



LANGUAGE ON DEMAND, INC.

Language Services | Staffing | ASL | CART | Language Instruction | Conference Equipment

General Services Administration Authorized Federal Supply Schedule Price List

Federal Supply Schedule Contract No. GS-10F-0231X

Contractor: Language on Demand, Inc.
Size: Small, Disadvantaged

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On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!®, a menu-driven database system. The Internet address for GSA Advantage!® is GSAAvantage.gov. For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at fss.gsa.gov.

Multiple Award Schedule
Professional Services – Language Services
Contract Number: GS-10F-0231X
Contract Period: 5/4/2016 through 5/3/2021

Pricelist current through Mass Modification #PS-A812, effective February 4, 2020

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1. Company Overview

Language on Demand, Inc. (LOD) is a small disadvantaged business with extensive experience providing language translation, interpretation, transcription, bilingual staffing, language/culture training, desktop publishing, and related services to the U.S. Government. Our clients served include the Defense Intelligence Agency, the Department of State, the Office of Military Commissions, the U.S. Department of the Navy, the Department of Homeland Security, the Department of Transportation, the U.S. Department of Housing and Urban Development, the Department of Justice, the Food and Drug Administration, the Nuclear Regulatory Commission, and more.

LOD offers experience-based solutions for various translation, interpretation, and language instruction needs, in over 130 foreign languages to U.S. Government agencies, global corporations, professional associations, law firms, and more. Our quality-driven approach and skilled professional linguists guarantee effective project management and high-quality linguistic services. LOD strives to achieve language services that go beyond word-by-word translation to capture cultural nuances and transfer the original meaning to the target audience effectively without compromising the integrity of the communication. We understand the nuanced challenges of cross-cultural communications – it is at the core of how we differentiate from other language companies.

Over the past 12 years, LOD has established a trusted partnership with the U.S. Government, supporting its agencies' missions domestically and abroad through technical excellence in linguistic services and the highest quality standards for client service. LOD has successfully fulfilled over 200 contracts for federal agencies, garnering over 90 exceptional evaluation ratings in CPARS. To date, LOD has fulfilled all federal government contracts with a 100% fill/retention rate.

To assure the highest quality language services, LOD uses certified linguists who are native speakers of each targeted language and possess a minimum of five years of relevant professional experience. We further ensure the most accurate translations with our attention to detail via a proven and vigorous three-tier quality assurance system. LOD is ISO 17100:2015 Translation Services certified, ISO 9001:2015 Quality Assurance certified, and adheres to and promotes the ASTM International F2575-14 Standard Guide for Quality Assurance in Translation and the ASTM International F2089-15 Standard Practice for Language Interpreting.

2. Customer Information

- 1a.** Awarded Special Item Numbers:
541930: Translation and Interpretation Services
611630: Linguistic Training and Education
OLM: Order-Level Materials
- 1b.** Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract: please refer to Pricing on page 9
- 1c.** Description of all corresponding commercial job titles, experience, functional responsibility, and education for those types of employees or subcontractors who will perform services: please refer to Labor Category Descriptions on pages 11 through 13
- 2.** Maximum Order: \$1,000,000
- 3.** Minimum Order: \$100
- 4.** Geographic Coverage (delivery area): Domestic, International
- 5.** Points of Production: VA, DC, MD, and other Domestic and International areas
- 6.** Discount/Prices: Government Net Prices (discounts already deducted)
- 7.** Quantity Discounts: N/A
- 8.** Prompt Payment Terms: Net 30 days
Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.
- 9a.** Government Purchase Cards: accepted at or below the micro-purchase threshold.
- 9b.** Government Purchase Cards: not accepted above the micro-purchase threshold.
- 10.** Foreign Items: None
- 11a.** Time of Delivery: Specified on the Task Order
- 11b.** Expedited Delivery: Yes. Please contact contractor.
- 11c.** Overnight and 2-day delivery: Yes. Please contact contractor.
- 11d.** Urgent Requirements: Yes. Please contact contractor.
- 12.** FOB Point: Destination.

