



## General Services Administration

### Federal Supply Service

#### *Authorized Federal Supply Schedule Price List*

Online 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 access for GSA Advantage is:  
<http://www.gsa.gov>.

For more information on ordering from Federal Supply Schedules go to:  
[www.gsa.gov/portal/category/21316](http://www.gsa.gov/portal/category/21316).

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### Contact Information

#### **Contract Administration**

Georgeanne Van, *President*

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### Schedule for Language Services

Federal Supply Group: **738 II**

Contract Number: **GS-10F-0171R**

#### **Awarded SINs:**

382-1 Translation Services

382-1 Desktop Publishing Services

382-2 Interpretation Services

**NAICS:** 541930

**CAGE:** 3MBR4

**DUNS:** 103367087

Contract Period:

**January 18, 2010 - January 17, 2015**

Business Size/Classification:

**Small, Women-Owned**

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We *bridge* the language gap<sup>®</sup>

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*Multi-Service Language Solutions*

## **ABOUT GLC**

Global Languages & Cultures, Inc. is a women-owned, multi-service language solutions provider offering translation, interpretation, desktop publishing, and software & website localization – *in every language*, since 1993.

Our attention to detail and a network of native speaking linguists ensures that the intended message remains intact while avoiding undesired cultural connotations. Access to linguists that are certified by the American Translators Association (ATA) and experts in their fields enables us to handle complicated documents for US Government agencies in any industry.

Here at GLC we consider excellent customer service our top priority and guarantee complete satisfaction with the quality, turn-around time, and cost for every project you send our way.

## **PAST WORK**

GLC has a long history of providing quality language solutions to several US Government agencies. Our organization has had the honor of providing the U.S. Army, Special Operations Forces with translation, editing and printing of training materials into several Middle Eastern languages. From 2005 to 31-03-2010, GLC provided the USAF AFCENT 380 ECONS with cultural advisers to assist the USAF with their linguistic and cultural needs. We have also partnered with Labat Environmental (GS-10F-0140J) in translating Standard Operating Procedures manuals. For over two years GLC worked with the US Trade and Development Agency in completing nine projects providing translation of Terms of Reference documents.

# CUSTOMER INFORMATION

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**1. TABLE OF AWARDED SPECIAL ITEM NUMBER(S)**

382-1 Translation Services  
382-2 Interpretation Services

**2. MAXIMUM ORDER**

\$1,000,000

**3. MINIMUM ORDER**

\$100

**4. GEOGRAPHIC COVERAGE (DELIVERY AREA)**

FOB Domestic and Overseas

**5. POINT(S) OF PRODUCTION (CITY, COUNTY AND STATE OR FOREIGN COUNTRY)**

Same as Company Address

**6. DISCOUNT FROM LIST PRICES OR STATEMENT OF NET PRICE**

Government net prices, all of which include the IFF.

**7. QUANTITY/VOLUME DISCOUNTS**

See Pricing

**8. PROMPT PAYMENT TERMS**

Net 30 days

**9. GOVERNMENT PURCHASE CARDS**

**A. ACCEPTED UP TO THE MICRO-PURCHASE THRESHOLD**

Yes

**B. ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD**

Yes

**10. FOREIGN ITEMS**

None

# CUSTOMER INFORMATION

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*(Continued)*

## **11. DELIVERY**

### **A. TIME OF DELIVERY**

Specified on the Task Order

### **B. EXPEDITED DELIVERY**

Available - Contact Contractor

### **C. OVERNIGHT AND 2-DAY DELIVERY**

Available - Contact Contractor

### **D. URGENT REQUIREMENTS**

% Increase if Order is Rushed - Contact Contractor

## **12. F.O.B. POINT(S)**

Destination

## **13. ORDERING ADDRESS(ES)**

Same as Contractor Address on Page 1

## **14. PAYMENT ADDRESS(ES)**

Same as Contractor Address on Page 1

## **15. WARRANTY PROVISION**

Contractor's Standard Commercial Warranty

## **16. EXPORT PACKING CHARGES (IF APPLICABLE)**

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

# CUSTOMER INFORMATION

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*(Continued)*

**20. TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES (IF APPLICABLE)**

N/A

**21. LIST OF SERVICE AND DISTRIBUTION POINTS (IF APPLICABLE)**

See Locations at [www.e-translation.com](http://www.e-translation.com)

**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**

103367087

**26. NOTIFICATION REGARDING REGISTRATION IN CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE**

CAGE Code: 3MBR4

**27. UNCOMPENSATED OVERTIME**

N/A

# DOCUMENT TRANSLATION (SIN 382-1)



*The communication of the meaning of text from one language to another in written form.*

## **OUR LINGUISTS**

Global Languages & Cultures, Inc. exclusively uses native speaking linguists certified by the American Translator's Association. These individuals are experts in their fields – which include Education, Life Sciences, Government, Insurance, Financial & More. Their language and subject knowledge enables them to translate not only words, but also the tone and the style of the original documents. This ensures that your translated materials are as effective as the originals and that they convey an understanding of the language and culture at hand.

