

Authorized Federal Supply Service Schedule Price List



Confidence in Language.

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! Drive™ is: www.gsa.gov.

**SCHEDULE FOR
LANGUAGE TRANSLATION
AND INTERPRETATION SERVICES**
Federal Supply Group 738 Part II

CLASS
R499

CONTRACT NUMBER
GS-10F-0143M

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

CONTRACT PERIOD
02/01/2012 - 02/01/2017

CONTRACTOR
Language Bank, Inc.
(DBA: aLanguageBank)
159 W. 25th St., 6th Floor
New York, NY 10001-7203
Telephone: 212-213-3336
Fax Number: 212-343-2940

BUSINESS SIZE
Small / Minority Owned

DUNS NUMBER: 197539310
*Contractor is CCR Registered
Language Bank, Inc. accepts
Government credit cards*

Website: www.aLanguageBank.com
E-mail: ChrisC@aLanguageBank.com
Contract Admin: Christopher S. Carter

Table of Contents

Click on any Table of Contents item
to jump to that page

QUESTIONS AND ANSWERS	2
ABOUT US	3
WHY CHOOSE ALANGUAGEBANK?	4
TAKING FULL ADVANTAGE OF TECHNOLOGY	5
SERVICE: 382-1 TRANSLATION	6 - 7
SERVICE: 382-2 INTERPRETATION	8
SERVICE: 382-3 LANGUAGE TESTING	9
SERVICE: 382-5 AMERICAN SIGN LANGUAGE	10
LANGUAGES	11
ADDITIONAL PRICING INFORMATION	12



Questions and Answers

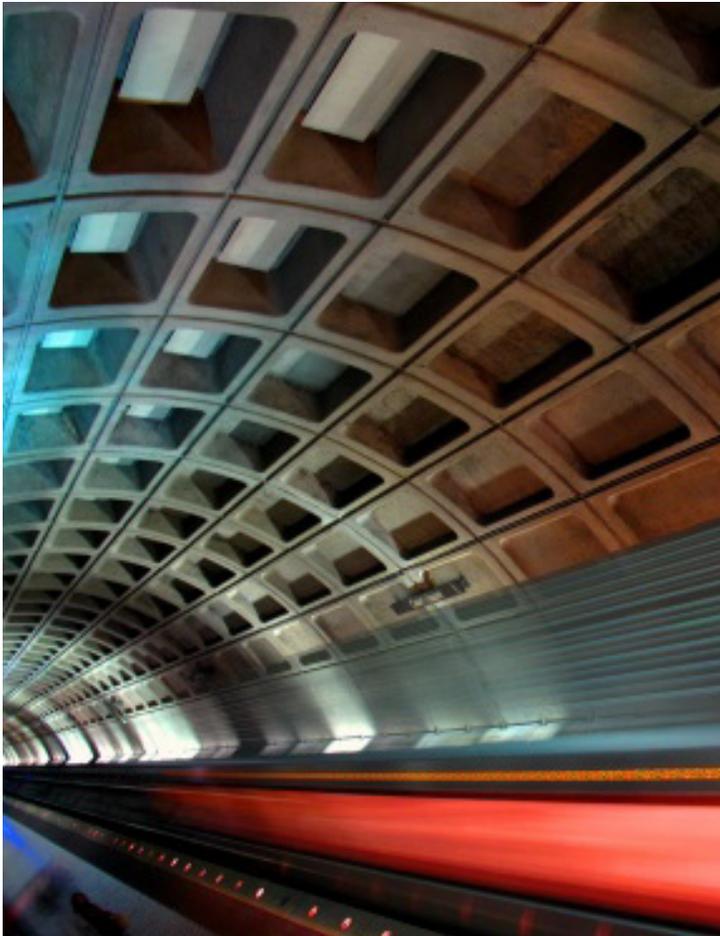
1a	Table of Awarded Special Item Number(s) (SINs) with appropriate cross-reference to page numbers	382-1, 382-2, 382-3, and 382-5 382-1RC, 382-2RC, 382-3RC, and 382-5RC
1b	Identification of the lowest priced item/ service and lowest unit price for that item/service for each special item number awarded	See question 6
2	Maximum Order Limitation	\$1,000,000.00
3	Minimum Order	\$100.00
4	Geographic Coverage (delivery area)	Domestic and Overseas
5	Points of Production	Same as Contractor
6	Discount from list prices or statement of net price	Government net prices (discounts already deducted). See Attachment.
7	Quantity discounts	100,000- 299,999 words- 2% discount of the translation cost 300,000- 599,999 words- 3% discount of the translation cost
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 above the micro-purchase threshold	Will be accepted above micro-purchase threshold
10	Foreign items (list items by country of origin)	None
11a	Time of delivery	Specified on 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
13a	Ordering Address(es)	Same as Contractor
13b	Ordering procedures	Information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at GSA/FSS Schedule homepage (fss.gsa.gov/schedules).
14	Payment address(es)	Same as company address
15	Warranty provision	Contractor's standard commercial warranty
16	Exporting Packing Charges	n/a
17	Terms and conditions of Government purchase card acceptance	Contact Contractor
18	Terms and conditions of rental, maintenance, and repair	n/a
19	Terms and conditions of installation	n/a
20a	Terms and conditions of repair parts	n/a
20b	Terms and conditions of any other services	n/a
21	List of service and distribution points	n/a
22	List of participating dealers	n/a
23	Preventive maintenance	n/a
24a	Environmental attributes	n/a
24b	Section 508 compliance information	aLanguageBank is capable of meeting all 508 compliance requirements in its deliverables. The Electronics and Information Technology (EIT) standards can be found at: www.section508.gov/ .
25	DUNS Number	19-7539310
26	Notification regarding registration in Central Contractor Registration (CCR) database	Registered