- 13a.** Ordering Address: Language on Demand, Inc.
4207 Fox Lake Dr. Fairfax, VA 22033
Phone: (703) 691-2852
Fax: (703) 691-4299
Web: www.visitlod.com
- 13b.** Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs) are found in Federal Acquisition Regulation (FAR) 8.405-3
- 14.** Payment Address: Language on Demand, Inc.
4207 Fox Lake Dr. Fairfax, VA 22033
Phone: (703) 691-2852
Fax: (703) 691-4299
- 15.** Warranty Provision: Commercial Standard Warranty
- 16.** Export Packaging Charge: N/A
- 17.** Terms and conditions of Government purchase card acceptance: N/A
- 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 discount from list prices: N/A
- 20.a** Terms and conditions for any other services: N/A
- 21.** List of services and distribution points: N/A
- 22.** List of participating dealers: N/A
- 23.** Preventive maintenance: N/A
- 24a.** Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: N/A
- 24b.** N/A
- 25.** Data Universal Numbering System (DUNS) Number: 139-892-702
- 26.** Notification regarding registration in System for Award Management (SAM) database: Yes

3. Services

3.1. SIN 541930: Translation and Interpretation Services

Language on Demand, Inc. (LOD) provides written language translation services, oral language interpretation services, and services to facilitate communication with and by persons who have vision or hearing impairment. LOD provides linguists with security clearances upon request.

Translation

LOD provides written translation services between English and over 130 foreign languages. LOD has a wealth of experience providing accurate and complete translations of highly complex materials, including military, legal, scientific, and technical documents. Examples of our previous work include over 27,000 pages of technical document translations for submission to the United States Patent and Trademark Office and for use during patent infringement depositions; translations of over 400 pages of documents on missile defense systems for a defense contractor; and document translation services for the Department of Justice for over 56 extradition cases that required desktop publishing and use of camera-ready tools.

- Translation Project Management
- Document Review and Quality Control
- Document Translation
- Data Analysis of Translated Materials
- Transcription (Open Market Item)
- Sight Translation
- Desktop Publishing

Interpretation

LOD provides interpretation services to help federal and local governments conduct domestic and international missions requiring oral language interpretation. LOD employs linguists who possess the optimal combination of native language proficiency, cultural knowledge, industry certifications, academic credentials, and practical experience in specific fields. Over 85% of our linguists have a Master's degree in translation and/or interpretation from graduate schools accredited for their linguistic programs. Many of our language specialists possess security clearances with the U.S. Department of State that enable them to carry out vital missions for the U.S. Government.

- Interpretation Project Management
- Linguist Screening and Recruiting
- Simultaneous Interpreters
- Consecutive Interpreters
- Court Interpreters
- Medical Interpreters
- Escort Interpreters
- Telephonic Interpreters
- Voiceovers

- Conference Interpretation Equipment Services (Open Market Item)

American Sign Language and Communication Access Real-time Translation (CART) Reporting Services

LOD provides ASL and CART services to facilitate communication with and by persons who are considered to be deaf or hard of hearing. LOD's sign language interpreters are skilled in working expressively and receptively between spoken English and American Sign Language, Signed English, Manually Coded English, Contact Sign, Pidgin Signed English, and other commonly used American Sign Language Systems as well as oral transliteration. LOD provides both in-person and video remote sign language interpreting services. LOD's sign language interpreters and CART reporters are certified and qualified to provide accurate and professional services.

- Conferences, Presentations, and Training Sessions
- Discussions Requiring Domain-Area Expertise: Human Resources, Military, Technical, Science, Finance, Business, IT, Legal, Medical, etc.
- Scheduled and Impromptu Meetings
- Meetings and Discussions Requiring Security Clearances

Braille and Reader Services

LOD provides braille, reader services, and note-taking services to facilitate communication with and by persons who are visually impaired. LOD provides translation of documents into braille, and transcription of braille documents. Reader and note-taking services typically entail assisting visually impaired persons with various workplace activities, including computer assistance for document creation, formatting, and printing; reading and replying to emails and calendar invitations; meeting preparation and note-taking; and other assistive duties.

3.2. SIN 611630: Linguistic Training and Education

LOD's Linguistic Training and Education Services include customized or standardized off-the-shelf Foreign Language training courses at on and off site locations in classroom, private, semi-private, tutorial and in-country immersion forums. LOD also provides on-line virtual learning in classroom format and via one-on-one instruction. LOD's instructional training is tailored to various language proficiency levels, with pre-, mid-, and post-testing included to measure student progress. LOD provides educational material in publication, software, audio and video formats.

- In-Person and Virtual Language and Cultural Instruction
- Off-the-shelf Foreign Language Training
- Language Proficiency Assessment and Testing
- Customized Curriculum Development
- Language and Cultural Instruction Materials
- Cultural Role-Player Exercises

4. Languages

Language on Demand, Inc. offers the following languages for Translation, Interpretation, Transcription and Language Instruction / Cultural Training Services:

4.1. Group I: Primary Asian Languages

Chinese, Japanese, Korean

4.2. Group II: Secondary Asian Languages

Amdo, Armenian, Assamese, Azerbaijani/Azeri, Bahasa, Bengali, Bihari, Cebuano/Visayan, Chamorro, Chavacano, Chittagonian, Dhundhari, Gujarati, Hindi, Hmong, Ilocano, Indonesian, Jarai, Javanese, Kannada, Khmer, Konkani, Lao, Madurese, Malay/Malaysian, Malayalam, Marathi, Mongolian, Nepali, Oriya, Sanskrit, Saraiki, Tagalog, Taiwanese, Tamang, Telegu, Thai, Tibetan, Vietnamese

