GENERAL SERVICES ADMINISTRATION  
Federal Acquisition Service

Authorized Federal Supply Schedule Price List

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.

Schedule for - Professional Services Schedule

Federal Supply Group: 00CORP     Class: R608

SIN 382-1 - Translation Services / Recovery 382-1RC
SIN 382-2 - Interpretation Services / Recovery 382-2RC
SIN 382-3 - Training & Educational Materials / Recovery 382-3RC
SIN 382-5 – Services for the Visual and Hearing Impaired / Recovery 382-5RC

Contract Number: GS-10F-009BA

Contract Period: October 11, 2013 through October 10, 2023

CyraCom International, Inc.  
d/b/a CyraCom  
5780 N Swan Road  
Tucson, AZ 85718

Phone: (800) 713-4950  
Fax: (520) 745-9022

Contract Administration Sources: Jeremy Woan, jwoan@cyracom.com  
Martin Acosta, mjacosta@cyracom.com  
Vicky Tantlinger, vtantlinger@cyracom.com

Business Size: Large

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering.
About CyraCom

Our organization comprises CyraCom International, Inc. as the parent company of CyraCom, LLC and Voiance Language Services, LLC and with all operations managed at the parent company level.

Our Company has been at the forefront of the Language Interpretation Services Industry since 1995. We originally started under the name KevMark Industries with the US patent submission of a single line, dual-handset telephone. This device was designed specifically for an interpreter to connect remotely and serve as the communicative link between two people located together in the same room and needing to speak to each other, yet lack a common language. With this new telephone, people who find themselves in this same situation now have the convenience of participating in a natural face-to-face communication session even though the interpreter is not present.

Prior to patent approval (USPTO# 5784456), the Company changed its name to CyraCom International and began offering language interpretation solutions with a rationed staff and a handful of foreign languages. As of July 2018, we have over 2,000 employees providing our clients the following language solutions in hundreds of languages and dialects 24/7/365: Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), On-Site Interpretation (F2F), Document Translation and Localization (T&L), and Language Assessment and Training (A&T). CyraCom is continuously hiring interpreters to fulfill our clients’ needs.

CyraCom is widely renowned as a leading language interpreting service provider exclusively endorsed by the American Hospital Association. Our Company operates the most expansive network of large-scale interpreter contact centers in the continental United States. Moreover, Inc. 500/5000 has named CyraCom to the 2017 list of fastest growing private companies in the US for the eleventh time (our ninth year in a row).

We currently provide language services to thousands of clients, which includes agencies within the Federal government, some of the largest health plans, hospitals, property & casualty insurance firms, municipal governments, 9-1-1 & PSAPs, and banking organizations in the US. Our unique service provider model enables us to hold long-lasting trustworthy partnerships with our clients because of our quality of services, reliable connectivity, and proven provisions for privacy and confidentiality protocols within our secure data centers.

In 2013, CyraCom received a GSA Award in Schedule 738 II Class R608 - Contract Number GS-10F-009BA Contract Period October 11, 2013 through October 10, 2018. On October 2018, the Contract was extended until October 10, 2023.

In 2015, CyraCom modified its award to include additional services.
Network of Contact Centers Located in USA (Calls from the USA Remain in the USA)

Our organization developed the first extensive network of US-based, large-scale interpreter contact centers. We control and operate over 200,000 square feet of contact center space in Queens, NY; Houston, TX; Las Cruces, NM; Phoenix, AZ, Tucson, AZ, Tampa, FL and Cherry Hill, NJ. These facilities house employee interpreters, live operators, client services, and back-office functions.

The large-scale onshore contact centers became CyraCom’s most impactful qualifying feature because it allows us to concentrate on employing onshore interpreters and operators to work from our centers. Our interpreter contact centers are open 24/7/365 and we offer over hundreds of languages and dialects with an Average Speed of Answer (ASA) by an interpreter of 15 seconds or less across all languages.

Language Services for the Federal Government

In concert with our subsidiary Language Learning Enterprises, we have provided language services to many agencies of the Federal Government including the Defense Language Institute, Department of Homeland Security, Department of the Navy, Department of State, Department of Veteran Affairs, US Coast Guard, Department of Education, Internal Revenue Service, and the Bureau of Customs and Border Protection.
Quality Assurance
CyraCom developed an ISO 9001:2015 certified and audited quality management system in 2009 to adopt international quality standards. Through rigorous quality processes and external audits, we ensure that quality always comes first. We route our calls through reliable US telecom providers thereby ensuring quality voice transmission and connectivity.

Toll Free Number, Support Staff, and Materials at No Extra Charge
CyraCom provides clients with a dedicated 800 number, a dedicated account management team, reporting and account management access available on-line 24/7/365, access to Client Services 24/7/365, and support material (Language Cards, Posters, etc.) at no extra charge.