About Us

EXECUTIVE SUMMARY

Language Bank, Inc. (DBA: aLanguageBank) is a multilingual content solutions provider offering services in more than 150 languages and dialects. Since 1999, we have empowered government agencies with the ability to meet their unique communication objectives. It is our goal to inspire *Confidence in Language* by ensuring that your vital message is delivered accurately, effectively and to the highest professional standards. As one of the most trusted and experienced companies certified to do business within Federal Supply Group 382, we offer a diverse array of customizable services through *GSA Advantage!*. We guarantee *SourceQuality* in all of these services through our solutions-driven management approach, diligent quality assurance protocols, the latest in industry technology, and a network of 6000+ language professionals.

We can help you compensate for shrinking budgets and increased demands with our scalability and flexibility. We customize our services to specifically match the requirements and objectives of your Task Order. This approach eliminates unnecessary overhead and management fees, allowing aLanguageBank to offer federal contractors that purchase through *GSA Advantage!* the most competitive rates in the industry.



LEADER IN GSA EXPERIENCE

aLanguageBank has over 10 years of experience working with Federal clients, and we maintain a diverse and extensive portfolio of successful past performance. This includes our work with Census Bureau, Department of Commerce, Department of Defense, Department of Education, Department of Homeland Security, Department of Justice, Federal Deposit Insurance Corporation (FDIC), Federal Environmental Protection Agency, Federal Emergency Management Agency (FEMA), Army, Air Force, and Coast Guard.

We are prepared to handle any challenge, from scientific document translation to long-term overseas deployment. Not only are we prepared operationally, but also logistically. We are well-versed in the federal procurement processes, compliance and insurance paperwork, audit regulations, 508 compliance, tracking and deobligation of budgets, and more. There is no learning curve when working with aLanguageBank, and we will be prepared to provide service from day one of a contract launch.

CONFIDENTIALITY

aLanguageBank staff and all contractors employed by aLanguageBank are required to sign confidentiality agreements before being permitted to receive any work from our company. This legally binding agreement ensures that all material received in our service to you will be treated with the utmost discretion. Also, our websites and platforms use the same level of encryption as online banking institutions. Both online and off, we take every precaution to ensure the safety of your data.

SECURITY CLEARANCES

Members of the aLanguageBank staff and our linguistic experts maintain various levels of Security Clearances, up to and including Top Secret. On contracts for which additional clearances are required, we are prepared to dedicate necessary efforts to obtain said clearance.

MEMBERSHIPS



"Confidence in Language"



Why Choose aLanguageBank?

OUR PERSONALIZED SERVICE

In order to maintain deliverable schedules and to ensure an open window for communication, a dedicated Project Manager (PM) will be assigned to you and will work with you to develop and manage the process and schedules for each assignment. As the designated single point of contact, the PM will provide consistency in performance and will have complete oversight on all aspects of your Task Order.

