

GENERAL SERVICES ADMINISTRATION

Federal Supply Services Authorized Federal Supply Schedule list

Federal Supply Group: 738

SIN: **382-1** (Translations), **382-2** (Interpreting), **382-4** (CLASS), **382-5** (Sign Language Interpreting)

Contract Number: GS-10F-0185S

Contract Period: March 20th 2011 – March 19th 2016



**The Cresston Company LLC
d.b.a Compass Languages**

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Vision: To become the US Federal Government's #1 partner for translations, spoken and ASL interpreting, and language support and analysis by consistently delivering affordable quality multi-language communications, on time.

Compass Languages is a global network of language specialists with over 70 languages listed on the GSA Schedule. Headquartered in the Washington DC metro area, we help our clients meet their mission by addressing language challenges and facilitating multilingual and cross-cultural communication. We are the only global network of language specialists who combine the rigor of ISO 9001:2008 process controls with cutting edge innovative solutions customized for complex language projects. Our services include language translation, interpreting, and transcription; CLASS; website and software localization; and ASL interpreting. Compass Languages has a proven track record of delivering great service and addressing challenges related to national defense, law enforcement, international diplomacy and serving limited English proficient (LEP) citizens.

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SERVICES OFFERED

The Services we offer are:

- **Language Translation**
 - Turnkey Translations in 72 languages in *any* format
 - Proofreading Services
 - Back translation Services
 - Project Management Services
 - Copy Writing and Editing Services
 - Transcription and Translation of audio recordings
 - Glossary and TM maintenance
 - Desktop Publishing Services
- **Interpreting- Consecutive & Simultaneous**
 - Spoken interpreting in 86 languages
 - Rare and hard-to-find languages
 - Accommodate last minute, rush requests
 - Short-term and Long-term assignments
 - Interpreters all over the United States
- **Sign Language Interpreting**
 - Certified RID and NAD interpreters
 - Accommodate last minute, rush requests
 - Short-term and Long-term assignments
 - Interpreters all over the United States
- **Comprehensive Linguistic Analytical Support Services (CLASS)**
 - Language Analysis
 - Linguist placement
 - Gisting, summarization and abstract writing
 - Transcription
 - Language research

SAMPLE PROJECTS:

Compass Languages has a wide range of experience serving the Federal Government. Below are examples of our ability to partner with our clients to solve problems and on time delivery of services.

US Army - SIGAR Translation & DTP	
Need	Congress has mandated that SIGAR provide the Afghan Government with Dari and Pashtu translations of SIGAR's quarterly reports.
Solution	Compass Languages has been contracted to translate and lay out these reports in the two languages. These reports range for 120 and 180 pages and include graphics, images, tables and diagrams. Using native speakers living in Afghanistan we translate and independently proofread the documents. The final report is laid out in a manner that mirrors the English version. These reports that range up to 100,000 words are translated and the final products are delivered in about 30 days. This contract was issued to Compass Languages in 2009 and continues.

Alcohol, Tobacco & Firearms Transcription & Translation	
Need	The ATF requires the transcription of interviews, phone intercepts and wire taps in support of ongoing investigations. These recordings include English and foreign languages. The linguists working on these projects must be cleared by the ATF for this work. Projects range from a few hundred minutes to several thousand minutes in size.
Solution	Compass Languages has a staff of ATF cleared transcribers fluent in English, Spanish and Arabic. We transcribe and translate the recording and certify them for court submission. We normally turn around these projects in a week (or less when needed).

**US Department of State – African Media Center
Simultaneous Interpreting and Transcription**

Need	The African Media Center (AMC) regularly hosts press conferences. These conferences are broadcasted in a conference call. The AMC requires consecutive interpreting and transcripts of these events. The interpreting is provided through the conference call and the transcripts need to be ready within 5 hours of the completion of the event.
Solution	Compass Languages sets up the conference calls, provided interpreters for the required language pairs (usually French, Portuguese, Spanish and/or Arabic). We record the calls then transcribe and translate them within the five hour required time. We have been providing the service to the AMC since the beginning of 2014.