Physical Security Provisions and Policies
Clients with strict regulatory requirements from Federal agencies visit, audit, and certify our onshore interpreter contact centers. Our onshore contact centers ensure your information is safeguarded by the following provisions:

- Data Centers and Call Centers are located in regions with low occurrences of natural disasters.
- IT systems are penetration and intrusion tested on a regular basis and certified compliant.
- Our multi-million dollar data center and communication platform focuses on business continuity and system redundancy, including highly resilient fail-over processes.
- Access doors require keycard access. Visitors require clearance by management.
- 24/7 recorded surveillance and mandatory visible ID badges for all staff and visitors.

Connection via Web-based and Apps
CyraCom’s Phone Interpreters are available from your smart phone, iPhone, or tablet through easy to use Apps.
CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

<table>
<thead>
<tr>
<th>SIN</th>
<th>Recovery</th>
<th>SIN Description</th>
<th>Page</th>
</tr>
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<tbody>
<tr>
<td>00CORP-500</td>
<td>00CORP-500RC</td>
<td>Order Level Materials</td>
<td>13</td>
</tr>
<tr>
<td>382-1</td>
<td>382-1RC</td>
<td>Translations</td>
<td>12</td>
</tr>
<tr>
<td>382-2</td>
<td>382-2RC</td>
<td>Phone Interpretation Services</td>
<td>13</td>
</tr>
<tr>
<td>382-2</td>
<td>382-2RC</td>
<td>Video Interpretation Services</td>
<td>14 &amp; 18</td>
</tr>
<tr>
<td>382-2</td>
<td>382-2RC</td>
<td>On-Site Interpretation Services</td>
<td>15</td>
</tr>
<tr>
<td>382-3</td>
<td>382-3RC</td>
<td>Training</td>
<td>16 &amp; 17</td>
</tr>
<tr>
<td>382-5</td>
<td>382-5RC</td>
<td>Services for the Visual and Hearing Impaired</td>
<td>18</td>
</tr>
</tbody>
</table>

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. Not Applicable.

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 Section after Number 26.

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery area): Domestic: 50 States, DC, Territories

5. Point(s) of production (city, county, and state or foreign country): Tucson, Arizona

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

7. Quantity discounts: Pursuant to FAR 8.404 and 8.405-4, quantity discounts for high volume orders may be negotiated at the task order level.

8. Prompt payment terms: Not Offered.

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: Contractor will accept over $3,000.
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. Not applicable.

11c. Overnight and 2-day delivery. Not applicable.

11d. Urgent Requirements. Telephonic and Video Interpretation is available on-demand 24/7/365. CyraCom offers rush services for its other language services. On-Site Interpretation requires lead-time, but urgent requests are accepted. Please contact contractor for details.

12. F.O.B Points(s): Destination.

13a. Ordering Address(es): 5780 N Swan Road, Tucson, AZ 85718

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address(es): P. O. Box 975652, Dallas, TX 75397-5652

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


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): Not Applicable.

19. Terms and conditions of installation (if applicable): Not Applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not Applicable.

20a. Terms and conditions for any other services (if applicable): Not Applicable.

21. List of service and distribution points (if applicable): Not Applicable.

22. List of participating dealers (if applicable): Not Applicable.

23. Preventive maintenance (if applicable): Not Applicable.

24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: Not Applicable.

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: 007360527

26. Notification regarding registration in System for Award Management (SAM) database: Registered.

## SERVICES AND RATES AWARDED UNDER
SINs 382-1/1RC; 382-2/2RC; 382-3/3RC; 382-5/5RC, Interpretation/Translation Services

<table>
<thead>
<tr>
<th>Services</th>
<th>Contractor or Customer Site</th>
<th>Domestic or Overseas</th>
<th>Unit of Issue</th>
<th>GSA Price (including IFF)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Translation</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Word</td>
<td>Varies. See Section 382-1</td>
</tr>
<tr>
<td>Over-the-Phone Interpretation 24/7/365</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per minute</td>
<td>$0.82</td>
</tr>
<tr>
<td>(All 200+ languages)</td>
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<td></td>
</tr>
<tr>
<td>Video Remote Interpretation 24/7/365</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per minute</td>
<td>$1.21</td>
</tr>
<tr>
<td>(20+ spoken languages)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Video Remote Interpretation 24/7/365 ASL</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per minute</td>
<td>$1.36</td>
</tr>
<tr>
<td>On-Site Interpretation Category I:</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Hourly, 2 hour minimum</td>
<td>$70.00</td>
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<tr>
<td>Spanish (to and from English)</td>
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</tr>
<tr>
<td>On-Site Interpretation Category II:</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Hourly, 2 hour minimum</td>
<td>$85.00</td>
</tr>
<tr>
<td>Non-Spanish Languages (Arabic and Amharic to and from English)</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>On-Site Interpretation Category III: ASL</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Hourly, 2 hour minimum</td>
<td>$65.49</td>
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<tr>
<td>Language Proficiency Assessment</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Test</td>
<td>$107.91</td>
</tr>
<tr>
<td>Interpreter Skills Assessment – Spanish</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Test</td>
<td>$136.02</td>
</tr>
<tr>
<td>Interpreter Skills Assessment – Languages Other than Spanish</td>
<td>Both</td>
<td>Domestic Only</td>
<td>Per Test</td>
<td>$158.69</td>
</tr>
</tbody>
</table>
**Service Contract Act:** The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the cited SCA labor categories are based on the U.S. Department of Labor WD 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.

