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General Services Administration

Authorized Federal Supply Schedule Price List: Language Services

Federal Supply Group: _____ **738 II**

Class (SIC): _____ **7389**

NAICS Number: _____ **541930**

Contract Number: _____ **GS-10F-0201M**

Current through Modification 0017 Effective May 20, 2014

Contract Period: _____ **March 15, 2012 - March 17, 2017**

Business Size: Small, Disadvantaged, Minority, Woman-Owned, HUBZone Business

Protrans, inc.: Translation & Transcription

1919 North Broadway Street ♦ Santa Ana ♦ California ♦ 92706-2609 ♦ USA

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Schedule of Items

CUSTOMER INFORMATION

1a. **TABLE OF AWARDED SIN: SIN 382-1 Translation Services.**

1b. **IDENTIFICATION OF LOWEST PRICE: Protrans, Inc. Price List is based on a single hour unit of one exclusive quantity/dollar volume, prompt payment.**

2. **MAXIMUM ORDER: \$1,000,000.00.**

3. **MINIMUM ORDER: \$100.00.**

4. **GEOGRAPHIC COVERAGE: FOB domestic only.**

5. **POINT(S) OF PRODUCTION: US.**
6. **DISCOUNT: Prices offered in this schedule are net all discounts.**
7. **QUANTITY DISCOUNTS: Volume word discounts are \$.01 per word from 25,000 to 50,000 words, \$.02 per word from 50,001 – 199,999 and \$.03 per word from 200,000 + (single subject or same documents). BPA discount 1.5% one year or longer in length. Rush charges are negotiated at a flat rate of 15% of total project cost when the minimum number per day per translator are exceeded and the normal turnaround time frame of 5 business days are established. Words per day per translator defined as 2,800 per day for non technical and 2,000 words per day on technical. Blanket Purchase Orders: A BPA discount of 1.5% on task orders of one (1) year or more in length is accepted are Volume word discounts.**
8. **PROMPT PAYMENT TERMS: 1% 10 days: Net 30 days.**
- 9a. **NOTIFICATION THAT GOVERNMENT PURCHASE CARDS ARE ACCEPTED AT OR BELOW THE MICRO-PURCHASE THRESHOLD: Yes.**
- 9b. **NOTIFICATION WHETHER OR NOT GOVERNMENT PURCHASE CARDS ARE ACCEPTED OR NOT ACCEPTED ABOVE THE MICRO-PURCHASE THRESHOLD: Will not, over \$2,500.00; contact contractor.**
10. **FOREIGN ITEMS: None.**
- 11a. **TIME OF DELIVERY: Will be determined for each separate task/delivery order placed under this Schedule.**
- 11b. **EXPEDITED DELIVERY: Items available for expedited delivery are denoted in this price list by the use of an " * " placed next to the name of the service offered; contact contractor.**
- 11c. **OVERNIGHT AND 2-DAY DELIVERY: Overnight and 2-day delivery is available for the items annotated for expedited delivery. The price difference will be the delta between UPS Ground price and the expedited price. If the customer requests overnight or 2-day delivery, please contact Protrans, Inc. for the expedited rate.**
- 11d. **URGENT REQUIREMENTS: This contract contains an "Urgent Requirements" clause. Customers desiring a faster delivery may contact the Contractor Representative (**Elena Rojas**) at (**714**) **953-1697** to affect an expedited delivery.**
12. **F. O. B. POINT(S): DESTINATION. The contract only covers routine shipping (UPS ground). Agencies requiring expedited shipment are responsible for the difference between normal UPS and the expedited shipping costs. Payment for shipments made outside the Continental United States will be at the expense of the ordering agency.**
13. **ORDERING ADDRESS: Protrans, Inc.
1919 North Broadway Street
Santa Ana, CA 92706-2609**
14. **PAYMENT ADDRESS: Protrans, Inc.
(Attn: Accounts Receivable)
1919 North Broadway Street
Santa Ana, CA 92706-2609**
15. **WARRANTY PROVISION: Protrans, Inc. warrants that the services provided will satisfy the requirements of the task orders obtained through this schedule. Protrans, Inc. also pledges to meet or exceed all client expectations.**
16. **EXPORT PACKING CHARGES: Export packaging charges which exceed the normal packaging costs will be billed to the customer.**