4.3. Group III: European Languages

Albanian, Aramaic, Basque, Belarusian, Bosnian, Bulgarian, Catalan, Chaldean, Circassian, Creole, Croatian, Czech, Danish, Dutch, Estonian, Finnish, French, Frisian, Gaelic, German, Grebo, Greek, Hungarian, Icelandic, Italian, Latin, Latvian, Lebanese, Lithuanian, Macedonian, Moldovan, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Serbo-Croatian, Sicilian, Slovak, Slovenian, Spanish, Swedish, Syriac, Tatar, Ukrainian, Welsh, Yiddish

4.4. Group IV: Middle Eastern Languages

Arabic, Balochi, Chechen, Dari, Dyula, Farsi, Hebrew, Hindko, Kashmiri, Kurdish, Pashto, Persian, Punjabi, Turkish, Urdu, Uzbek

4.5. Group V: African & Exotic Languages

Amharic, Cakchiquel, Cherokee, Georgian, Haitian Creole, Hausa, Kurdish, Malagasy, Mayan, Navajo, Samoan, Sango, Somali, Swahili, Tagrina/Tigrinya, Tajik, Tamil, Turkmen, Twi/Akan, Wolof

5. Pricing

5.1. Translation Services

| Group Number | Group Description (Foreign Language <> English) | Government Rate (w/IFF) |
|--------------|--|-------------------------|
| I | Primary Asian Languages | \$0.27 per word |
| II | Secondary Asian Languages | \$0.29 per word |
| III | European Languages | \$0.22 per word |
| IV | Middle Eastern Languages | \$0.29 per word |
| V | African & Exotic Languages | \$0.29 per word |

5.2. Interpretation Services

| Group Number | Group Description (Foreign Language <> English) | Government Rate (w/IFF) |
|--------------|--|-------------------------|
| I(a) | Primary Asian Languages: Korean | \$1,289.69 per day |
| I(b) | Primary Asian Languages: Chinese | \$1,103.27 per day |
| I(c) | Primary Asian Languages: Japanese | \$1,299.75 per day |
| II | Secondary Asian Languages | \$1,007.58 per day |
| III | European Languages | \$906.81 per day |
| IV | Middle Eastern Languages | \$856.42 per day |
| V | African & Exotic Languages | \$705.29 per day |

5.3. Transcription Services

| Group Number | Group Description (Foreign Language <> English) | Government Rate (w/IFF) |
|--------------|--|-------------------------|
| I | Primary Asian Languages | \$0.17 per word |
| II | Secondary Asian Languages | \$0.17 per word |
| III | European Languages | \$0.17 per word |
| IV | Middle Eastern Languages | \$0.17 per word |
| V | African & Exotic Languages | \$0.17 per word |

5.4. Training and Educational Materials

| Labor Category | Government Rate (w/IFF) |
|-------------------------------|-------------------------|
| Language Instructor: Japanese | \$78.99 per hour |

5.5. Services for the Vision and Hearing Impaired

| Labor Category | Government Rate (w/IFF) |
|--|-------------------------|
| American Sign Language Interpreter | \$834.96 per day |
| Communication Access Real-Time Translation | \$195.00 per hour |

5.6. The Service Contract Act

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).

| SCA Eligible Labor Category | SCA Equivalent Code Title | Wage Determination No. |
|--|-------------------------------------|-------------------------------|
| American Sign Language Interpreter | 30130 – Interpreter (Sign Language) | 1988-0742 |
| Communication Access Real-time Translation (CART) Reporter | 30110 – Foreign Language Translator | 1987-0989 |
| Language Instructor | 30110 – Foreign Language Translator | 1987-0989 |
| Translator (All Languages) | 30110 – Foreign Language Translator | 1987-0989 |
| Interpreter (All Languages) | 30110 – Foreign Language Translator | 1987-0989 |

6. Labor Category Description

6.1. American Sign Language

ASL interpreters must possess the appropriate level of expertise in American Sign Language. The minimum qualifications for LOD ASL Interpreters are as follows:

- Possess current, documented certification as recognized by the National Registry of Interpreters for the Deaf (RID), the National Association for the Deaf (NAD), and/or similar accrediting authority
- Possess the ability to capture and convey attitudes and cultural nuances to the listening audience
- Adheres to the tenets of the RID-NAD Code of Professional Conduct which include:
 - Interpreters adhere to standards of confidential communication
 - Interpreters possess the professional skills and knowledge required for the specific interpreting situation
 - Interpreters conduct themselves in a manner appropriate to the specific interpreting situation
 - Interpreters demonstrate respect for consumers
 - Interpreters demonstrate respect for colleagues, interns, and students of the profession
 - Interpreters maintain ethical business practices
 - Interpreters engage in professional development

