



General Services Administration Federal Supply Schedule & Price List

CETRA, Inc.
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Small Business under NAICS code 541930 (size standard of \$7.5M)

GSA Contract Number: GS-10F-0128L

Schedule Title: Professional Services Schedule (00CORP)
Special Item Numbers (SIN): 382-1, 382-2 and 382-5

Contract Period: 1/10/2016 – 1/9/2021
GSA Contract Holder since 2001

Company Profile

Introduction

CETRA Language Solutions provides translation and interpretation services in more than 200 languages to government and non-government organizations, including the market research, legal, and life sciences industries, worldwide. We have an established international network of more than 5,000 professional linguists, and a dedicated staff that provides professional, friendly, and responsive service.

Headquartered in Elkins Park, PA (Philadelphia metro area), CETRA has offices in Virginia, California, Ireland, Germany, Korea, and Ghana.

CETRA is a corporate member of the American Translators Association (ATA), and operates in accordance with the ATA's Code of Professional Conduct and Business Practices. CETRA is ISO 9001, ISO 13485, and EN 15038 certified for quality assurance. Our records are up to date in SAM and the company is registered under the GSA schedule for Specialty Identification Numbers 382-1, 382-2 and 382-5 (ASL and CART) under Professional Services Schedule (00CORP).

History

CETRA was incorporated in 1997 under the name Central European Translations, Inc. At first it specialized in Central and East European languages and its clients were other translation agencies, but as it grew, the company broadened its focus to include corporate clients and mainstream languages. In 2001, it was one of the first language services providers that was awarded the GSA Schedule contract and shortly afterwards began participating in high-profile projects, such as the transcription and translation of Saddam Hussein's trials. To reflect the new scope of services extending beyond the area of Central Europe, the company changed its legal name in 2002 to CETRA, Inc.

CETRA has been included in the Inc. 5000 list of the fastest-growing private companies in the United States multiple times and repeatedly received the Blue Ribbon Small Business Award issued by the US Chamber of Commerce in Washington, DC.

CETRA at a Glance

Year of Foundation:	1997
Headquarters:	Elkins Park, Pennsylvania, USA
Global Reach:	7 offices in 5 countries
Industry:	Language Services
Sectors Served:	Government & Institutional, Meetings & Conferences, Legal, Non-Profit, Market Research, Advertising, Life Sciences & IT
Languages Provided:	Over 200
Linguist Database:	Network of more than 5,000 linguists

Our Brand Promise: Our Word, Your Peace of Mind

CETRA will deliver an exceptional customer experience that will give you peace of mind. Getting to know you and earning your trust is the foundation of delivering this experience. You can be sure that your cross-cultural communications will always be accurate, on time and culturally sensitive and our experienced professionals will have the specific expertise federal agencies and departments require. You will be treated to professional, friendly, and responsive service that saves you time, simplifies the process, and makes working with us a pleasure.

Quality Control

ISO Certification

CETRA is certified to the ISO 9001 and ISO 13485 Quality Management standards. In adherence to the CETRA Quality Standards Manual (ISO 9001:2008), CETRA takes action to eliminate the causes of nonconformities in order to prevent recurrence.

Quality Surveys

CETRA is constantly assessing its quality assurance with clients and vendors. CETRA distributes satisfaction surveys to clients and linguists on a quarterly basis. In addition, CETRA distributes project-based surveys to receive immediate feedback from clients on the quality of every project. Responses to the surveys are reviewed for potential corrective actions and quality improvement with clients and vendors in accordance with our ISO Quality Management System.

ASTM Guidelines

In addition, CETRA provides services in compliance with the ASTM F2575 Standard Guide for Quality Assurance in Translation and ASTM F2089 Standard Practice for Language Interpreting. CETRA's CEO, Dr. Jiri Stejskal, has served on the ASTM Committee F43 on Language Services and Products and actively participated in the drafting and consequent revising of the ASTM standards.