**Naval Medical Center – San Diego
American Sign Language – Interpreting – Translation – Over the Phone**

Need	The Naval Medical Center – San Diego (NMC-SD) often must service LEP and hard of hearing patients. In addition they occasionally have documents that need to be translated into or out of English. To meet these needs, they must have interpreters onsite for patient appointments, have immediate access to interpreters by phone for unscheduled meetings, have access to ASL interpreters for deaf patients and a simple way to request translation of medical and other documents when required.
Solution	Compass Languages provides a full suite of language services to NMC-SD. We have language interpreter’s onsite nearly every day of the week. We have set up an efficient service request system and we have consistently met every request. Translation services are provided remotely. Since 2010 we have filled several thousand interpreting assignments for a variety of languages (over 20) and ASL. We have established a good working relationship and been there to meet needs 24/7/365.

RATES

Translation

The following rates apply to ALL content including: Marketing, Medical, Legal, Technical and other types.

ENGLISH => FOREIGN LANGUAGE TRANSLATION

SIN 382-1 TRANSLATION SERVICES			GSA Rate	GSA Discount Over Large Commercial Clients
Group 1: Danish Icelandic Russian Dutch Italian Spanish Finnish Norwegian Swedish French Polish German Portuguese			\$0.147 per word	33% GSA discount
Group 2: Afrikaans Creole Lithuanian Basque Croatian Malay Bosnian Czech Slovenian Breton Estonian Tagalog Bulgarian Filipino Thai Byelorussia Georgian Turkish Catalan Hungarian Vietnamese Chinese- Simple Korean Chinese – Traditional Latvian			\$0.196 per word	18% GSA discount
Group 3: Albanian Gujarati Nepali Amharic Haitian Punjabi Arabic Hebrew Pushto Aramaic Hindi Persian Armenian Hmong Rajasthani Assyrian Igbo Sindh Azerbaijani Indonesian Sinhalese Bashkir Japanese Swahili Bengali Kashmiri Tamil Chavacano Kazakh Urdu Creole Kurdish Farsi Lingala			\$0.225 per word	13% GSA discount

Other languages available as well as audio services in all languages

FOREIGN LANGUAGE => ENGLISH TRANSLATION

SIN 382-1 TRANSLATION SERVICES			GSA Rate	GSA discount over Large Commercial Clients
Group 1: Danish Icelandic Russian Dutch Italian Spanish Finnish Norwegian Swedish French Polish German Portuguese			\$0.133 per word	34% GSA discount
Group 2: Afrikaans Creole Lithuanian Basque Croatian Malay Bosnian Czech Slovenian Breton Estonian Tagalog Bulgarian Filipino Thai Byelorussia Georgian Turkish Catalan Hungarian Vietnamese Chinese- Simple Korean Chinese – Traditional Latvian			\$0.177 per word	23% GSA discount
Group 3: Albanian Gujarati Nepali Amharic Haitian Punjabi Arabic Hebrew Pashto Aramaic Hindi Persian Armenian Hmong Rajasthan Assyrian Igbo Sindhi Azerbaijani Indonesian Sinhalese Bashkir Japanese Swahili Bengali Kashmiri Tamil Chavacano Kazakh Urdu Creole Kurdish Farsi Lingala			\$0.203 per word	19% GSA discount

ADDITIONAL SERVICES

SERVICE	GSA Rate	GSA discount over Large Commercial Clients
SIN 382 -1 PROOFREADING SERVICES : All Languages	\$65.00/hour	13% GSA discount
SIN 382 -1 PROJECT MANAGEMENT	\$65.00/hour	13% GSA discount
SIN 382 -1 DESKTOP PUBLISHING : All Languages	\$65.00/hour	13% GSA discount

- All rates include 0.75% IFF.
- GSA rates represent a discount of 18% and 35% between government and commercial customers' rates.
- For projects over 100,000 words a discount of 10% applies.
- Prompt Payment of 5 Days = 1%discount