<table>
<thead>
<tr>
<th>SCA MATRIX</th>
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<tbody>
<tr>
<td><strong>SIN Category</strong></td>
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<tr>
<td>SIN 382-1</td>
</tr>
<tr>
<td>SIN 382-2</td>
</tr>
<tr>
<td>SIN 382-5</td>
</tr>
</tbody>
</table>


<table>
<thead>
<tr>
<th>CyraCom Services Offered for SINs 382-1, 382-2, 382-3, and 382-5</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Over-the-Phone Interpretation</strong></td>
</tr>
<tr>
<td>Phone Interpreters are available 24/7/365 with a guaranteed</td>
</tr>
<tr>
<td>access to over 200 languages within 15 seconds or less, on</td>
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<tr>
<td>average across all languages. CyraCom updates its language</td>
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<tr>
<td>list continuously and we will add new languages and/or</td>
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<tr>
<td>dialects upon request. Employee interpreters receive 120</td>
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<tr>
<td>hours of classroom and practicum instruction prior to the</td>
</tr>
<tr>
<td>first day of employment, covering industry-specific</td>
</tr>
<tr>
<td>interpreting training and best practices and protocols.</td>
</tr>
<tr>
<td>Clients can access our Interpreters from any existing phone.</td>
</tr>
<tr>
<td>(Please contact contractor for details on availability of</td>
</tr>
<tr>
<td>phones.)</td>
</tr>
<tr>
<td><strong>Video Remote Interpretation</strong></td>
</tr>
<tr>
<td>CyraCom offers Video-Remote Interpretation (VRI) for our</td>
</tr>
<tr>
<td>top-demanded languages, including American Sign Language</td>
</tr>
<tr>
<td>(ASL). Our VRI service connects clients to a video interpreter</td>
</tr>
<tr>
<td>in 30 seconds or less, on average.</td>
</tr>
<tr>
<td><strong>On-Site Interpretation</strong></td>
</tr>
<tr>
<td>CyraCom takes a consultative approach to On-Site Interpretation. We first analyze your facility’s program to determine language mix, appointment type, and frequency of use. Then, we collaborate with you to create a comprehensive plan for your facility. When customers have a language need, we provide easy scheduling, highly qualified interpreters, and a dedicated On-Site team to manage it all for you.</td>
</tr>
<tr>
<td><strong>Translation &amp; Localization (T&amp;L)</strong></td>
</tr>
<tr>
<td>We translate written materials, software, websites, or other</td>
</tr>
<tr>
<td>media for our clients’ linguistically diverse customers. Our</td>
</tr>
<tr>
<td>corporate Project Managers utilize a US-based and multinational network pool of 1,200 highly qualified and professionally vetted translators.</td>
</tr>
<tr>
<td><strong>Assessment &amp; Training (A&amp;T)</strong></td>
</tr>
<tr>
<td>We test our clients’ new or existing bilingual staff to</td>
</tr>
<tr>
<td>determine how fluently they speak both of their languages. We</td>
</tr>
<tr>
<td>also test whether bilingual staff members can sufficiently</td>
</tr>
<tr>
<td>act as interpreters and we provide groups of client employees</td>
</tr>
<tr>
<td>with interpreter skills training.</td>
</tr>
</tbody>
</table>
Our language list contains those coded into our call platform. It also contains CyraCom’s best attempt to capture the relevant alternative names and spellings of those supported languages, using resources available to CyraCom.

The availability of interpreters for some less-frequently-used languages may vary, and increased requests for languages help us gauge demand and may influence interpreter staffing changes. If an interpreter for the language you are looking for is not currently available, your call will route to Client Services for further assistance.

Given that there are roughly 6,500 spoken languages in the world, we can and do regularly add support for new languages based on need. Our goal is not to have a static list of languages but rather to provide dynamic support to meet growing and changing language needs of our clients across the United States.

A
Acholi (Sudan-Uganda)
- Acoli
- Acooli
- Akoli
- Atscholi
- Dok Acoli
- Gang
- Lebacoili
- Log Acoli
- Lwo
- Lwoo
- Shuli
Afghan
- Dari
Afrikaans
Akan
- Fanti
- Ghana
- Twi
Akateko
- Acatec
- Acateco
- Conob
- Kanobal
- K’anjob’al
- Q’anob’al
- San Miguel Acatan Kanjobal
- Western Kanjobal
- Western Q’anjob’al
Aklan
- Inakeanon
- Aklano
- Aklanon
- Aklanon-Bisayan
- Panay