## **QUALITY ASSURANCE**

More than just words are involved in a comprehensive translation of a document.

For a complete translation attention must be paid to:

- Numerical Values
- Units of Measurement
- Date & Time System
- Telephone Numbers
- Country-specific References
- Cultural Verification

At GLC we fully understand the complexity of translation and have developed a process that results in translated documents that read as if they were written in the target language. The key to our quality assurance is the fact that a second qualified translator always reviews the translation and our in-house project management & desktop publishing staff proofs finalized documents before they are released.

# DESKTOP PUBLISHING (SIN 382-1)



*Page layout of books, marketing materials, graphics, and other on a desktop computer.*

## **CAPABILITIES**

GLC's staff is experienced with typesetting complex files with tight deadlines on both Mac and PC operating systems. Last minute requests are not an issue because we understand the importance of making your documents look flawless.

Our DTP staff is proficient with:

- Microsoft Office
- Adobe Creative Suite
  - InDesign, Illustrator, Flash and Photoshop
- FrameMaker
- PageMaker
- QuarkXPress.

With our extensive library of fonts we are capable of desktop publishing in any language, whether it is character or alphabet based. At project completion our clients can expect prompt delivery of electronic files and/or whatever output they have requested.

## **QUALITY ASSURANCE**

When GLC executes a DTP project we keep an eye on every detail. Not only do our desktop publishing staff validate fonts and formatting, but they also accommodate for expansion and contraction of the target language. Furthermore, there are distinct rules for hyphenation and word breaks for each language. Our goal is for your document to look as if it was originally created in the target language.

# INTERPRETATION (SIN 382-2)



*The communication between different languages verbally or via sign language.*

Interpretation is a complex endeavor. Linguists must be able to respond immediately with the correct word or phrase – there is no room for error and revisions are not possible. Global Languages & Cultures, Inc. is prepared to provide expert interpreters across the globe under strict deadlines. Our capabilities also include sign language, for the hearing impaired, and telephonic for cost-effective, long-distance interpretation.

## **THERE ARE TWO BASIC TYPES OF INTERPRETATION:**

### **CONSECUTIVE**

The interpreter stands next to the source-language speaker and speaks after the source-language speaker has paused. The speech/conversation is divided into segments – an alternation between the source-language speaker's statements and the interpreter's rendering in the target language.

### **SIMULTANEOUS**

The interpreter renders the message in the target language from the source language, while the source language speaker continuously speaks. This method of interpretation involves professional equipment for proper execution. The interpreter sits in a sound proof booth with a microphone while the target language listeners receive the message via headphones.

## **QUALITY ASSURANCE**

GLC implements a rigorous process for the selection of each interpreter. We take into account not only the target language but also the location of the project, the expertise that is necessary, and the nature of the assignment so that your interpreter is a perfect match for your needs.

# GOVERNMENT AWARDED PRICING

*All prices are inclusive of the 0.75% IFF*

## 382-1 Document Translation

<b>LANGUAGE</b>	<b>FROM ENGLISH</b> <i>Rate Per Word</i>	<b>INTO ENGLISH</b> <i>Rate Per Word</i>
Afrikaans	\$0.28	\$0.28
Albanian	\$0.24	\$0.24
Amharic	\$0.32	\$0.32
Arabic	\$0.25	\$0.25
Armenian	\$0.24	\$0.24
Assyrian	\$0.25	\$0.25
Azeri	\$0.32	\$0.32
Basque	\$0.14	\$0.14
Belarusian	\$0.24	\$0.24
Bengali	\$0.32	\$0.32
Berber	\$0.32	\$0.32
Bosnian	\$0.24	\$0.24
Bulgarian	\$0.24	\$0.24
Burmese	\$0.32	\$0.32
Catalan	\$0.24	\$0.24
Chichewa	\$0.32	\$0.32
Chinese (Simplified & Traditional)	\$0.18	\$0.20
Creole (Haitian)	\$0.25	\$0.25
Croatian	\$0.24	\$0.24
Czech	\$0.12	\$0.12
Danish	\$0.24	\$0.24
Dari	\$0.32	\$0.32
Dhivehi Maldivian	\$0.30	\$0.30
Dutch	\$0.24	\$0.24
Estonian	\$0.24	\$0.24
Farsi	\$0.25	\$0.25
Finnish	\$0.24	\$0.24
French (Continental)	\$0.14	\$0.14
Gaelic	\$0.24	\$0.24
Georgian	\$0.24	\$0.24
German	\$0.16	\$0.22
Greek	\$0.24	\$0.24
Gujarati	\$0.32	\$0.32
Hausa	\$0.32	\$0.32
Hebrew	\$0.25	\$0.25