It is the PM's responsibility to monitor the production staff's compliance with our quality assurance system, aLB SourceQuality. If it is deemed necessary, the PM is prepared to increase staffing at any time to accommodate increased volumes of work.

Your PM will also be in charge of maintaining deliverable schedules and monetary control, ensuring that your projects are delivered on time and on budget. Your PM will be readily available to field any questions that you may have regarding the status of your project and will keep you informed throughout every step of the process. The PM will provide you with direct contact information to support your critical projects 24 hours a day, 7 days a week.

OUR QUALITY

aLB SourceQuality is our company-wide policy for quality assurance and control and is the guiding principal behind all levels of our project management approach. More than a set of procedures, SourceQuality is our company culture and is a comprehensive and unified methodology for everything we do, from production to recruitment.

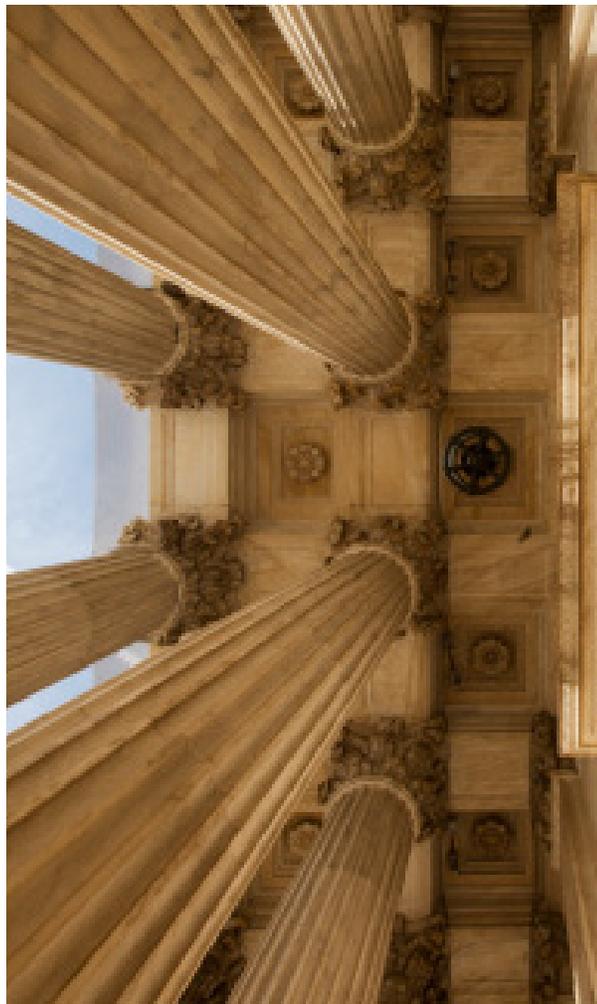
SourceQuality was first modeled after ISO and ASTM structures, the two leading standards for quality in the world. It incorporates methodologies from these standards, including supplier evaluations, performance analysis, document and records control, and parameter tracking. It also applies their guiding principles, such as quality definitions and continual improvement.

Additionally, SourceQuality goes beyond meeting standards that focus on planning, metrics and tracking. aLanguageBank also emphasizes relationships. We have added procedures and guidelines that personalize workflows through more open communication with both clients and vendors, increasing accountability by reinforcing our own personal investment in your success.

OUR EXPERTS

aLanguageBank has built and maintains the aLB L1 Trust, our global database of multicultural experts, certified linguists, and industry professionals worldwide. The database system, 6000 strong and growing, has been formed organically through over a decade of service to a wide range of government agencies. More than just a database of translators and interpreters, L1 Trust is the largest network of skilled multicultural industry professionals in the world, specifically designed to best help our clients reach their global communication objectives.

Our experts have the necessary real world experience, specialized for your industry. Additionally, they are tested via our comprehensive vetting process. They can deliver the quality that you demand for any of your multilingual projects. As a rule, all linguists employed by aLanguageBank are native speakers of the target language and have at least five years of industry experience. Furthermore, all linguists possible must be certified by the American Translators Association (ATA), one of the most recognized organizations for professional translators in the world, or a similar certifying body.