Albanian
Amharic (Ethiopia)
- Abyssinian
- Amargina
- Amarinya
- Amhara
- Beta Israel
- Ethiopian
Apache
- Coyoter
Arabic
- Al-Arabiyya
- Al-Fusha
- Literary Arabic
Armenian
- Armenian, Eastern
- Armenian, Western
- Armjanski Yazyk
- Ena
- Ermeni Dili
- Ermenice
- Haieren
- Somkhuri
Ashanti
- Akan
Assyrian
- AssyrianNeo-Aramaic
- Aisorski
- Assyrianci
- Assyriski
- Lishana Aturaya
- Neo-Syriac
- Sooreth
- Suret
- Sureth
- Suryaya Swadaya
Azerbaijani

B
Bahasa/Brunei
- Brunei-Kadaian
- Orang Bukit
Baluchi
Bambara
- Bamanankan
- Bamanankan
Banda
Bangi
- Bobangi
- Bubangi
- Dzamba
- Lobobangi
- Rebu
- Zamba
Bao-an
- Bonan
- Baonan
- Boan
- Manikacha
- Paan
- Paongan
Basque
- Euska
- Euskara
- Eusker
- Euskerie
Bassa
Belorussian
- Belarusian
- Belarusian
- Bielorussian
- Byelorussian

- White Russian
- White Ruthenian
Bemba (Zambia)
- Chibemba
- Chiwemba
- Cibemba
- Ichibemba
- Icibemba
- Wemba
Bengali
- Bangala
- Bangla
- Bangla-Bhasa
Berber
- Tamazight, Central Atlas
- Central Shilha
- Middle Atlas Berber
- Moroccan Amazigh
- Shilha
- Tachelhit
Bhojpuri
- Bajpuri
- Bhojapuri
- Bhojpuri
- Bihari
- Deswali
- Khotla
- Piscimas
Bhutanese
- Bhotia of Bhutan
- Bhotia of Dukpa
- Dzongkha
- Drukha
- Drukkha
- Dukpa
- Jonkha
- Rdzongha
- Fongbe
- French
  - Francais
- French Cajun
  - Acadian
  - Cajan
  - Cajun
  - Louisiana French
- French Canadian
- French Creole
- Frisian
  - Fries
  - Frysk
- Fukenese
  - Chao Chow
  - Chui Chow
  - Fukienese
  - Hokkien
  - Taechew
  - Chinese, Min Nan
  - Minnan
  - Southern Min
  - Taiwanese
- Fulani
  - Fulah
- Fuzhou
  - Chinese, Min Dong
  - Eastern Min
  - Foochow

G

Ga
  - Accra
  - Acra
  - Amina
  - Gain
  - Gamei
- Gaddang
  - Cagayan
- Gaelic
  - Scottish Gaelic
  - Albannach Gaidhlig
  - Gaidhlig
  - Gaidhlig na h-Alba
  - Scots Gaelic
- Galician
  - Galego
  - Gallego
- Gallinya
  - Borana
  - Oromo, Borana-Arsi-Guji
  - Afan Oromo
  - Galla
  - Galligna
  - Southern Oromo
- Gana
  - Ganaq
  - Ganna
  - Keningau Dusun
  - Minansut
- Ganda (Uganda)
  - Luganda
- Garri
  - Ghari
- Georgian
  - Common Kartvelian
  - Gruzinski
  - Kartuli
- German
  - Deutsch
  - Tedesco
- Grebo
- Greek
  - Ellinika
  - Graecae
  - Grec
  - Greco
  - Neo-Hellenic
  - Romaic
- Guamanian
  - Chamorro
  - Chamorrru
- Guarani
- Gujarati
  - Gujerathii
  - Gujerati
  - Gujrathi
- Gulf Arabic
  - 'Arabi
  - Khaliji
- Gwa

H

Haitian Creole
  - Hakka
  - Ailsyien
  - Creole
  - Haitian
  - Kreyol
  - Kreyol ailsyien
  - Western Caribbean Creole
- Hamer-Banna
  - Aamar
- Hamar
- Hamar-Koke
- Hamer
- Hammer
- Hammercoche
- Kara Kerre
- Hausa
  - Ewai
  - Pidgin
  - Pidgin English
- Hebrew
  - Ela
  - Ivrit
- Hindi
  - Khadi Boli
  - Khari Boli
- Hindko
  - Hindko, Northern
  - Hazara Hindko
  - Hindki
  - Kagni
  - Kaghani
  - Hindko, Southern
- Hindustani
  - Hindustani, Sarnami
  - Caribbean Hindustani
- Hmong
- Hopi
- Huibei
  - Hubei
- Huizhou
  - Hui
  - Huizhou
- Hunanese
  - Chinese, Xiang
  - Hsiang
  - Hunan
  - Xiang
- Hungarian
  - Magyar
- Ibanag
  - Ybanag
- Ibo
- Igbo
- Icelandic
  - Islenka
- Ilocano
  - Ilokano
  - Ilokono
- Ilnggo
  - Hiligaynon
  - Hiligainon
  - Ilogo
- Indonesian
  - Bahasa Indonesia
- Inupiaq
  - North Alaskan Inupiatun
  - Northwest Alaska Inupiatun
- Iraqi Arabic
  - Arabi
  - Jewish Iraqi-Arabic
  - Jewish Iraqi-Baghdadi
  - Arabic
  - Yahudic
- Italian
  - Italiano
- J
- Jakartanese
- Japanese
- Jarai
  - Chor
  - Cho-Rai
  - Chrai
  - Djarai
  - Dia-Rai
  - Gia-Rai
  - Gio-Rai
  - Jorai
  - Mthur
- Javanese
  - Djawa
  - Jawa
- Jingpho
  - Aphi
  - Chingpaw
  - Chingpo
  - Jingphaw
  - Jinghpo
  - Jinghpaw
  - Kachin
  - Phu
- Julia
  - Dioula
  - Diula
<table>
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<tr>
<th>Language</th>
<th>Variants</th>
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<tbody>
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<td>Djula</td>
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<td>Dyoula</td>
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Neapolitan
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• Neapolitan-Calabrese
Nepali
Norwegian
• Norsk
Nuer (Sudan)
• Naadh
• Naath
O
Oromo (Ethiopia)
Ouatchi
• Gbe, Waci
• Wachi
• Waci
• Waci-Gbe
• Watyi