17. **TERMS AND CONDITIONS OF GOVERNMENT CREDIT CARDS: Protrans, Inc. will accept Government credit cards; however, no discount for their use will apply. Terms and conditions of acceptance will be in accordance with the Government Commercial Credit Card Program Guidelines.**
18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR: N/A.**
19. **TERMS AND CONDITIONS OF INSTALLATION: N/A.**
20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES: N/A.**
- 20a. **TERMS AND CONDITIONS FOR ANY OTHER SERVICE: N/A.**
21. **DESCRIPTION OF SERVICES: Protrans, Inc. is required to provide all services for each SIN offered in accordance with the requirements of this contract; SIN 382-1 TRANSLATION SERVICES.**
22. **LIST OF PARTICIPATING DEALERS: N/A.**
23. **PREVENTIVE MAINTENANCE: N/A.**
24. **ENVIRONMENTAL ATTRIBUTES: N/A.**
25. **DUNS NUMBER: 78-7642974.**
26. **CCR: Protrans, Inc. is registered in the CCR database.**
27. **PAID OVERTIME AND UNCOMPENSATED OVERTIME: Protrans, Inc. follows the Fair Labor Standards Act and associated guidelines for the designation of positions as exempt or non-exempt, and for the proper payment of overtime for non-exempt personnel as it is worked.**

EXECUTIVE SUMMARY

The computer age and the growing world economy have made clear and accurate communication particularly vital in highly-specialized technical fields, as well as among speakers of many different languages. In addition, recent federal agency reorganization efforts have emphasized an increased need for translation experts to meet the high demand for strong national security. Protrans, Inc. stands ready to fill that need.

Protrans, Inc. has been serving government agencies and private industry since 1972, and is one of California's most skilled and reputable translation and transcription firms, setting the industry standard in the development and implementation of innovative translation methods. The firm's founder and CEO, Elena Rojas, has an established reputation as a leader in business. She has been featured on such television programs as KTLA's (Channel 5) Making It, and has been included multiple times in the publication, Hispanic Business.

Ms. Rojas is a graduate of California State University, Fullerton with a BA in Spanish (emphasis in Linguistics), a BA in Latin American Studies (minor in Portuguese), an MA in Spanish (concentration in Linguistics), and a certificate in Legal Interpretation and Translation from California State University, Los Angeles. She has traveled, lived and taught English in Spain and taught English for Special Purposes for five years at the University Of Carabobo School Of Medicine in Venezuela. She has taught Spanish and ESL at various universities and junior colleges and the Theory and Practice of Translation at UC San Diego for the past ten years. Because of Ms. Rojas' experience with collegiate instruction, curriculum design and development, text review, course implementation strategies, and aptitude testing in translation and linguistics, Protrans, Inc. employees have one of the most extensive and unique training and testing programs in the country.

SETTING THE INDUSTRY STANDARD FOR TRANSLATION & TRANSCRIPTION

Services

Protrans, Inc. provides first-rate translation and transcription services to business, community, educational, non-profit and government agencies. We have a staff of full time linguists and

intermittent staff members who complete assignments on as-needed basis (usually in a 35-hour-per-week capacity). We also have part-time linguists and office staff, as well as an extensive reserve of highly specialized consultants in a wide range of languages that assist us with extraordinary translation difficulties.

