GENERAL SERVICES ADMINISTRATION

FEDERAL SUPPLY SERVICE
Authorized Federal Supply Schedule Price List
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 url of GSA Advantage® is: GSAAdvantage.gov.

MULTIPLE AWARD SCHEDULE
FSC Group: Professional Services
FSC Class: R608 Contract number: GS-10F-0234W
Contract period: 06/24/2010 – 06/23/2025

Teneo Linguistics Company, LLC
3010 W Park Row Dr
Pantego, TX 76013
Tel: (817) 441-9974
https://www.tlctranslation.com

Contract Administrator: Hana Laurenzo, Owner and CEO
Email: hana@tlctranslation.com

Business size: Woman Owned Small Business

For more information on ordering from Federal Supply Schedules go to the GSA Schedules page at GSA.gov.

Price list current as of Mod PA-0025 effective 12/15/2021

Prices shown herein are net (discount deducted)
Table of Contents

ABOUT TENEO LINGUISTICS COMPANY .................................................................................. 3

Contract Overview .................................................................................................................. 3

  MARKETING AND TECHNICAL POINT OF CONTACT ......................................................... 3
  CONTRACT USE ................................................................................................................... 3
  CONTRACT SCOPE .............................................................................................................. 3

SIN 541930 TRANSLATION AND INTERPRETATION SERVICES ............................................. 4

  TENEO LINGUISTICS COMPANY, LLC - DESCRIPTION OF TRANSLATION SERVICES .... 4
  TENEO LINGUISTICS COMPANY - DESCRIPTION OF INTERPRETATION SERVICES .......... 5
  THE TENEO LINGUISTICS COMPANY, LLC COMMITMENT TO GSA ................................. 5

GSA LABOR CATEGORY DESCRIPTIONS ................................................................................ 6

  SCLS MATRIX ....................................................................................................................... 8

SERVICE RATES AND LANGUAGES ..................................................................................... 8

  SIN 541930 - TRANSLATION SERVICES - RATES AND LANGUAGES ......................... 8
  IN 541930 - INTERPRETATION SERVICES - RATES AND AWARDED LANGUAGES .......... 10

CUSTOMER INFORMATION ................................................................................................ 11
ABOUT TENO LINGUISTICS COMPANY

Teneo Linguistics Company, est. in 2007, is an award-winning, full-service language service provider with history of serving the U.S. Federal Government. With TLC, you can benefit from years of expertise, a large pool of global linguists and dedicated project management.

Our main differentiators:
- Unparalleled quality of work with trackable, reportable metrics
- The best linguists – we have a proprietary, comprehensive continuing education program for linguists (the only one of its kind in our industry)
- Priority focus on helping you meet your goals – we offer fully customized solutions based on our ISO-certified processes

We offer:
- Translation and localization
- Transcription
- Interpretation (in-person and over-the-telephone)
- eLearning
- Technical writing
- Linguists available around the globe
- Services for the Visual and Hearing Impaired (text to speech, captioning, subtitling, etc.)

Contract Overview

GSA awarded Teneo Linguistics Company, LLC, a GSA Federal Supply Schedule contract for Language Services (LANG), Contract No. GS-10F-0234W The contract was awarded on June 24, 2010. The current contract period is: 06/24/2015 – 06/23/2025. The contract allows for the placement of Firm Fixed Price or Time and Materials task orders using the labor categories and ceiling rates defined in the contract.

MARKETING AND TECHNICAL POINT OF CONTACT

Hana Laurenzo, Owner and CEO
3010 W Park Row Dr
Pantego, TX 76013
Email: hana@tlctranslation.com
Web Contact Form: https://www.tlctranslation.com/contact-us/
Phone: (817) 441-9974

CONTRACT USE

This contract is available for use by all federal government agencies, as a source for Language Services, for worldwide use. Executive agencies, other Federal agencies, mixed-ownership Government corporations, and the District of Columbia; government contractors authorized in writing by a Federal agency pursuant to 48 CFR 51.1; and other activities and organizations authorized by statute or regulation to use GSA as a source of supply may use this contract. Additionally, contractors are encouraged to accept orders received from activities within the Executive Branch of the Federal Government.