P
Paluan
Pampango
• Pampangan
• Kapampangan
• Pampangueno
Pangasinan
Papiamento
• Papiamiento
• Curacoleno
• Curassese
• Papiamen
• Papiamentoe
Pashto (Afghanistan)
• Pashto, Southern
• Kandahar Pashto
• Qandahar Pashto
• Southwestern Pashto
Pennsylvania Dutch
• German, Pennsylvania
• Pennsylvania Deitsh
• Pennsylvaniaish
Persian
Pohnpeian
• Ponapean
Polish
• Polnisch
• Polski
Polynesian
Portuguese
• Azorean Portuguese

• Portugues
Portuguese Creole
• Crioula, Upper Guinea
• Guinea-Bissau Creole
• Guinea-Bissau Kriyol
• Kriulo
• Kriyol
Pothonari
• Mirpuri
• Pahari-Potwari
• Chibhali
• Dhund-Kairali
• Potohari
• Potwari
Pulaar
• Peul
• Peuhl
• Pulaar Fulfulde
Punjabi
• Punjabi, Western
• Lahanda
• Lahnda
• Lahndi
• Panjabi
• Panabi Proper
• Punjabi
• Punjapi
• Shahmukhi
• Punjabi, Eastern
• Eastern Panjabi
• Gurmukhi
• Gurumukhi
Purepecha/Tarasco
• Eastern Lake Purepecha
• Porhe
• Porhepecha
• P’urhe
• P’urhepecha
• Phorhepecha
• Porhe
• P’orhepecha
• Purepecha de la Zona Lacustre
• P’urhepecha
• Tarascan
• Tarasco

Q
Quechua
Quiche
• K’iche’
• Central K’iche’

R
Rohingya
• Rohinja
• Ruwainggya
Romani
Romanian
• Daco-Rumanian
• Moldavian
• Rumanian
Russian
• Russki

S
Samoan
• Gagana Samoa
Saraiki
• Bahawalpuri
• Seraiki
• Siraiki
Saudi Arabic
• Arabic, Najdi Spoken
Senegalese
• Wolof, Gambian
Serbian
• Montenegrin
Serbo-Croatian
Shanghainese
• Chinese, Wu
• Jiangnan hua
• Jiangsu-Zhujiang hua
• Jiangzhe hua
• Wu
• Wuyue
Sichuan/Szechuan
Sicilian
• Calabro-Sicilian
• Sicilanu
• Siculu
Sierra Leone Creole
• Creole
• Krio
• Patois
Sindi
• Sindhi
Sinhala
• Cingalese
• Singhala

T
Teke

U
Unambo

V
Venda

W
Welsh

X
Xhosa

Y
Yi

Z
Zambian Tonga
• Tonga
• Zambian Tonga
• Tonga, Zambia
• Tonga Zambian
Swahili
  • Swahili (Kibajuni)
  • Kiswahili
  • Bravnese
  • Bajun
  • Kisuaheli

Swedish
  • Ruotsi
  • Svenska

Sylheti
  • Sileti
  • Siloti
  • Srihattia
  • Sylhetti
  • Sylhetti Bangla
  • Syloti
  • Syloty

T

Tadzhik
  • Tajiki
  • Galcha
  • Tajik
  • Tajiki Persian
  • Tojiki

Tagalog
  • Damulian
  • Tamal
  • Tamalsan
  • Tambul
  • Tamil

Telugu
  • Andhra
  • Gentoo
  • Tailangi
  • Telangire
  • Telegu
  • Telgi
  • Tengu
  • Terangi
  • Tolangan

Temne
  • Themne
  • Temen
  • Timene
  • Timmannee
  • Timne

Thai
  • Bangkok Thai
  • Central Thai
  • Siamese
  • Standard Thai
  • Thai Klang
  • Thaiklang