Translation and Transcription

Since 1972, Protrans, Inc. has been providing translation and transcription services to clientele in a variety of industries and businesses:

- Advertising
- Education
- Entertainment
- Federal, State, and Local Agencies
- Legal and Law Enforcement Agencies
- Manufacturing and Technical Fields
- Medicine
- Museums
- Non-profit Groups
- Restaurants
- Retail
- Scouting
- Sports

Transcription, Translation, Interception, and Monitoring

Protrans, Inc. offers transcription, translation, interception, and monitoring services in which linguistics are asked to perform highly sensitive and confidential transcription, translation, and monitoring for federal and local law enforcement agencies. Linguists work closely with federal and local agents to ensure that protocol is followed carefully, and assignments are held to the highest standards of integrity and professionalism.

STANDARDS

Business Procedure

Protrans, Inc. has one of the most extensive and unique training and testing programs for its employees, ensuring the highest degree of accuracy for its client base. This customized transcription/translation training is part of a national certification program for transcription and translation. The firm's employees are required to be bilingual, bi-literate, and bicultural. Understanding vernacular, as well as cultural traditions and idioms are important to providing the most culturally accurate translation.

Quality Control

The task of transcription and translation of foreign language intercepts is a group effort. Because there is such a high need for accuracy in translation, checks and re-checks are necessary as part of each step toward completion. Protrans, Inc. team members, monitors, transcribers, and translators work efficiently with each other in order to produce high-quality work.

Security Measures

Each linguist is responsible for safeguarding confidential information obtained during the fulfillment of contracts. In the course of employment, linguists may have access to confidential information regarding the company, its suppliers, and its clients. We take our responsibility seriously never to reveal or divulge any such information unless it is required by law. **Protrans, Inc. key personnel DO hold security clearances.** Protrans, Inc. is FBI Certified *and* accredited. If additional Agency clearances are required, Protrans, Inc. will provide all efforts to obtain required clearances when it receives an order requiring such.

Professional Commitment

Our company philosophy is to produce high quality translations which can be used in all areas of our constantly changing world. The company is organized to take on new challenges in the field of translation with service, dedication, and integrity, and to provide our clients with the best this industry has to offer.

EXPERIENCE

Business Growth

Protrans, Inc. has office and client locations in California, from Santa Barbara to San Diego. Additionally, the company has staff working in Hawaii, Washington, Arizona, Nevada, Texas, Florida and many more locations nationwide.

Client List

Our Client list is extensive and varied. The following is a sample: Bowers Museum, Children's Home Society of California, Department of Justice, Department of the Treasury, Disneyland, Federación Venezolana de Sofbol, Frank Wilson & Associates, Metropolitan Transportation Authority (MTA), Orange County Transportation Authority (OCTA), RM & Associates, Solis Group, Taft Elementary School, TBWA Chiat/Day Inc., The J. Paul Getty Trust Museum, The Museum of Contemporary Art, and the Newport Beach Museum.

FREQUENTLY ASKED QUESTIONS ABOUT Protrans, inc.

What kinds of services does Protrans, Inc. provide?

We provide translation, transcription, interception, and monitoring services.

What languages do you support?

We support languages for which our clients have a need.

What kind of software do you use?

Protrans, Inc. uses personal computers with numerous desktop publishing and word processing programs, including Microsoft Word, Excel, WordPerfect, PageMaker, Quark, AmiPro, Freehand, PhotoShop, PowerPoint, Scanner, and text recognizers.

How do I send material to Protrans, Inc.?

E-mail your material to erojas@prolang.us, attaching the file to be translated, or send by courier. Completed translations can be delivered by e-mail or fax, in print-out form and/or on diskette or CD. Please specify your preference when you order.

How do I pay, and how much will it cost me?

You will receive an invoice by e-mail or fax when the translation is completed. The following methods of payment are available: credit card (Visa, MasterCard, American Express, and Government Purchase Card); Check; Money Order. Prices are based on the number of words and the languages involved. Discounts are available for large quantities. If you would like us to provide an estimate for a particular document, please fax or e-mail a short representative a sample of the material to (714) 953-1677.