Interpreting

SIN 382-2 INTERPRETING SERVICES	GSA Rate	GSA discount over Large Commercial Clients
Group 1: Danish Italian Dutch Norwegian Finnish Polish French Portuguese German Russian Greek Spanish Icelandic Swedish	\$80.00/hour	16% GSA Discount
Group 2: Afrikaans Croatian Malay Amharic Czech Romanian Basque Estonian Serbian Bosnian Filipino Serbo-Croatian Breton Georgian Slovenian Bulgarian Hungarian Tagalog Byelorussi Korean Thai Catalan Latvian Turkish Chinese Lithuanian Vietnamese Creole Lao	\$85.00/hour	19% GSA Discount
Group 3: Albanian Hmong Persian Arabic Igbo Punjabi Aramaic Indonesian Rajasthani Armenian Japanese Sindhi Assyrian Kashmiri Sinhalese Azerbaijani Kazakh Somali Bashkir Krio Swahili Bengali Kurdish Tamil Burmese Lingala Tigrinya Chavacano Luganda Twi Farsi Malayalam Urdu Gujarati Mam Wolof Haitian Mandingo Yoruba Hebrew Nepali Hindi Pashto	\$88.00/hour	23% GSA Discount

All spoken interpreting requests require a 3 hour minimum.

- All rates include 0.75% IFF.
- GSA rates represent a discount of 9% and 15% between government and commercial customers' rates.
- Prompt Payment of 5 Days = 1%discount

Sign Language Interpreting

SIN 382-5 SIGN LANGUAGE INTERPRETING SERVICES – Weekday Rates	GSA Rate (First 2 hours)	GSA Rate (Each Additional Hour)	GSA discount over Large Commercial Clients
48 hours notice	\$178.50/first 2 hours	\$80.00/additional hour	15% GSA Discount
ASL - Less than 48 hours notice	\$231.00/first 2 hours	\$105.00/additional hour	16% GSA Discount

SIN 382-5 SIGN LANGUAGE INTERPRETING SERVICES – Evening and Weekend Rates	GSA Rate (First 2 hours)	GSA Rate (Each Additional Hour)	GSA discount over Large Commercial Clients
48 hours notice	\$231.00/first 2 hours	\$92.00/additional hour	16% GSA Discount
ASL - Less than 48 hours notice	\$264.60/first 2 hours	\$109.00/additional hour	16% GSA Discount

All Sign Language interpreting requests require a 2 hour minimum.

- All rates include 0.75% IFF.
- GSA rates represent a discount of 15% and 16% between government and commercial customers' rates.
- Prompt Payment of 5 Days = 1% discount

Comprehensive Linguistic Analytical Support Service (CLASS)

SIN 382-4 CLASS SERVICES	GSA Rate	GSA discount over Large Commercial Clients
Group 1: Danish Italian Dutch Norwegian Finnish Polish French Portuguese German Russian Greek Spanish Icelandic Swedish	\$70.00/hour	30% GSA Discount
Group 2: Afrikaans Croatian Malay Amharic Czech Romanian Basque Estonian Serbian Bosnian Filipino Serbo-Croatian Breton Georgian Slovenian Bulgarian Hungarian Tagalog Byelorussi Korean Thai Catalan Latvian Turkish Chinese Lithuanian Vietnamese Creole Lao	\$75.00/hour	32% GSA Discount
Group 3: Albanian Hmong Persian Arabic Igbo Punjabi Aramaic Indonesian Rajasthani Armenian Japanese Sindhi Assyrian Kashmiri Sinhalese Azerbaijani Kazakh Somali Bashkir Krio Swahili Bengali Kurdish Tamil Burmese Lingala Tigrinya Chavacano Luganda Twi Farsi Malayalam Urdu Gujarati Mam Wolof Haitian Mandingo Yoruba Hebrew Nepali Hindi Pashto	\$85.00/hour	29% GSA Discount

Comprehensive Linguist Analytical Support includes gisting, summarizing, transcribing, researching, and language support for content collected by the government from a variety of sources including but not limited to publications, depositions, public hearings, radio and TV broadcasts, internet websites, and intercepted audio recordings. These sources may be either classified or open source. In some cases the language analysts may require specific subject matter expertise in areas such as security, engineering, medicine, politics, telecommunications and/or military.

- All rates include 0.75% IFF.
- GSA rates represent a discount of 13% and 20% between government and commercial customers' rates.
- Prompt Payment of 5 Days = 1%discount

QUALITY CONTROL

“We are only as good as the quality of our last translation.”

- Leo Brenninkmeyer, founder and owner of Compass Languages

Quality Control Standards:

1. Accuracy: Is it an accurate reflection of the original piece?

- ✓ Are all key messages reflected?
- ✓ Are all details (numbers, dates, etc.) accurate?
- ✓ Are all subtleties and nuances included?