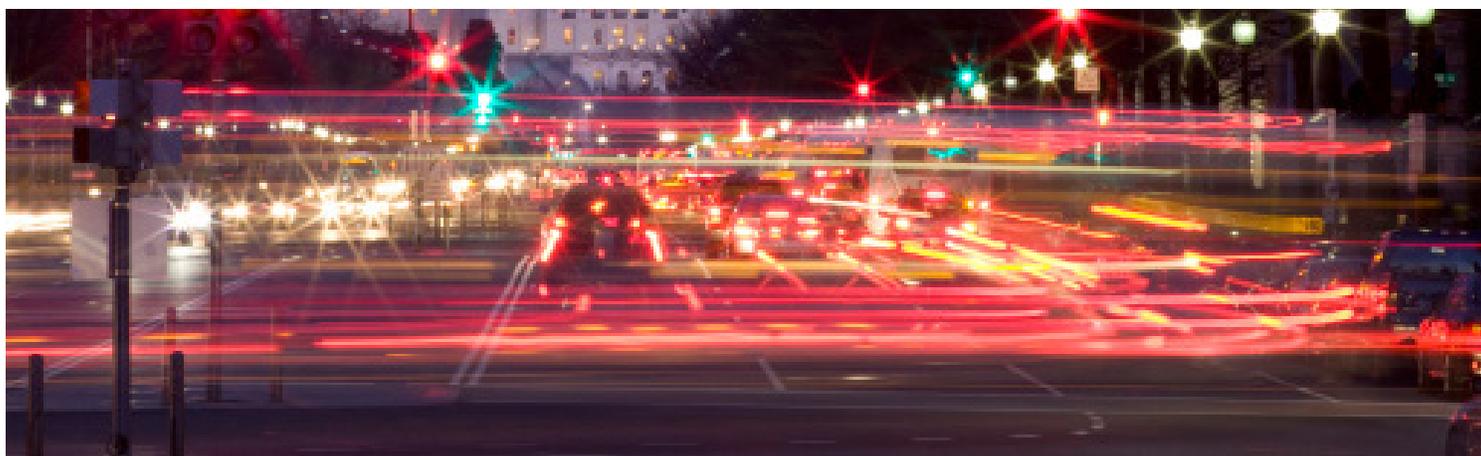


Taking Full Advantage of Technology

OUR TECHNOLOGY

In order to provide the best level of service to our clients, aLanguageBank is compelled to stay on the cutting edge of technology. We study and learn all new and emerging technologies inside of our industry. Our goal is to use the most effective software available to improve process, quality, interoperability, and ourselves. Implementing such technologies will help us to provide you with better service and better value.

But we do not only rely on tools created by others. aLanguageBank uses a well-coordinated assembly of various software and platforms to maximize and improve our services. We always consider what the best tool would be for us to use for a specific purpose. And if we cannot find what we need on the market, then we build it ourselves.



aLB BUSINESSMANAGER

Workflow and business management

This web-based enterprise tool was developed specifically for the language service industry. It establishes a flexible job and workflow management system that simplifies and integrates complex processes. *BusinessManager* also automates some inefficient manual processes. And it seamlessly interfaces with multiple other technologies and platforms at aLanguageBank.

You have your own profile on our *BusinessManager*. It customizes both manual and automated workflows to your specific needs. Approved members of your organization can access your profile at any time through a web browser.

aLB L1TRUST

Linguistic resource management

aLB *L1 Trust* is our proprietary web based platform specifically designed to pair you with the perfect linguists to help achieve your communication objective. This community contains over 6,000 global profiles and is the largest network of multilingual industry experts in the world. The system's intricate functionalities guarantee that you will be matched with a linguist with the most suitable skills for you.

As a global database, the *L1 Trust* features profile information for linguists who are local to your region of operation anywhere in the world. The broadcast features built into our system allow aLB to connect you with the appropriate linguist local to your area, ready to perform wherever and whenever you may need them.

memoQ (Translation Memory)

Asset and terminology management

aLanguageBank uses memoQ, a translation environment tool that integrates multiple tools into one collaborative linguistic platform. Translation memories (TM) have been around for many years, managing translation assets. But memoQ combines the technical integration of Translation Management Systems (TMS) with the human integration of cloud environments. The most advanced technology of its kind, memoQ improves the productivity of human translators and the quality of their work.