SCHEDULE OF ITEMS FOR SIN 382-1 - TRANSLATION SERVICES

Protrans, Inc. uses the table below to invoice for the monitoring; tape transcription; and documentation translation.

Protrans, Inc. shall provide multilingual translation services in native languages to include but not limited to the translation of Business, Legal, Medical, Technical documents, Software, Manuals, Websites, Internet, Video and Audio in written, Braille, graphic, electronic, multi-media and various other forms of communication.

The amounts indicating **CENTS** is the **cost per word!** The amounts indicating **DOLLARS** is the **cost per hour!**

(*) Per Unit = rate per word, per page (include the number of words per page), or hourly rate according to commercial pricing policies.

<u>Labor/Task Category</u>	(*) Govt. Rate per Unit (including IFF)	(*) Commercial Rate per Unit	Applicable Govt. Discount
Monitoring - Spanish	\$45.49	\$69.66	1% - 10 days
Tape Transcription - Spanish	\$45.49	\$69.66	1% - 10 days
Tape Transcription - English	\$45.49	\$69.66	1% - 10 days
Document Translation Spanish>English	\$0.159	\$0.37	1% - 10 days
Document Translation English>Spanish	\$0.156	\$0.37	1% - 10 days
Monitoring - Vietnamese	\$55.14	\$99.25	1% - 10 days

Tape Transcription – Vietnamese	\$55.14	\$99.25	1% - 10 days
Tape Transcription – English/ Vietnamese	\$55.14	\$99.25	1% - 10 days
Document Translation Vietnamese >English	\$0.24	\$0.57	1% - 10 days
Document Translation English > Vietnamese	\$0.24	\$0.57	1% - 10 days

TRANSLATOR – CODE 30110

Minimum Education: BA/BS (based on current contract)

Minimum Experience: Two years (based on current contract)

Minimum Certification:

Passing scores on language / translation tests (such as FBI, other Government agencies, Federal court Certification (this certification is provided for certain languages), or qualified professional organizations such as ALTA) may be required. Must meet suitability requirements to perform law enforcement sensitive (LES)/SECRET or higher level clearance: including U.S. citizenship, public trust waiver, background check or other validation as may be required by customer. Translators working in California must be DOJ certified to conduct Title III's (wiretapping), electronic digital pager, or electronic cellular telephone communications as authorized in Chapter 1.4 commencing with Section 629.50 of the California Penal Code. With the customer's authorization, some requirements may be waived for unique and/or low density languages.

State Courts: Certification or inclusion on the Registry of Tested Interpreters by any of the members of the Consortium for State Court Interpreter Certification is acceptable proof of language proficiency:

Functional Responsibility:

- The Foreign Language Translator translates to English from a variety of language sources, including but not limited to print and audio. Complete knowledge of language must provide translator with a wide range of standard and non-standard terminology and an understanding of dialects and jargon.
- This worker must be able to comprehend slang and colloquial expressions in translating both technical and non-technical materials; must idiomatically translate repetitive material in specialized areas, including documents, reports, and general correspondence, in full or summary form, and provide supplemental research when necessary. Some interpreting will be required.
- This worker must ensure that the final translation communicates the accurate meaning of the original transcribed document and conform as closely as possible to the format of the source document. Translation must use accepted standard English grammar in attaining clarity and a faithful rendition of the original source's meaning. Translation requires treatment of conventional problems and situations using established translating practices and principles. This translator must possess the ability to make independent determinations concerning accuracy and thoroughness of the translation, and will often report to supervisory translator yet must be able to function independently.

SCA LABOR CATEGORY MATRIX

SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Translator	30110 Foreign Language Translator	1987-0989

*The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination*

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.

Annual Escalation Rate, if appropriate: 2.9%

Applicable only if offered pricing is commercial non-catalog.

HUBZone: Protrans, Inc. is a certified HUBZone vendor, located in a federally-recognized HUBZone (by the Department of Housing and Urban Development).

Available for sole-source awards: Protrans, Inc. is eligible for sole-source awards.