Education: B.A. Degree or higher

Experience: Minimum of 3 years of relevant experience

Certification: Registry of Interpreters for the Deaf (RID) and/or the National Association of the Deaf (NAD)

Security Clearance: Personnel with Top Secret and Secret clearances available upon request

6.2. Communication Access Real-time Translation (CART)

CART Reporters provide aid to the hearing impaired community by assisting participants to actively engage in conferences and meetings. The minimum qualifications for LOD CART Reporters are as follows:

- Possess the ability to quickly and accurately comprehend and transcribe onto a visual medium meeting content and discussions
- Provide real-time written translations of spoken English to written English

Education: H.S. Diploma or higher

Experience: Minimum of 2 years of active real-time reporting

Certifications: National Court Reporters Association membership (NCRA), RPR, CCR

Security Clearance: Personnel with Top Secret and Secret clearances available upon request

6.3. Foreign Language Interpreters

Interpreters must have a native language proficiency and an ability to quickly and accurately convert foreign languages into English or vice versa. The minimum qualifications for LOD Foreign Language Interpreters are as follows:

- Possess the ability to interpret both simultaneously and consecutively
- Possess the ability to capture and convey attitudes and cultural nuances to the listening audience
- Possess the ability to speak in clear and concise grammatically correct statements
- Perform clear and accurate interpretation from English into the foreign language and from the foreign language into English
- Possess the ability to work under pressure and provide accurate, complete interpretation

Education: B.A. Degree preferred

Experience: Minimum of 5 years of relevant experience

Certification: American Translator's Association (ATA), Department of State, National Association of Judicial Interpreters and Translators (NAJIT), and/or Court Certified preferred

Security Clearance: Personnel with Top Secret and Secret clearances available upon request

6.4. Foreign Language Translators

Translators must have native language proficiency and an ability to quickly and accurately convert foreign languages into English or vice versa. The minimum qualifications for LOD Foreign Language Translators are as follows:

- Possess the ability to speak and write clearly using concise grammar and punctuation in the foreign and English languages
- Possess the ability to provide written translations of both general and technical materials
- Possess the ability to translate foreign language into standard dialects
- Write effectively in both formal and informal exchanges without errors in comprehension or translation
- Capable of writing materials in a variety of styles including technical specifications and government documents
- Tailor translations to fit the comprehension level of the audience

Education: B.A. Degree preferred

Experience: Minimum of 6 years of relevant experience

Certification: American Translator's Association (ATA), Department of State, and/or National Association of Judiciary Interpreters and Translators (NAJIT) preferred

Security Clearance: Personnel with Top Secret and Secret clearances available upon request

6.5. Language Instructors

Language Instructors must have native language proficiency and fluency in spoken and written English. Instructional courses are categorized according to varied levels of proficiency starting

from Beginner/Familiarization to Advanced classes. Language Instructors must be located in the designated area where the contract is to be performed, or experienced in providing virtual education. The minimum qualifications for LOD Language Instructors are as follows:

- Possess the ability to provide instruction of a foreign language and provide cultural familiarization
- Possess general working-level professional proficiency in the English language
- Possess the ability to use technology to effectively prepare and deliver language instruction (*e.g.*, video and audio media, material from Internet, Microsoft Office suite)
- Possess previous experience as an instructor of a foreign language at a recognized government or academic instruction
- Possess native or extensive knowledge and experience in a foreign language

Education: B.A. Degree preferred

Experience: Minimum 4 years of relevant experience

Certification: Instructor's Certificate

6.6. Transcription

Transcribers must have the capability to quickly and accurately transcribe materials from an auditory source into a written file. The minimum qualifications for LOD Transcribers are as follows:

- Possess the ability to transcribe from a foreign language into the English language working with all software and media including but not limited to: tapes, CDs, DVDs, digital and analog voice files, Microsoft Office Suite, and Adobe PDFs
- Possess native level proficiency in the source foreign language and fluency in English
- Possess the ability to transfer audio/video files and documents via secure means in accordance with Government security requirements
- Possess the proficiency level to fulfill rush requests, as transcription projects are often time-sensitive requests
- Possess the ability to work under pressure and provide complete and accurate transcriptions

Education: B.A. Degree/Transcription Certification preferred

Experience: Minimum of 6 years of relevant experience

Certifications: AAERT's CET / CERT preferred

Security Clearance: Personnel with Top Secret and Secret clearances available on request