Service: 382-1 Translation

GSA SERVICE DEFINITION 382-1

Services include the translation of written, electronic and multi-media material to and from English and native Foreign Languages.

TRANSLATION OVERVIEW

aLanguageBank takes a comprehensive approach to delivering not just translation, but multilingual solutions.

We know that translation requires an understanding of the languages of the source and target audience. But it also requires an understanding of their cultures. Our qualified linguists are bicultural experts skilled at preserving the original meaning and intent of a text.

aLanguageBank has experience working in all major file formats, in well over 150 different languages and dialects. We can deliver your project in almost any format, for printing or for the Internet. And because communication is not limited to any one language or culture, we often work in language combinations that do not include English.

PROCESS

Our staff is here to provide you with effortless day-to-day operations as well as consultation and guidance. After free analysis and quoting of your project, we consider all of your needs to determine the best work plan and the best resources. We can provide you with extremely fast turnarounds and consistency across huge volumes.

Our proprietary platform for resource management is the aLB L1 *Trust*. It coordinates several thousand multicultural professionals, subject matter experts, technology experts, and consultants on six continents. While organizing and mobilizing our pre-qualified vendors, it also manages all of our vendor services. Our L1 *Trust* offers you the best linguistic and cultural human assets available.

RELATED EXPERIENCE

- **Federal Emergency Management Agency**
- **Department of Justice**
- **ARMY**
- **Department of Homeland Security**
- **Immigration and Customs Enforcement**

Service: 382-1

Translation (continued)

SERVICE DESCRIPTIONS:

Translation

Converting written text from one language to another

Transcription

Converting audio or video recordings into written text

Editing

A new linguist reviews a translation checking for technical errors and accuracy while improving the overall style and flow

Layout Proofreading

Reviewing a translation supplied by the client, checking for technical errors and accuracy, but not making stylistic improvements

Copywriting / Transcreation

Using a set of communication guidelines to create original text directly in a target language, allowing native sentence structure, style, literary nuance, and cultural reference

DTP Formatting

Using a template or source to place text in any language into a graphic design or specific format

Graphic Design

Creation or construction of images and/or layouts

Glossary Development

Before translation, construction of a customized database of preferred translations for certain terms

Translation Memory Management

Maintenance of client specific Translation Memory utilized for storing previously approved translation material

PRICES:

TRANSLATION SIN 382-1 (WORD)

Spanish	\$0.14
Western European	\$0.18
Eastern European	\$0.22
Scandinavian	\$0.24
Asian	\$0.26
Rare	\$0.29

TRANSCRIPTION - MONOLINGUAL (HOUR)

English	\$27.00
Spanish	\$32.00
Western European	\$34.00
Eastern European	\$36.00
Scandinavian	\$38.00
Asian	\$40.00
Rare	\$42.50

SERVICES IN SUPPORT OF TRANSLATION (HOUR)

Editing	\$67.30
Layout Proofreading	\$67.30
Copywriting	\$74.80
Project Coordination	\$74.80
Project Management	\$89.70
DTP Formatting	\$67.80
Graphic Design	\$74.80
Glossary Development	\$87.70
Translation Memory Managemnt	\$112.00

NOTES ABOUT PRICING

Project minimum is \$100.00 per assignment

Per Language minimum is \$75.00 per assignment

For Transcription Service labor hour is equatable to roughly 6 audio minutes

Service: 382-2 Interpretation

GSA SERVICE DEFINITION 382-2

Services include the interpretation of oral communication to and from English and native Foreign Languages.

INTERPRETATION OVERVIEW

Interpretation requires a unique set of skills. Communication needs to be instantaneous; there is no time to edit or proofread. There is no time for mistakes.

aLanguageBank only works with linguists that have proven experience in interpretation. Respectful and unbiased, these professionals are available around the US and around the world. With backgrounds and education in numerous fields and industries, they can handle any assignment.

PROCESS

For each assignment, we select only a pre-qualified linguist who is right for that job. Special skills, industry knowledge, dialect, and even gender may determine that selection. All of our interpreters must follow industry standard Codes of Ethics and Professional Conduct.

As an additional tool to verify their skills, we may test our interpreters using our own BilingualBility™. This proprietary testing platform developed by aLanguageBank establishes a standardized and quantitative process to verify the bilingual proficiency level of candidates. Based on the latest psychometric testing research, it was developed in collaboration with linguistic experts.