## 382-1 Document Translation *(continued)*

<b>LANGUAGE</b>	<b>FROM ENGLISH</b> <i>Rate Per Word</i>	<b>INTO ENGLISH</b> <i>Rate Per Word</i>
Hindi	\$0.32	\$0.32
Hmong	\$0.30	\$0.30
Hungarian	\$0.24	\$0.24
Icelandic	\$0.24	\$0.24
Italian	\$0.16	\$0.22
Japanese	\$0.23	\$0.23
Kannada	\$0.32	\$0.32
Kazakh	\$0.32	\$0.32
Khmer	\$0.30	\$0.30
Korean	\$0.30	\$0.30
Kyrgyz	\$0.32	\$0.32
Lao	\$0.30	\$0.30
Latvian	\$0.24	\$0.24
Lithuanian	\$0.24	\$0.24
Macedonian	\$0.24	\$0.24
Malagasy	\$0.30	\$0.30
Malay	\$0.18	\$0.20
Malayalam	\$0.32	\$0.32
Maltese	\$0.24	\$0.24
Moldovan	\$0.24	\$0.24
Mongolian	\$0.24	\$0.24
Nauruan	\$0.32	\$0.32
Nepali	\$0.32	\$0.32
Norwegian	\$0.24	\$0.24
Papiamentto	\$0.25	\$0.25
Pashto	\$0.32	\$0.32
Polish	\$0.24	\$0.24
Portuguese (Brazilian)	\$0.16	\$0.18
Portuguese (Continental)	\$0.14	\$0.14
Punjabi	\$0.32	\$0.32
Romanian	\$0.24	\$0.24
Russian	\$0.12	\$0.12
Samoan	\$0.32	\$0.32
Serbian	\$0.24	\$0.24
Sinhalese	\$0.32	\$0.32
SiSwati (aka Swazi or Swati)	\$0.32	\$0.32
Slovak	\$0.12	\$0.12
Slovenian	\$0.24	\$0.24
Somali	\$0.32	\$0.32

## 382-1 Document Translation *(continued)*

<b>LANGUAGE</b>	<b>FROM ENGLISH</b> <i>Rate Per Word</i>	<b>INTO ENGLISH</b> <i>Rate Per Word</i>
Spanish (Continental)	\$0.14	\$0.14
Spanish (Latin American)	\$0.16	\$0.18
Swahili	\$0.28	\$0.28
Swedish	\$0.24	\$0.24
Tagalog	\$0.30	\$0.30
Tajik	\$0.32	\$0.32
Tamil	\$0.32	\$0.32
Telugu	\$0.32	\$0.32
Thai	\$0.18	\$0.20
Tigrinya	\$0.32	\$0.32
Tokelauan	\$0.32	\$0.32
Tongan	\$0.32	\$0.32
Turkish	\$0.12	\$0.12
Turkmen	\$0.32	\$0.32
Tuvaluan	\$0.32	\$0.32
Ukrainian	\$0.24	\$0.24
Urdu	\$0.28	\$0.28
Uzbek	\$0.32	\$0.32
Vietnamese	\$0.30	\$0.30
Welsh	\$0.24	\$0.24
Yiddish	\$0.25	\$0.25
Yoruba	\$0.32	\$0.32
Zulu	\$0.30	\$0.30

# 382-1 Desktop Publishing

## EUROPEAN, AMERICAN & CARIBBEAN

\$26.25 per page

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Albanian	Dutch	Latvian	Russian
Armenian	Estonian	Lithuanian	Serbian
Basque	Finnish	Macedonian	Slovak
Belarusian	French -Continental	Maltese	Slovenian
Bosnian	Gaelic	Moldavian	Spanish -Continental
Bulgarian	Georgian	Norwegian	Spanish -Latin American
Catalan	German	Papiamento	Swedish
Creole -Haitian	Greek	Polish	Turkish
Croatian	Hungarian	Portuguese -Brazilian	Ukrainian
Czech	Icelandic	Portuguese -Continental	Welsh
Danish	Italian	Romanian	

