d/b/a inlingua is to provide the highest-quality language training by responding to our clients' needs in terms of understanding program goals, developing a curriculum to meet these goals, and offering the highest-quality training. All inlingua training follows a proven methodology. Training is offered in many languages, from the commonly taught (French, German, Spanish, Italian, etc.), to the less commonly-taught (Arabic, Mandarin Chinese, etc.). To meet our clients' requests, our inlingua centers will draw from its pool of current language trainers or will source and train qualified trainers in the requested language, design the curriculum and related activities, and select the appropriate materials. All programs are planned according to the specific goals expressed by the client during the Needs Analysis stage.

Program of Study / Program Objectives

The inlingua method is designed to instruct foreign languages in a direct immersion approach. This means that the trainee is taught the language in context through guided conversation with the trainer. The direct immersion approach enables the trainee to speak and understand the language as quickly and competently as possible. Trainees speak 75% of the class time, as opposed to traditional approaches that lecture students on grammatical concepts. This direct approach is what the Federal Government applies in its language training programs offered at the Defense Language Institute, among others.

SLA d/b/a inlingua Language and Intercultural Services offers programs that are tailored according to the trainees' starting levels of proficiency and goals. A total of four levels of proficiency are taught:

- **Level 1:** Elementary proficiency
- **Level 2:** Limited working proficiency
- **Level 3:** General professional proficiency
- **Level 4:** Advanced professional proficiency

These levels are the levels of proficiency of the Interagency Language Roundtable.

Based on prior knowledge of the language (if any), the trainee is placed at a comfortable starting point in the curriculum, and an assessment of the length of program needed to reach the desired proficiency level is made. Regardless of the language, a similar progression is followed, which instructs the fundamentals of the language, allowing the trainee to build on a strong foundation. Trainees learn key grammatical concepts, vocabulary and phrases for general and goal-related circumstances, as well as nuances of the language at the higher levels of training, such as idiomatic expressions. This progression is provided to the trainer in the trainer's manual, and to the trainees in their own materials. Trainees refer to workbook exercises outside of class to practice what was learned, and to enhance the associated reading and writing skills. Details on the training methodology can be found under Technical Factor Three: Quality of the Methodology.

Program Design

Effective language training involves several elements, which are described below:

- **Needs Analysis** – Each of SLA d/b/a inlingua centers works to understand the unique needs of its clients. Together with the client and/or the trainee, the directors of the SLA d/b/a inlingua centers will conduct a needs assessment to identify the goals for the program. If the trainees have had prior experience in the language, a placement test is also conducted to identify their starting level. This is done through an online application (applicable languages only) and/or a spoken proficiency test administered by a trained evaluator.
- **Curriculum Identification and Development** – From the needs assessment and placement test results, the inlingua director will design a program curriculum. Curriculum and materials are designed to meet the goals of the trainees to acquire skills in listening, speaking, reading and writing. Texts, videos, software, realia with special terminology and occupationally relevant materials which provide up-to-date information and incorporate intercultural issues will be part of the program.
- **Training** – All trainers are college-educated native speakers of the target language and are highly trained on inlingua materials and methodology. Two or more trainers are assigned to each program to ensure that the trainees remain challenged and exposed to a broader view of the region. Our selection of trainers ensures also that the language used is up-to-date, with modern

vocabulary. All our trainers have left their country in recent years and are familiar with the actual language and culture of their country.

- **Evaluation** – Throughout the program, the trainees are evaluated on their progress. The inlingua trainers constantly monitor the trainees' performance and ensure that a concept is grasped before moving on to the next concept. Every week, trainees complete a progress check and review the material they have learned. Upon level completion, trainees take an incremental test to ensure that the material has been retained.

Capabilities

SLA dba inlingua Language and Intercultural Services provides training in the following languages, which range from the commonly taught to the less-commonly taught: Amharic, Arabic, Cantonese, Croatian, Danish, Dutch, English, Farsi, French, German, Greek, Hebrew, Hungarian, Japanese, Italian, Korean, Mandarin, Pashto, Polish, Portuguese, Romanian, Russian, Serbian, Spanish, Swahili, Thai, Turkish, Urdu, and Vietnamese. To provide training in these languages, SLA dba inlingua Language and Intercultural Services draws from its pool of qualified trainers and existing materials.

Training in other languages as requested by the client can also be accommodated. To meet these requests, SLA d/b/a inlingua Language and Intercultural Services will work with the client to identify prospective trainees' starting levels, proficiency goals, and overall objectives for the program. Appropriate materials will be sourced through the inlingua suite of textbooks, workbooks and audio materials, or alternative materials will be identified that are determined to correspond with program objectives. Trainers meeting selection criteria will also be sourced and trained on the inlingua methodology prior to delivering training.

Strengths

Qualifications of Individuals Performing the Services

Many trainers have had experience teaching the target language, or have taught in other capacities. However, while this experience is desired, it is not required. Many of inlingua trainees have a need to understand how various tasks are handled in the target language, such as meetings, negotiations, socializing, etc. Therefore, applicants of other professional backgrounds matching trainees' needs are also considered for trainers' positions. SLA dba inlingua Language and Intercultural Services requires all applicants to demonstrate language



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training ability through the training process, and are monitored through a quality assurance process to ensure adherence to the inlingua training methodology. We also make sure that they teach a language that is modern, with up-to-date vocabulary and are familiar with the actual culture of their country. Trainees' feedback also assists in the overall quality assurance of training.