We also maintain Quality Profiles in each interpreter's account on our aLB L1 Trust platform. These profiles store Client Satisfaction Surveys, complaints, and compliments. All of this feedback is combined with our own internal survey to create an up-to-date vendor rating.

RELATED EXPERIENCE

- Federal Emergency Management Agency
- Department of Justice
- ARMY
- Department of Education
- Department of Labor

SERVICE DESCRIPTIONS

Simultaneous On-Site Interpretation

Converting spoken speech back and forth between multiple languages, at the same time as the clients speak

Consecutive On-Site Interpretation

Converting spoken speech back and forth between multiple languages, immediately after each client speaks and pauses briefly for the interpreter

PRICES:

INTERPRETATION - SIMULTANEOUS ON-SITE

Hourly	\$124.00
Daily	\$893.00

INTERPRETATION- CONSECUTIVE ON-SITE

Hourly	\$85.00
Daily	\$675.00

NOTES ABOUT PRICING

Minimum required for any on-site Interpretation project is 2 Hours

Due to the demanding nature of Simultaneous Interpretation, all assignments will require a team of no less than 2 interpreters

If necessary, travel expenses, accommodations, and per diem expense will be charged to the client in accordance with FAR

All equipment rental expense related to Simultaneous Interpretation will be charged to the client at cost; this may include shipping

Service: 382-3 Language Testing

GSA SERVICE DEFINITION 382-3

Instructional training for various language proficiency levels and testing is included. Educational material in publication, software, audio and video formats may be provided.

LANGUAGE TESTING OVERVIEW

In order to certify the continuous language aptitude of our resources, aLanguageBank utilizes BilingualBility™ our proprietary language testing platform available online. Developed based on the language testing standards of the Interagency Language Roundtable, BilingualBility™ is the first language test of its kind to offer an immersive dual language testing environment.

PROCESS

Unlike other language testing programs that test in only one language, BilingualBility™ tests a candidate's paired languages simultaneously, and is a true recreation of the bilingual communication setting.

Additionally, BilingualBility™ features built-in identity verification through webcam. This not only guarantees that the candidate taking the test is the same person who will be providing services onsite, it also allows test taking anywhere and anytime with no need for on-site proctoring.

Furthermore, the test platform is fully customizable, and with your input, we will be able to create a test built around terminologies and scenarios unique to your industry or field of operation.

SERVICE DESCRIPTIONS:

Language Proficiency Test

BilingualBility™ is an immersive language testing platform that tests a candidate's aptitude in paired languages simultaneously

PRICES:

LANGUAGE TESTING (TEST)

BilingualBility™ Language Proficiency Test	\$110.00
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NOTES ABOUT PRICING

For more information on pricing for this customized language testing structure, please contact a representative at aLanguageBank about how we can use BilingualBility™ to meet your needs.

The minimum charge for BilingualBility™ is dependent upon the clients specific scope of work, and testing needs

Service: 382-5 American Sign Language

GSA SERVICE DEFINITION 382-5

Services under this SIN enhance the accessibility and availability of the spoken and written word by those who are visually and/or hearing impaired.

AMERICAN SIGN LANGUAGE OVERVIEW

aLanguageBank provides on-site interpretation in American Sign Language (ASL), Contact Sign (formerly Pidgin Sign English), and even Tactile signing for the deaf and blind.

We are dedicated to providing service to deaf and hard-of-hearing communities around the country. We are an organizational member of the Registry of Interpreters for the Deaf (RID), the largest organization dedicated to communication with those communities. All of our expert interpreters are certified by either RID or the National Association of the Deaf (NAD), with varying levels and types of certification.

PROCESS

As professionals, our interpreters are all respectful and thoughtful. They strictly adhere to industry-standard Codes of Professional Conduct, maintaining ethical and unbiased service. But they also bring a deeper familiarity with the culture of the community with whom you are trying to communicate. The deaf and hard-of-hearing often feel as if they are foreigners in their own land. Our interpreters allow them to be heard by you, but also to feel understood by you.

For each assignment, we select only a pre-qualified linguist who is right for that job. Special skills, industry knowledge, dialect, and even gender may determine that selection. All of our interpreters must follow industry standard Codes of Ethics and Professional Conduct.