SIN 382-1: Translation Services

CETRA provides translation services to US government agencies under Special Item Number 382-1. These services include translation of printed and electronic documents by technically qualified and experienced native-speaking language specialists, editing, quality assurance procedures, glossary development, and final output in the required media format. In addition, CETRA provides comprehensive support services to agencies by providing project management and consultation services. We provide translation services in more than 200 languages.

All per-word rates include the translation itself, editing, and quality assurance procedures. The per-word rates are based on the English language, unless another arrangement is made. If the source document is not available in electronic form, the target language word count is used instead. Rates for language pairs not involving English language are negotiated on an individual basis.

The per-word charges are normally all-inclusive and hourly charges apply for additional services only after a mutual agreement is reached between CETRA and the client.

Languages Offered & Pricing

Document Translation		
Language Group	Languages	Rate From English
GROUP 1	Latin American: Portuguese (Brazil), Spanish (Latin America), Spanish (USA)	\$0.18/word*
GROUP 2	European: Bosnian, Bulgarian, Croatian, Czech, Danish, Dutch, Finnish, French (Africa), French (Canada), French (Europe), German, Hungarian, Italian, Norwegian, Polish, Portuguese (Europe), Romanian, Russian, Serbian, Slovak, Slovene, Spanish (Europe), Swedish, Turkish, Ukrainian	\$0.20/word
GROUP 3	Asian, Middle Eastern, and Indian: Arabic, Bengali, Cantonese, Chinese (Simplified), Chinese (Traditional), Dari, Farsi, Greek, Gujarati, Hebrew, Hindi, Indonesian, Japanese, Korean, Malay, Panjabi, Pashto, Persian, Tamil, Thai, Urdu, Vietnamese	\$0.22/word
GROUP 4	Languages of Limited Diffusion: Afrikaans, Albanian, Armenian, Azeri, Balinese, Brahui, Creole, Estonian, Georgian, Hmong, Kannada, Kazakh, Khmer (Cambodian), Korean (North), Kurdish, Kyrgyz, Lao, Latvian, Lithuanian, Marathi, Oriya, Samoan, Sindhi, Siraiki, Somali, Swahili, Tagalog, Tajik, Telugu, Uzbek	\$0.25/word
Language Group	Languages	Rate Into English
GROUP 1	Latin American: Portuguese (Brazil), Spanish (Latin America), Spanish (USA)	\$0.22/word
GROUP 2	European: Bosnian, Bulgarian, Croatian, Czech, Danish, Dutch, Finnish, French (Africa), French (Canada), French (Europe), German, Hungarian, Italian, Norwegian, Polish, Portuguese (Europe), Romanian, Russian, Serbian, Slovak, Slovene, Spanish (Europe), Swedish, Turkish, Ukrainian	\$0.22/word
GROUP 3	Asian, Middle Eastern, and Indian: Arabic, Bengali, Cantonese, Chinese (Simplified), Chinese (Traditional), Dari, Farsi, Greek, Gujarati, Hebrew, Hindi, Indonesian, Japanese, Korean, Malay, Panjabi, Pashto, Persian, Tamil, Thai, Urdu, Vietnamese	\$0.22/word
GROUP 4	Languages of Limited Diffusion: Afrikaans, Albanian, Armenian, Azeri, Balinese, Brahui, Creole, Estonian, Georgian, Hmong, Kannada, Kazakh, Khmer (Cambodian), Korean (North), Kurdish, Kyrgyz, Lao, Latvian, Lithuanian, Marathi, Oriya, Samoan, Sindhi, Siraiki, Somali, Swahili, Tagalog, Tajik, Telugu, Uzbek	\$0.25/word
	<i>* All per-word rates include the translation itself, editing, and quality assurance procedures. The per-word rate is based on the English language, unless another arrangement is made.</i>	
Multi-Lingual Desktop Publishing/Consulting Services		
Groups 1 – 4	Services Include (All Languages): <ul style="list-style-type: none"> - Desktop Publishing from Foreign Language to English - Proofreading from Foreign Language to English - Editing from Foreign Language to English - Formatting from Foreign Language to English - File Preparation from Foreign Language to English 	\$62.71/hour**
	<i>** The per-word charges are normally all-inclusive and hourly charges apply for additional services only after a mutual agreement is reached between CETRA and the client.</i>	

Translation Rates & Discounts

Standard Delivery: 2,500 words per translator per day, and 7,500 words per editor and reviewer per day.