Quality of the Methodology

The inlingua methodology has been successfully implemented for 40 years. With the use of inlingua materials, trainees will be introduced to concepts with a Presentation - Practice - Production approach. In the presentation stage, the trainer models the structure or idea at hand. This concept is gradually passed on to trainees as the program transitions into the practice stage. At this point, various modifiers (such as terminology) are woven in to elicit accuracy with the structure, ensure understanding of its use, and broaden trainees' relevant vocabulary base. Concepts are solidified and practiced further during the production stage, where activities designed around the concept are incorporated. Production activities are tailored to the trainees' specific needs, and real-life materials are incorporated whenever possible. At this point, the trainees dominate the overall speaking time, and the trainers assist with error-correction and reinforcement. Concept-specific workbook activities such as reading and writing are also introduced each day, and serve to develop associated skills as well as to give trainees a visual reference. By using this methodology, trainees are taught grammar, without excessive emphasis being placed upon it. Instead, emphasis is placed on concept and pattern recognition and connection-building, and trainees are able to effectively use these concepts from the moment they are grasped.

Quality Control Methods for Project Management

All clients, whether government, commercial or private, receive an equal level of quality of program management. Every trainee begins by having a needs analysis and a skills test (if prior experience with the language), and then the program is developed using inlingua materials and other specialized materials such as texts, video, realia, the internet in line with overall program goals. Qualified trainers are selected to deliver the program according to the objectives. Trainees are continuously monitored by trainers and incremental testing is administered. inlingua center directors also oversee training and monitor trainees' progress.

Quality Control Methods for Review Procedures

Every week, trainees complete a short review to measure progress and ensure retention of the material covered. Upon level completion, an incremental test is given for a broader review. These steps, along with the constant monitoring of progress, ensures the Agency that the trainees are making progress in the program and are on their way to reaching program goals. Feedback forms are given to trainees at the end of each week and discussed with the Director of the center.

Quality Control Methods for Customer Relations

The Director of each SLA d/b/a inlingua center works one-on-one with the client to understand the program requirements and the trainees' personal needs. From the information obtained, the curriculum is proposed and trainers are apprised of where in the curriculum the trainees will begin as well as the specific goals of the program. Trainers follow the curriculum and plan a program to incorporate relevant materials, situations, terminology, etc. Trainers monitor trainees' progress at all times and document the progress of trainees after each lesson. This progress is communicated to the inlingua Director and other trainers working with the trainees to maintain a consistent focus on their improvement and ultimate goals. Through this ongoing review, the relationship and rapport with clients and/or trainees is constantly maintained, and any dissatisfaction is addressed and resolved immediately.

Quality Control Methods for Meeting Urgent Requirements

All urgent requirements are handled on a case-by-case basis. Clients requiring services on an urgent basis will first discuss their needs with a center director, who will collect pertinent program information, including the client's timeframe and other parameters. Based on an assessment of the client's needs and the logistical requirements of delivering the program, a proposal may be extended, and necessary arrangements will be made (e.g. scheduling) to meet these requests. SLA dba inlingua Language and Intercultural Services will make every attempt to propose a mutually agreeable solution compatible with a client's needs, but does not guarantee that all urgent requests can be met.

Security and Safeguarding Information

SLA d/b/a inlingua takes the same security precautions with every client, whether they are a private organization or a sensitive U.S. government agency. All client-specific information is protected by inlingua upholding strict client confidentiality.

All trainers are SLA d/b/a inlingua Language and Intercultural Services' employees and have read and signed confidentiality agreements explaining their responsibilities for protecting clients' information. This type of information includes customized training materials, training methods, and trainees' classroom performance data. Only SLA d/b/a inlingua Language and Intercultural Services' Directors and authorized scheduling personnel have access to the administrative database containing specific client contact details and performance on proficiency test data.

Physical security is maintained within the facility, which is equipped with locking doors outside and within our corridors, security cameras, and is monitored by security personnel at all times. All database information is kept on servers owned by SLA d/b/a inlingua Language and Intercultural Services in facilities operated and maintained by SLA d/b/a inlingua Language and Intercultural Services. Access to the database is limited to SLA d/b/a inlingua Language and Intercultural Services Directors and scheduling personnel. Industry standard network and database security measures are used to protect the systems.

Quality Control Procedures for Handling Multiple Task Orders for the Government

SLA d/b/a inlingua Language and Intercultural Services utilizes a system of operational Directors located at each center to implement the delivery of all training programs. These Directors are responsible for meeting the training requirements for each program. Supporting these Directors is a Director of Projects. When Multiple Task Orders are received, the Director of Projects gets involved to determine that the requirements for each project are properly resourced to meet the project specifications in terms of content and timing. If more than one location is involved, the Director of Projects along with Operational Management work together to be certain that consistency is maintained across locations and programs. Quality control procedures include such areas as trainers' assessments and performance monitoring, trainees' progress testing, and trainees' feedback forms.