We also maintain Quality Profiles in each interpreter's account on our aLB L1 *Trust* platform. These profiles store Client Satisfaction Surveys, complaints, and compliments. All of this feedback is combined with our own internal survey to create an up-to-date vendor rating.

RELATED EXPERIENCE

- Federal Emergency Management Agency
- Department of Justice
- Department of Labor
- Department of Homeland Security
- Immigration and Customs Enforcement

SERVICE DESCRIPTIONS:

On-Site ASL Interpretation

Converting back and forth between spoken speech and American Sign Language, or one of its derived forms

PRICES:

AMERICAN SIGN LANGUAGE (HOUR)

On-site ASL Interpretation (9:00 am - 5:00 pm, Mon. - Fri.)	\$52.00
On-site ASL Interpretation (After 5:00 pm, Weekends and Holidays)	\$78.00
On-site ASL Interpretation (Less than 24-hours notice)	\$78.00

NOTES ABOUT PRICING

Minimum required for any on-site Interpretation project is 2 Hours

Due to the physical demands of ASL Interpretation, assignments exceeding 1 Hour in length may require 2 ASL interpreters

If necessary, travel expenses, accommodations, and per diem expense will be charged to the client in accordance with FAR

Languages

SPANISH Spanish

WESTERN EUROPEAN Catalan, Dutch, Flemish, French, German, Haitian Creole, Italian, Luxembourgish, Portuguese, Quebecois, Yiddish

EASTERN EUROPEAN Belarusian, Bosnian, Bulgarian, Croatian, Czech, Greek, Hungarian, Polish, Romanian, Russian, Serbian, Slovak, Slovenian, Ukrainian

ASIAN I Chinese (Traditional or Simplified), Korean, Vietnamese

ASIAN II Arabic, Bengali, Farsi, Gujarati, Hebrew, Hindi, Indonesian, Japanese, Kashmiri, Khmer (Cambodian), Malay, Pashto, Punjabi, Tagalog, Taglish, Thai, Turkish, Urdu

SCANDINAVIAN Danish, Finnish, Icelandic, Norwegian, Swedish

RARE Afrikaans, Albanian, Amharic, Armenian, Basque, Burmese, Cape Verdean Creole, Cham, Coptic, Dagbani, Estonian, Fijian, Fulani, Ga, Gaelic, Georgian, Hausa, Hawaiian, Hmong, Javanese, K'iche, Kannada, Krahn, Kurdish, Lao, Latvian, Lithuanian, Macedonian, Malayalam, Malinke, Mande, Mixtec, Mongolian, Nepali, Nigerian Pigin English, Papiamentu, Samoan, Sinhalese, Somali, Swahili, Tamil, Telugu, Tibetan, Twi, Visayan, Wolof, Yoruba (and many others)

Additional Pricing Information

RUSH PROJECT SURCHARGE

The rush surcharge is 15% of the agreed price list. The rush surcharge will be applicable when the requested daily output is more than 1,500 words for technical content and 2,000 words for non-technical content per translator.

DISCOUNTS

Volume Discount

100,000 – 299,999 words: 2% discount of the translation cost
300,000 – 599,999 words: 3% discount of the translation cost
600,000 – 1,000,000 words: 5% discount of the translation cost

Blanket Purchase Agreement Discount

For the indefinite volume we may receive on Blanket Purchase Agreements, we will offer 2% discount in addition to the preferable rate we submitted to the GSA in the proposal.

Prompt Payment Discount

aLanguageBank's invoices are payable within 30 days net. A 2% discount applies to payments made within 15 calendar days.

CANCELLATION POLICY

Any cancellation of interpretation services needs to be received 48 hours before the pre-scheduled time during aLanguageBank's office hours (Monday through Friday, 9:00 AM – 6:00 PM Eastern Standard Time, excluding National Holidays defined by the Labor Department of the United States) to avoid the minimum charge to the ordering agency.

TRAVEL EXPENSES

Should aLanguageBank not be able to provide on-site interpreters local to the area of performance, we will operate according to the following terms as outlined in the Statement of Work in Solicitation No. TFTP-GC-017382-B, through which aLanguageBank was awarded GSA Contract # GS-10-F-0143M (SIN 382 1 Translation Services & SIN 382 2 Interpretation Services).