Tibetan
  • Tibetan, Central
  • Bhotia
  • Dbus
  • Dbusgtsang
  • Phoke
  • U
  • Wei
  • Weizang
  • Zang

Tigrigna (Eritrea)
  • Beta Israel
  • Tigray
  • Tigrinya

Tohono O’Odham
  • Nehome
  • Nevome
  • O’odham
  • O’otham
  • Papago-Pima
  • Tohono O’otham
  • Upper Piman

Tongan
  • Faka Tonga

Triqui
  • Trique

Tshiluba
  • Luba-Kasai
  • Bena-Luua
  • Ciluba
  • Luba-Luua
  • Luva
  • Western Luba

Turkish
  • Anatolian
  • Turkce
  • Turkisch

Twi
  • Akan

U

Ukrainian

Urdu
  • Pakistani

Uyghur
  • Uighur

Uighur
  • Uiguir
  • Uygar
  • Weiwu’er
  • Wiga

Uzbek

Vietnamese
  • Annamese
  • Ching
  • Gin
  • Jing
  • Kinh
  • Viet

W

Waray-Waray
  • Binisaya
  • Samaran
  • Samareno
  • Samarenyo
  • Samar-Leyte
  • Waray

Welsh

Wolof

Wuxinese

X

Xhosa
  • Cauzuh
  • Isixhosa
  • Koosa
  • Xosa

Y

Yapese
  • Yemeni Arabic
    • Judeo-Yemeni
    • Yemenite Judeo-Arabic

Yiddish

Yoruba
  • Yariba
  • Yooba

Yucateco
  • Yucatec

Yugoslavian

Yupik
  • Yupik, Central Siberian
  • Bering Strait Yupik
  • Saint Lawrence Island Eskimo
  • Yupik, Naukan
  • Naukan
  • Naukanski
  • Nevuqaq
  • Yupik, Central
  • Central Alaskan Yupik
  • Yupik, Sirenik
  • Old Sirenik
  • Sirenik
  • Sirenkski
  • Vuteen

Z

Zambal
  • Sambali

Zande
  • Asande
  • Azande
  • Badjande
  • Bazenda
  • Pazeande
  • Sande
  • Zandi

Zapoteco

Zarma
  • Adzerma
  • Djerma
  • Dyabarma
  • Dyarma
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  • Zabarma
  • Zarbarma
  • Zarmaci

Zomi
  • Zo
  • Jou
  • Yo
  • Yos
  • Zoham
  • Zome
  • Zou
  • Zou Chin

Zulu
  • Isizulu
  • Zunda
Service Title:
- Translator

Job Duties Description:
- Provides meaning for meaning translations
- Uses and continuously improves knowledge of industry-standard tools
- Continuously improves vocabulary and specialized knowledge of subject matter
- Follows all CyraCom policies and procedures

Minimum Education Level Required:
- Must hold a BA degree.

Minimum Experience Required:
- Must be a native speaker of the target language, living in the target locale;
- Must have a minimum of 1 year experience as a professional translator/reviewer;
- Must exhibit subject field / domain expertise by translation specialization and/or subject matter education and training;
- Must exhibit experience with standard industry tools and technologies;

Certification Requirements:
- Certification for translation in the relevant language combination by a recognized professional translation industry body (i.e. American Translators Association).
SIN 382-2 and 382-2RC SERVICE DESCRIPTIONS

<table>
<thead>
<tr>
<th>Service Title</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Over-the-Phone Interpretation</td>
<td>$0.82 per minute</td>
</tr>
</tbody>
</table>

Phone Interpreters are available 24/7/365 with a guaranteed access to hundreds of languages within 15 seconds or less, on average across all languages. CyraCom updates its language list continuously and we will add new languages and/or dialects upon request. Employee interpreters receive 120 hours of classroom and practicum instruction prior to the first day of employment, covering industry-specific interpreting training and best practices and protocols. Clients can access our Interpreters from any existing phone. (Please contact contractor for details on availability of dual handset / single line phones at little to no charge).

Service Title:
- Over-the-Phone Interpretation: Foreign

Service Duties Description:
- Provide meaning for meaning consecutive interpretation via phone
- Must have the ability to interpret meaning for meaning from English to Spanish and from Spanish to English – or from English to another Target Language and from that Target Language to English – and demonstrate strong communication skills in both languages

Minimum Education Level Required:
- Must possess a High School diploma or GED
- Fluent bi-lingual speaker or interpreter

Minimum Experience Required:
- Interpreting experience preferred. No prior experience required. We provide a three-week (120-hour) comprehensive training program to enhance your interpretation skills
- College-level or formal study in languages, translation, and interpretation a plus

Certification Requirements:
- Company will pre-qualify using ILR Proficiency Levels. We then train potential interpreter-candidates with three week (120-hour) training program that is the equivalent of certification as defined by CCHI (Certification Commission for Healthcare Interpreters), but ultimately surpasses CCHI expectations for certification requirements.
## SIN 382-2 and 382-2RC SERVICE DESCRIPTIONS (cont.)