Table of Languages offered per site of delivery

A Languages

	Atlanta, GA	Charlotte, NC	Greenville, SC
English	■	■	■
French	■	■	■
German	■	■	■
Italian	■		■
Spanish	■	■	■

B Languages

	Atlanta, GA	Charlotte, NC	Greenville, SC
Amharic	■		
Arabic	■	■	■
Cantonese	■		
Croatian	■		
Danish		■	
Dutch	■		■
Farsi	■		
Greek	■	■	
Hebrew	■		
Hungarian	■		
Japanese	■	■	■
Korean	■		
Mandarin	■	■	■
Pashto	■		
Polish	■		■
Portuguese	■	■	■
Romanian	■		
Russian	■	■	■
Serbian	■		
Swahili	■		
Thai	■		
Turkish	■		
Urdu	■		
Vietnamese	■		

Schedule of Training Programs

1. Crash Intensive Program (CIP 40) – A & B Languages

- **Title & Description of Program:** Crash Intensive Program: Immersion Language Training
- **Length of Program (number of Hrs/Days):** 6 hours per day, no lunch, 5 days per week; Minimum 1 week required
- **Where:** Conducted at one of the 3 Southeast Language Associates (SLA) d/b/a inlingua Language and Intercultural Services centers: inlingua Atlanta, GA, inlingua Charlotte, NC, inlingua Greenville, SC
- **Awarded GSA Schedule Contract Pricing for inlingua Crash Intensive Program - A & B Languages**

SIN	Crash Intensive Program A & B languages Number of Trainees per Program	GSA Catalog Price for Crash Intensive Programs Rate per week*
382-3	Private (1 trainee)	\$1,200.00 (Program Support sold separately) **, ***
382-3	Semi-Private (2 trainees)	\$1,290.00 (Program Support sold separately) **, ***
382-3	Group (3-6 trainees)	\$1,800.00 (Program Support sold separately) **, ***

* Prices are inclusive of the 0.75% IFF Fee.

* Prices include registration fee.

** Program support: \$60.00 per set. Includes, if applicable, a textbook, workbook, and a CD.

*** Any materials not included in the program will be billed at cost with prior approval of the ordering agency.

2. Flexible Frequency Program (FFP) for A languages: English, French, German, Italian, Spanish

- **Title & Description of Program:** Flexible Frequency Program: Flexible Scheduling
- **Length of Program (number of Hrs/Days):** Flexible per trainee's schedule; 30 hour minimum purchase; 2 hours per training session minimum.
- **Where:** Conducted at one of the 3 Southeast Language Associates (SLA) d/b/a inlingua Language and Intercultural Services centers: inlingua Atlanta, GA, inlingua Charlotte, NC, inlingua Greenville, SC
- **Awarded GSA Schedule Contract Pricing for inlingua Flexible Frequency Program – A languages**

SIN	Flexible Frequency Program A languages Number of Trainees per Program	GSA Catalog Price for Flexible Frequency Program Rate per Hour *, **, *** Minimum purchase: 30 hours
382-3	Private (1 trainee)	\$39.00
382-3	Semi-Private (2 trainees)	\$43.00
382-3	Group (3-6 trainees)	\$59.00

* Prices are inclusive of the 0.75% IFF Fee.

* Prices include registration fee.

** Program support: \$60.00 per set. Includes, if applicable, a textbook, workbook, and a CD.

*** Any materials not included in the program will be billed at cost with prior approval of the ordering agency.

3. Flexible Frequency Program (FFP) for B languages: all other languages as listed

- **Title & Description of Program:** Flexible Frequency Program: Flexible Scheduling
- **Length of Program (number of Hrs/Days):** Flexible per trainee’s schedule; 30 hour minimum purchase; 2 hours per training session minimum.
- **Where:** Conducted at one of the 3 Southeast Language Associates (SLA) d/b/a inlingua Language and Intercultural Services centers: inlingua Atlanta, GA, inlingua Charlotte, NC, inlingua Greenville, SC
- **Awarded GSA Schedule Contract Pricing for inlingua Flexible Frequency Program – B languages**

SIN	Flexible Frequency Program B languages Number of Trainees per Program	GSA Catalog Price for Flexible Frequency Program Rate per Hour *, **, *** Minimum purchase: 30 hours
382-3	Private (1 trainee)	\$40.00
382-3	Semi-Private (2 trainees)	\$43.00
382-3	Group (3-6 trainees)	\$59.00

* Prices are inclusive of the 0.75% IFF Fee.

* Prices include registration fee.

** Program support: \$60.00 per set. Includes, if applicable, a textbook, workbook, and a CD.

*** Any materials not included in the program will be billed at cost with prior approval of the ordering agency.

Testing

We offer and recommend independent testing of trainees before the start of their program, as part of the initial evaluation process. Final testing is also offered.

Testing is done by Alta Language Services. Tests levels correspond to the Interagency Roundtable (ILR) Language Skill Level Description. Costs: \$75.00 per trainee for BOTH tests.