Rush Orders: For orders exceeding the standard delivery terms, the following rush order surcharges apply:

- 25% above Standard Delivery, non-technical
- 35% above Standard Delivery, technical
- 35% delivery within 2-5 business days above Standard Delivery, non-technical
- 45% delivery within 2-5 business days above Standard Delivery, technical
- 50% delivery within 24 hours, technical or non-technical

Minimum Order: \$100

Volume Discounts

- A discount of 3% applies to individual orders exceeding 10,000 words.
- A discount of 5% applies to individual orders exceeding 25,000 words. This discount replaces the 3% discount above once the specified word count is reached.
- A discount of 10% applies to individual orders exceeding 50,000 words. This discount replaces the 5% discount above once the specified word count is reached.
- A discount of 20% applies to individual orders exceeding 100,000 words. This discount replaces the 10% discount above once the specified word count is reached.

Blanket Purchase Orders

- A 5% large volume discount will be applied provided that the Blanket Purchase Agreement includes the following clause: "The Government estimates, but does not guarantee, that the volume of purchases through this Agreement will be 25,000 words per year or more." The volume discount will then apply regardless of the size of the individual order.

Discounts Based on Length of Time

- A 3% large volume discount is applied for projects of 90 days if the project consists of multiple individual task orders that are not covered under a Blanket Purchase Agreement, provided that the total word count reaches or exceeds 10,000 words in the 90-day period.
- A 5% large volume discount is applied for projects of 90 days to 1 year if the project consists of multiple individual task orders that are not covered under a Blanket Purchase Agreement, provided that the total word count reaches or exceeds 25,000 words in the specified period.

Prompt Payment Discount: A 2% discount applies to payments made within 15 calendar days. CETRA's invoices for translation and interpretation services are payable within 30 days net.

SIN 382-2: Interpretation Services

CETRA provides foreign language interpretation services to US government agencies under Special Item Number 382-2. These services include consecutive and simultaneous interpretation, whisper interpretation, escort interpretation, over-the-phone interpretation (OPI) and videoconferencing, voice-over, simulcasting, subtitling, and relay interpretation. In addition, CETRA provides comprehensive support services to agencies by providing project management and consultation services.

Languages Offered

CETRA provides interpretation services in more than 200 languages. For pricing purposes, the GSA languages are divided into the following four groups:

Language Group	Escort/ Consecutive*	Conference/ Simultaneous*	Half Day (4 Hours)	Full Day (8 Hours)
Group 1: Spanish	\$76.35	\$83.63	\$290.88	\$574.48
Group 2: European: Albanian, Bulgarian, Czech, Dutch, French, German, Haitian Creole, Italian, Norwegian, Polish, Portuguese, Russian, Slovak, Ukrainian	\$83.21	\$93.20	\$326.20	\$652.40
Group 3: Asian, Middle Eastern, and Indian: Arabic, Bengali, Chinese (Cantonese and Mandarin), Dari, Greek, Gujarati, Farsi, Indonesian, Japanese, Korean, Malayalam, Thai, Urdu, Vietnamese	\$101.67	\$111.84	\$389.74	\$779.49
Group 4: Languages of Limited Diffusion: Khmer (Cambodian), Kru, Laotian, Mongolian, Tagalog, Tigrinya	\$103.38	\$114.86	\$402.02	\$804.03

*There is a two hour minimum for in-person interpretation, and one hour for scheduled over-the-phone (OPI) interpretation. Travel is billed at the standard IRS rate for mileage.