2. Readability: Is the text easy to read?

- ✓ Is there clear sentence structure?
- ✓ Has the correct terminology been used?
- ✓ Has the appropriate style and dialect been used?

3. Grammar: Have all grammar rules been followed?

- ✓ Spelling and Orthography
- ✓ Punctuation and Accentuation
- ✓ Word order and Syntax
- ✓ Capitalization
- ✓ Conjunctions
- ✓ Idioms
- ✓ Agreement

4. Consistency:

- ✓ Have all glossary terms been used?
- ✓ Is the style consistent throughout?
- ✓ Is this document consistent with previous work done?

5. Cultural Sensitivity:

- ✓ Has the appropriate language dialect been used?

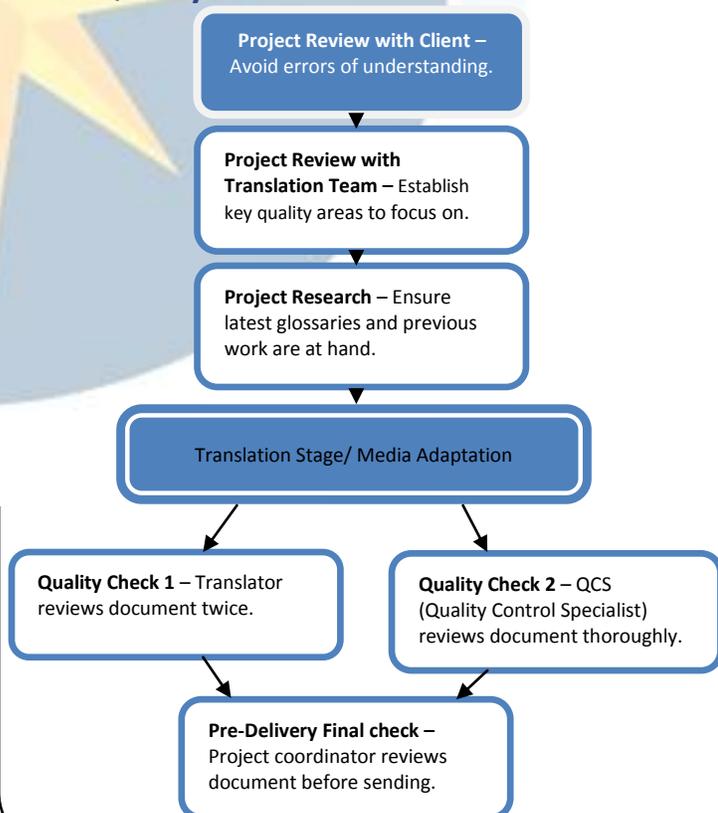
6. Media Issues:

- ✓ Is the layout the same?
- ✓ Graphically the same?
- ✓ Chromatically the same?
- ✓ Usability (Web sites)

7. Other Quality Issues:

- ✓ Have we handled superscripts correctly (©[®])?
- ✓ Have we left any words in the original text for marketing or legal reasons?

The Quality Process:



Ongoing Quality Circle:



QUALITY CONTROL Con't

Quality Control

Compass Languages is obsessive about Quality and manages an ongoing TQM program. Both the systems and the people are closely aligned to prevent, catch and learn from quality issues.

Despite an exemplary quality record, Compass Languages' president continually reminds his team that "we are only as good as our last translation". Quality is everything.

Qualified Individuals

- Quality is checked by 3 separate positions on every translation project: project manager, translator, quality controller.
- Each position is subject to a very arduous multi-interview selection procedure.
- Compass Languages applies their proprietary Compass Languages Certification Exam for each key position. (Please note that only 10% of pre-screened applicants pass this test.).
- This is in addition to the minimum requirements:
 - Minimum 10 years experience.
 - Fortune 1000 experience.
 - Native speaker with sole language only (no multi-language translators.)
 - Familiar with following software:
 - Mac/Windows
 - CAT software – Trados, Wordfast, Deja Vu
 - Visio/PowerPoint/Excel/Word/Outlook
 - DTP - Quark/Adobe Photoshop/InDesign