<table>
<thead>
<tr>
<th>Service Title</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Video Remote Interpretation</td>
<td>$1.21 per minute</td>
</tr>
</tbody>
</table>

### Service Title:
- Video Remote Interpretation: Foreign Spanish and other languages

### Service Duties Description:
- Provide meaning for meaning consecutive interpretation via web-based video
- Spoken: Must have the ability to interpret meaning for meaning from English to Spanish and from Spanish to English – or from English to another Target Language and from that Target Language to English – demonstrating strong communication skills in both languages

### Minimum Education Level Required:
- Must possess a High School diploma or GED
- Fluent bi-lingual speaker or interpreter

### Minimum Experience Required:
- Interpreting experience preferred. No prior experience required. We provide a three-week (120-hour) comprehensive training program to enhance your interpretation skills
- College-level or formal study in languages, translation, and interpretation a plus

### Certification Requirements:
- Company will pre-qualify using ILR Proficiency Levels. We then train potential interpreter-candidates with three week (120-hour) training program that is the equivalent of certification as defined by CCHI (Certification Commission for Healthcare Interpreters), but ultimately surpasses CCHI expectations for certification requirements.
- Train new hires on Video Interpretation Best Practices and Protocols

### CyraCom Video Remote Language List (not inclusive)

<table>
<thead>
<tr>
<th>Albanian</th>
<th>Farsi</th>
<th>Polish</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Sign Language</td>
<td>French Creole</td>
<td>Punjabi</td>
</tr>
<tr>
<td>Amharic Arabic</td>
<td>Haitian Creole</td>
<td>Russian</td>
</tr>
<tr>
<td>Armenian</td>
<td>Hindi</td>
<td>Somali</td>
</tr>
<tr>
<td>Bengali</td>
<td>Italian</td>
<td>Spanish</td>
</tr>
<tr>
<td>Brazilian</td>
<td>Japanese</td>
<td>Swahili</td>
</tr>
<tr>
<td>Portuguese</td>
<td>Karen</td>
<td>Tagalog/Filipino</td>
</tr>
<tr>
<td>Burmese</td>
<td>Kinyarwanda</td>
<td>Tigringa</td>
</tr>
<tr>
<td>Cambodian</td>
<td>Korean</td>
<td>Urdu</td>
</tr>
<tr>
<td>Cantonese</td>
<td>Mandarin</td>
<td>Vietnamese</td>
</tr>
<tr>
<td></td>
<td>Nepali</td>
<td></td>
</tr>
</tbody>
</table>
CyraCom takes a consultative approach to On-Site Interpretation. We first analyze your facility’s program to determine language mix, appointment type, and frequency of use. Then, we collaborate with you to create a comprehensive plan for your facility. When customers have a language need, we provide easy scheduling, highly qualified interpreters, and a dedicated On-Site team to manage it all for you.

<table>
<thead>
<tr>
<th>Service Title</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Site Interpretation: Category I Spanish</td>
<td>$70.00 per hour /</td>
</tr>
<tr>
<td></td>
<td>2 hour minimum</td>
</tr>
</tbody>
</table>

**Service Duties Description:**
- Provide meaning for meaning consecutive interpretation via face-to-face.
- Must have the ability to interpret meaning for meaning from English to Spanish and from Spanish to English – and demonstrate strong communication skills in both languages.

**Minimum Education Level Required:**
- Must possess a High School diploma or GED.

**Minimum Experience Required:**
- Interpreting experience required and must have performed this service for 2 years with positive background references; or formal study in languages, translation, and interpretation
- Fluent bi-lingual speaker or interpreter

<table>
<thead>
<tr>
<th>Service Title</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Site Interpretation: Category II (other than Spanish)</td>
<td>$85.00 per hour /</td>
</tr>
<tr>
<td>(to and from English)</td>
<td>2 hour minimum</td>
</tr>
</tbody>
</table>

**Service Duties Description:**
- Provide meaning for meaning consecutive interpretation via face-to-face
- Must have the ability to interpret meaning for meaning from English to Target Language and from Target Language to English and demonstrate strong communication skills in both languages.

**Minimum Education Level Required:**
- Must possess a High School diploma or GED

**Minimum Experience Required:**
- Interpreting experience required and must have performed this service for 2 years with positive background references
- Fluent bi-lingual speaker or interpreter
SIN 382-3 and 382-3RC SERVICE DESCRIPTIONS (Con’t)

We test our clients’ new and existing bilingual staff to determine how fluently they speak both of their languages. We also test whether bilingual staff members can sufficiently act as interpreters and we provide groups of client employees with interpreter skills training.