Minimum Order

- \$100

Rush Order Surcharges: Standard notification for interpretation assignments is 72 hours. For orders exceeding the standard delivery terms, the following rush order surcharges apply:

- 25% for 48-hour notice
- 50% for 24-hour notice
- Multi-day events require a week's notice to avoid rush fees

Prompt Payment Discount: A 2% discount applies to payments made within 15 calendar days. CETRA's invoices for translation and interpretation services are payable within 30 days net.

SIN 382-5: Services for the Visual and Hearing Impaired

CETRA provides sign language and captioning interpretation services to the hearing impaired community at US government agencies under Special Item Number 382-5. These services include American Sign Language (ASL) and Communication Access Realtime Translation (CART) for the hearing impaired, while also helping government agencies meet their requirements under the Americans with Disabilities Act. In addition, CETRA provides comprehensive support services to agencies by providing project management and consultation services.

Services Offered

Source Language	Service	Hourly Rate*	Half Day (4 Hours)	Full Day (8 Hours)
Spanish and English	ASL	\$120.91	\$483.63	\$967.25
Spanish and English	CART	\$141.06	\$564.23	\$1,128.46

*There is a two hour minimum. Travel is billed at the standard IRS rate for mileage.

Minimum Order

- \$100

Rush Order Surcharges: Standard notification for interpretation assignments is 72 hours. For orders exceeding the standard delivery terms, the following rush order surcharges apply:

- 25% for 48-hour notice
- 50% for 24-hour notice
- Multi-day events require a week's notice to avoid rush fees

Prompt Payment Discount: A 2% discount applies to payments made within 15 calendar days. CETRA's invoices for translation and interpretation services are payable within 30 days net.

Customer Information

- 1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:
382-1/1RC (Translation Services)
382-2/2RC (Interpretation Services)
382-5/5RC (Services for the Visual and Hearing Impaired)
- 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: **See Item 6 below**
2. Maximum Order: **\$1,000,000.00**
3. Minimum Order:
382-1: \$100.00
382-2: \$100.00
382-5: \$100.00
4. Geographic Coverage (Delivery Area): **Worldwide locations**
5. Point(s) of production (city, county, and state or foreign country): **Same as Contractor**
6. Discount from list prices or statement of net price: **Government net prices (discounts already deducted)**
7. Quantity discounts: **Yes (see attached Price List for Discounts)**
8. Prompt payment terms: **2% 15 Days, Net 30 Days**
- 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: **Contact Contractor**
10. Foreign items (list items by country of origin): **None**
- 11a. Time of Delivery: **Specified on the Task Order**
- 11b. Expedited Delivery: **Contact Contractor**
- 11c. Overnight and 2-day Delivery: **Contact Contractor**
- 11d. Urgent Requirements: **Contact Contractor**
12. F.O.B. Point(s): **Destination**

13. Ordering Address(es): **Same as Contractor**
14. Payment Address(es): **Same as Contractor**
15. Warranty Provision: **None**
16. Export Packing Charges: **N/A**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Contact Contractor**
18. Terms and conditions of rental, maintenance, and repair (if applicable): **N/A**
19. Terms and conditions of installation (if applicable): **N/A**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **N/A**
- 20a. Terms and conditions for any other services (if applicable): **N/A**
21. List of service and distribution points (if applicable): **N/A**
22. List of participating dealers (if applicable): **N/A**
23. Preventive maintenance (if applicable): **N/A**
24. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: **N/A**
25. Data Universal Numbering System (DUNS) number: **01-9797711**
26. Notification regarding registration in Central Contractor Registration (CCR) database: **Yes**
27. Uncompensated Overtime: **No**

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Professional 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 provision 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 wage determination number. Failure to do so may result in cancellation of the contract.

Contact Us

For information about our GSA schedule or to order language services from CETRA, please contact Jiri Stejskal, CETRA's President & CEO, at 215-635-7090 or jiri.stejskal@cetra.com. You can also contact us at info@cetra.com or www.cetra.com.