Project management

The project management is key to ensuring the final quality. The goal of project management is to:

1. Log project into company database – monitored by the company president.
2. Ensure understanding of project scope and requirements.
 - a. Review project with client to confirm scope and expectations.
 - b. Review project to clarify any issues and new terminology.
 - c. Complete Compass Languages Project Sheet which lists:
 - i. Outline of project
 - ii. Received Date

- iii. Delivery date
 - iv. Timeline of project and deliverables by the various team members.
 - v. Delivery format for client.
3. Select the most appropriate team to translate and quality control. This depends upon:
 - a. Client history (familiarity with previous work)
 - b. Content – marketing, technical, legal, medical, and others.
 - c. Project load – ability to deliver the work within the time frame.
4. Manage the project at each stage of the process:
 - a. Ensure on time delivery from each team member.
 - b. Review quality issues with original translator.
5. Final Quality Control before delivery.
6. Review feedback from client (if provided) with team.

Review Procedures

All Documents are reviewed by 3 separate individuals.

The criteria reviewed are:

1. Readability
2. Accuracy
3. Grammar
4. Consistency
5. Cultural Sensitivity
6. Media Formatting Issues

Customer Relations

Quality Control is an ongoing process and the feedback from clients is actively requested, is discussed with client, reviewed by the translation team and documented for future use.

Customers are contacted at any point when there is ambiguity of a possible meaning of a text.

Meeting Urgent Requirements

Compass Languages provides the following for urgent requirements:

1. 1-hour proofing services (subject to document size limitations.)
2. 24-hour translation services (subject to document size limitation)
3. Weekend work (subject to document size limitation)

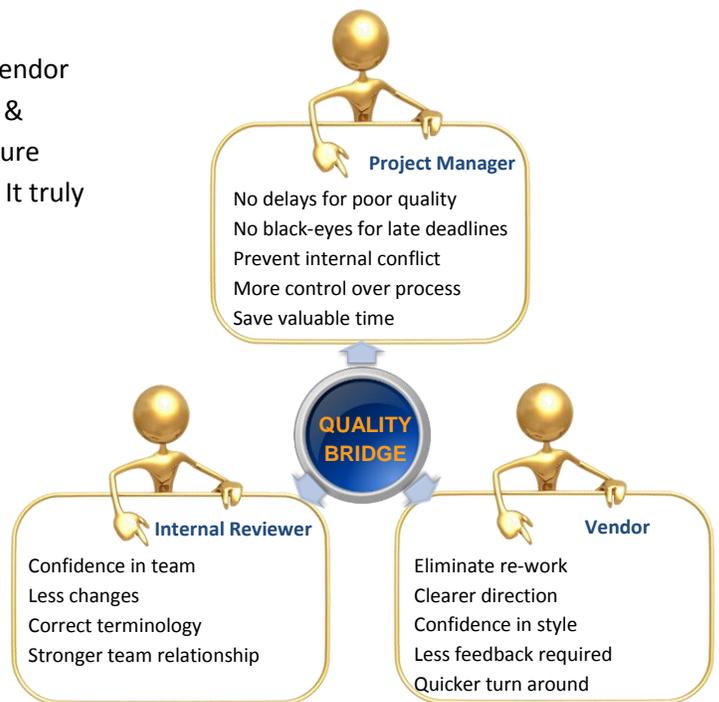
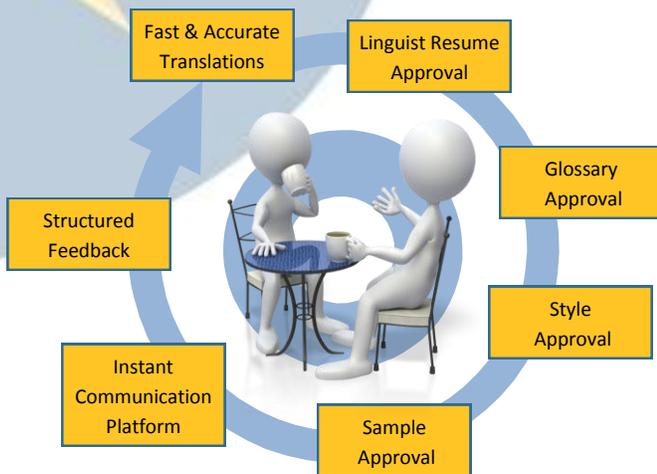


Compass Languages Quality Bridge crosses the gap between the translator and your internal reviewer & provides a solid foundation for long term efficiencies.