<table>
<thead>
<tr>
<th>Service Title</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Language Proficiency Assessment - All Languages</td>
<td>$107.91 per Assessment</td>
</tr>
</tbody>
</table>

**Service Title:**
- Language Proficiency Assessment

**Service Duties Description:**
- CyraCom specializes in providing convenient, cost-effective assessment and training services to assist organizations with identifying language competencies. Our Language Proficiency Assessment provides a baseline measurement and quantitative feedback of a candidate’s language performance which is beneficial in making hiring decisions or to ensure the competencies of staff who interact directly with an audience that speaks another language.
- This standardized assessment is designed to measure the ability of the individual to communicate effectively in their specific language and follows the standards established by the Interagency Language Roundtable (ILR). Flexible scheduling allows the candidate to take the 20-30 minute assessment over-the-phone.

**CyraCom’s Language Proficiency Assessment is appropriate for positions such as:**
- interpreters
- customer service representatives
- healthcare professionals & technicians
- call center personnel
- current and prospective employees

Language Proficiency Assessments are currently available by telephone in the following languages:

- Afghan
- Albanian
- Amharic
- Armenian (Eastern and Western)
- Assyrian
- Bengali
- Bosnian
- Brazilian Portuguese
- Burmese
- Cambodian
- Cantonese
- Croatian
- Dari
- Farsi
- French
- German
- Greek
- Haitian Creole
- Hebrew
- Hindi
- Hmong
- Italian
- Japanese
- Karen
- Khmer
- Korean
- Kunama
- Lao
- Macedonian
- Mandarin
- Navajo
- Nepali
- Pashto
- Portuguese
- Punjabi
- Russian
- Serbian
- Somali
- Spanish
- Swahili
- Tagalog
- Thai
- Tigrina
- Urdu
- Vietnamese
- Wolof
- Yiddish
Assessment & Training (A&T)

We test our clients’ new or existing bilingual staff to determine how fluently they speak both of their languages. We also test whether bilingual staff members can sufficiently act as interpreters and we provide groups of client employees with interpreter skills training.

| Interpreter Skills Assessment - Spanish | $136.02 per Assessment |
| Interpreter Skills Assessment – Other than Spanish | $158.69 per Assessment |

Service Title:
- Interpreter Skills Assessment

Service Duties Description:
- CyraCom Interpreter Skills Assessment provides an evaluation of a candidate’s ability to interpret clinical encounters. CyraCom evaluates the candidate’s knowledge of medical vocabulary and the ability to convert messages from one language to another accurately and completely.
- Candidates are tested for the following competencies:
  - Delivery of accurate and complete medical interpretation
  - Use of medical interpretation protocols and best practices
  - Language proficiency in English and the other language
  - Ability to interpret medical vocabulary
- Interpreter Skills Assessments are currently available by telephone in the following languages:

  Albanian  Arabic  Armenian (Eastern and Western)  Bosnian  Brazilian Portuguese  Cambodian  Cantonese  Cape Verde  Creole  Farsi  French  French Canadian  German  Greek  Gujarati  Haitian Creole  Hindi  Hmong  Italian  Japanese  Korean  Mandarin  Navajo  Polish  Portuguese  Russian  Somali  Spanish  Tagalog  Thai  Vietnamese
## SIN 382-5 and 382-5RC SERVICE DESCRIPTIONS (Con’t)

<table>
<thead>
<tr>
<th>Service Title</th>
<th>GSA Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>On-Site Interpretation</td>
<td>Category III: ASL $65.49 per Hour / 2 hour minimum</td>
</tr>
</tbody>
</table>

### Service Title:
- **On-Site Interpretation Category III: American Sign Language (ASL)**

### Service Duties Description:
- Provide meaning for meaning consecutive interpretation via Face-to-Face
- Must have the ability to interpret meaning for meaning from English to ASL and from ASL to English, demonstrating strong communication skills in both languages

### Minimum Education Level Required:
- Must possess a High School diploma or GED
- Fluent ASL speaker or interpreter

### Minimum Experience Required:
- Have their AZ State License
- Have at least 5+ years of Medical Interpreting
- Be HIPAA trained. Go through ASL/video-remote-interpretation training on Policies and Procedures

### Certification Requirements:
- Company will pre-qualify using ILR Proficiency Levels. We then train potential interpreter-candidates with three week (120-hour) training program that is the equivalent of certification as defined by CCHI (Certification Commission for Healthcare Interpreters), but ultimately surpasses CCHI expectations for certification requirements.
- Interpreters must be nationally certified (RID).

<table>
<thead>
<tr>
<th>Video Remote Interpretation</th>
<th>ASL</th>
<th>$1.36 per minute</th>
</tr>
</thead>
</table>

### Service Title:
- **Interpreter – Video Remote: ASL**

### Service Duties Description:
- Provide meaning for meaning consecutive interpretation via web-based Video
- Must have the ability to interpret meaning for meaning from English to ASL and from ASL to English, demonstrating strong communication skills in both languages

### Minimum Education Level Required:
- Same as On-Site ASL Interpreter

### Minimum Experience Required:
- Same as On-Site ASL Interpreter

### Certification Requirements:
- Same as On-Site ASL Interpreter