## ASIAN, AFRICAN & MIDDLE EASTERN:

\$33.75 per page

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Afrikaans	Gujarati	Malayalam	Telagu
Amharic	Hausa	Mongolian	Thai
Arabic	Hebrew	Nauruan	Tigrinya
Assyrian	Hindi	Nepali	Tokelauan
Azeri	Hmong	Pashto	Tongan
Bengali	Japanese	Punjabi	Turkmen
Berber	Kannada	Samoan	Tuvaluan
Burmese	Kazakh	Sinhalese	Urdu
Chichewa	Khmer	SiSwati	Uzbek
Chinese -Simplified	Korean	Somali	Vietnamese
Chinese -Traditional	Kyrgyz	Swahili	Yiddish
Dari	Lao	Tagalog	Yoruba
Dhivehi Maldivian	Malagasy	Tajik	Zulu
Farsi	Malay	Tamil	

# 382-2 Interpretation

## CONSECUTIVE INTERPRETATION

HOURLY (3hr min)      DAILY (Full 8hr Day)

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<b>GROUP A</b>	<b>\$85</b>	<b>\$650</b>
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French -Continental	Portuguese -Continental
German	Spanish -Continental
Italian	Spanish -Latin American
Portuguese –Brazilian	

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<b>GROUP B</b>	<b>\$100</b>	<b>\$730</b>
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Albanian	Estonian	Mongolian
Armenian	Finnish	Norwegian
Basque	Gaelic	Polish
Belarusian	Georgian	Romanian
Bosnian	Greek	Russian
Bulgarian	Hungarian	Serbian
Catalan	Icelandic	Slovak
Chinese	Latvian	Slovenian
Croatian	Lithuanian	Swedish
Czech	Macedonian	Turkish
Danish	Maltese	Ukrainian
Dutch	Moldovan	Welsh

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<b>GROUP B</b>	<b>\$130</b>	<b>\$850</b>
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Afrikaans	Japanese	SiSwati
Amharic	Kannada	Somali
Arabic	Kazakh	Swahili
Azeri	Khmer	Tagalog
Bengali	Korean	Tajik
Berber	Kyrgyz	Tamil
Burmese	Lao	Telagu
Cantonese	Malagasy	Thai
Chichewa	Malay	Tigrinya
Creole -Haitian	Malayalam	Tokelauan
Dari	Mandarin	Tongan
Dhivehi Maldivian	Nauruan	Turkmen
Farsi	Nepali	Tuvaluan
Gujarati	Papiamento	Urdu
Hausa	Pashto	Uzbek
Hebrew	Punjabi	Vietnamese
Hindi	Samoan	Yiddish
Hmong	Sinhalese	Yoruba

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Overtime at 1.5 times the applicable hourly rate will apply for  
ALL interpretation tasks in excess of eight hours per day.

## 382-2 Interpretation *(continued)*

### SIMULTANEOUS INTERPRETATION

*Two interpreters required, price PER interpreter*  
HOURLY (3hr min)      DAILY (Full 8hr Day)

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<b>GROUP A</b>	\$123	\$926
French -Continental	Portuguese -Continental	
German	Spanish -Continental	
Italian	Spanish -Latin American	
Portuguese -Brazilian		

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<b>GROUP B</b>	\$140	\$950
Albanian	Estonian	Mongolian
Armenian	Finnish	Norwegian
Basque	Gaelic	Polish
Belarusian	Georgian	Romanian
Bosnian	Greek	Russian
Bulgarian	Hungarian	Serbian
Catalan	Icelandic	Slovak
Chinese	Latvian	Slovenian
Croatian	Lithuanian	Swedish
Czech	Macedonian	Turkish
Danish	Maltese	Ukrainian
Dutch	Moldovan	Welsh

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<b>GROUP B</b>	\$160	\$1,000
Afrikaans	Japanese	SiSwati
Amharic	Kannada	Somali
Arabic	Kazakh	Swahili
Azeri	Khmer	Tagalog
Bengali	Korean	Tajik
Berber	Kyrgyz	Tamil
Burmese	Lao	Telagu
Cantonese	Malagasy	Thai
Chichewa	Malay	Tigrinya
Creole -Haitian	Malayalam	Tokelauan
Dari	Mandarin	Tongan
Dhivehi Maldivian	Nauruan	Turkmen
Farsi	Nepali	Tuvaluan
Gujarati	Papiamento	Urdu
Hausa	Pashto	Uzbek
Hebrew	Punjabi	Vietnamese
Hindi	Samoan	Yiddish
Hmong	Sinhalese	Yoruba

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Overtime at 1.5 times the applicable hourly rate will apply for  
ALL interpretation tasks in excess of eight hours per day.