Quality Bridge will:

- ⇒ Reduce internal and external costs by up to 40%
- ⇒ Reduce lead times by up to 40%
- ⇒ Lessen headaches for any project manager
- ⇒ Deliver higher quality product... consistently... even if internal reviewers change
- ⇒ Give you control of the quality process even if you don't speak another language

Compass Languages Quality Bridge aligns your translation vendor and the internal reviewer in all aspects of terminology, style & brand. This upfront planning and coordination simplifies future work, builds confidence and ensures better defined quality. It truly builds a solid foundation.



Compass Languages Quality Bridge delivers peace of mind and long term cost & stress reduction in knowing your team is aligned and the lines of communication are open. You will be set up for success for future projects and much more.

CUSTOMER ORDERING INFORMATION

Customer Information:

1. Table of Awarded Special Item Number with appropriate cross-reference to page numbers: 382. Identification of lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: 382-1
2. Maximum Order: \$1,000,000
3. Minimum Order: \$100.00
4. Geographic Coverage: FOB Domestic Only
5. Point of Productions (City, County, State of Foreign Country):
Cresston Company d.b.a Compass Languages
147 Old Solomons Island Road, Suite 302
Annapolis, MD 21401
6. Discount from list prices or statement of net price: Government Net Prices (Discounted Already)
7. Quantity discounts: Yes (see Rates-section for details)
8. Prompt Payment terms: Yes – 1% for 5 Days, Net 30 Days
9. Notification that Government purchase cards are accepted up to the micro-purchase threshold: YES. 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
11. Time of Delivery Regular Turn Around Time: Specified in the Task Order
- 11b. Expedited Delivery: Specified in the Task Order
- 11c. Overnight and 2-day Delivery: Compass Languages offers overnight and 2-deliveries using all major carriers.
- 11d. Urgent Requirements: Compass Languages offers Rush Services as shown in Rates section. For RUSH (overnight, weekends etc.) please use the following phone numbers:
 - a. 410 451 4297
 - b. 410 570 5895 (after 8pm EST)
 - c. GSA dedicated fax: 443 782 0215
12. F.O.B Point(s): Destination
13. Ordering Address:
Cresston Company d.b.a Compass Languages
147 Old Solomons Island Road, Suite 302
Annapolis, MD 21401
14. Payment Address : same
15. Warranty Provision: None
16. Export Packing Charges (if applicable): N/A
17. Govt. Purchase card Acceptance Terms and Conditions (any threshold above the micro-purchase level) : up to \$25,000,-
18. Terms and Conditions of Rental ,Maintenance and Repair (if applicable): NA
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

Terms and Conditions for any other services (if applicable): N/A

21. List of Service and Distribution Points: N/A
22. List of Participating Dealers (if applicable): N/A
23. Preventative Maintenance (if applicable): N/A
24. Environmental Attributes: N/A
25. Data Universal Numbering System (DUNS) Number: 12-5535182
26. Notification Regarding Registration in Central Contractor Registration (CCR) Database: Yes
27. Uncompensated Overtime (indicate if used): No.

FAQ's

How do I order translation services from Compass Languages?

- 24/7 – Email: gsa@compasslanguages.com
- 24/7 – Call : 410 451 4297
- 24/7 – Fax : 1-443-782-0215

Please specify that you are a GSA client so that you receive the “GSA Treatment”!

Why should I use the Federal Supply Schedule?

- Hassle-free pricing (pre-determined)
- Assured Quality (experienced vendors only)
- Easy Payments (all types)
- Hi-tech support

Why Compass Languages?

- Expertise:

Compass Languages is the only East-coast based SME translation company. SME means “Subject Matter Expert” and refers to our in-house system of profiling translators according to their areas of expertise and only matching them up with content that reflects that. Expertise is what ensures a clear translation.

- Compass Languages has an excellent track record with very demanding Fortune 500 clients.
- Compass Languages is a life-long member of the American Translators Association.
- Compass Languages offers very affordable and transparent rates. Your budget control will be easy!