CONTRACT SCOPE

The contractor shall provide all resources including personnel, management, supplies, services, materials, equipment, facilities and transportation necessary to provide a wide range of professional services as specified in each task order. Services specified in a task order may be performed at the contractor’s facilities or the ordering agencies’ facilities. The government will determine the contractor’s compensation by any of several different methods (to be specified at the task order level) e.g., a firm-fixed price for services with or without incentives, labor hours or time-and-material.
The Special Item Numbers (SINs) available under this contract provide services across the full life cycle of a project. When task orders are placed, they must identify the SIN or SINs under which the task is being executed. Teneo Linguistics Company has been awarded a contract by GSA to provide services under the following SINs:

- 541930 Translation and Interpretation Services
- OLM (Order Level Materials)

A full description of each SIN and examples of the types of work covered by the SIN are provided below.

**SIN 541930 TRANSLATION AND INTERPRETATION SERVICES**

**SIN Description**
Services include translating written material, interpreting speech from one language to another, and services to facilitate communication with and by persons who are visually or hearing impaired. Services provided must include communication from a source language to a target language.

Examples include interpretation of oral communication to and from English and native Foreign Language including Simultaneous, Consecutive, Escort, Community, Telephonic and Voiceovers; Collecting, translating / interpreting and delivering mission related data; performing data analysis of translated materials; cultural consulting and role-playing; Title III monitoring, transcriptions and intercepts; preparing related reports and assessments; forensic processing; screening / gisting; related project / program management and control for linguist screening and, recruitment; logistical coordination; site supervision and quality control of all related services. Sign Language Services include ASL/English, Manually Coded English, Pidgin Signed English (PSE), Contact Sign, International Sign. Other services include closed captioning, voice-overs, textbook or audio script translation, website (HTML) and online document translation with typesetting services, telephone Services (TDD and TTY), deaf interpreting, tactile, transcription of braille documents and captioning services, cued English transliteration, and Section 508 compliant language services.

NOTE: Linguists with security clearances are included in the above-mentioned services.

**TENEO LINGUISTICS COMPANY, LLC - DESCRIPTION OF TRANSLATION SERVICES**

**Translation Services**
Translation Services include the translation of written, electronic, and multi-media materials to and from English and native foreign languages. Materials may include but are not limited to: Business, Legal, Technical, Documents, Software, Website localization for Internet and Intranet, Video subtitling, and captioning.

**Desktop Publishing and Graphic Services**
Desktop Publishing and Graphic Services include the layout, graphic design, and desktop publishing of written, electronic, and multi-media materials.

**Transcription Services**
Transcription Services include the transcription of written, electronic, and multi-media materials into a new form using the same language, translation formatting, and text adaptation. Materials may include but are not limited to: Business, Legal, Technical, Documents, Software, Website localization for Internet and Intranet, Video subtitling, and captioning.

Teneo Linguistics Company provides translation services including desktop publishing, graphic services, and transcription services for various languages. Please refer to our Translation Services rate table for prices and awarded languages. Services include both into and out of English.
TENEO LINGUISTICS COMPANY - DESCRIPTION OF INTERPRETATION SERVICES

Court Interpretation:
Civil or Criminal Proceedings (Consecutive or Simultaneous)
On-site interpretation for any court proceeding.

Conference interpreting (simultaneous):
Administrative Hearings/Depositions/other types of in-person interpreting (Consecutive)
On-site interpretation for administrative processes including hearings and depositions.

Scheduled Telephonic
Over-the-phone interpretation that is scheduled in advance of the assignment.

Unscheduled Telephonic
On-demand interpretation delivered over-the-phone, using a platform that allows for immediate connection to an interpreter

THE TENEO LINGUISTICS COMPANY, LLC COMMITMENT TO GSA

Teneo Linguistics Company Interpretation Services department of is committed to providing GSA the best language partnership in the industry. We exist to help our clients communicate across borders, languages, and cultures with 100% accuracy, no matter what the task. A worldwide network of professional linguistic resources working in all the awarded languages is in place. The goal of Teneo Linguistics Company is to provide a full range of services by the best-qualified linguists. We are the natural choice for the needs of government agencies, because:

- We match any type of an assignment with the appropriate linguist.
- Due to our continuing education program, the only of its kind, we have unique access to the best-trained linguists.
- We take the time to learn about your operations and your goals and work diligently on building the processes that will help you meet them.
- The Teneo Linguistics Company Interpretation Services team is staffed, organized, equipped, fully operational, and ready to provide uninterrupted service to your agency.
## GSA LABOR CATEGORY DESCRIPTIONS

<table>
<thead>
<tr>
<th>GSA Labor Category</th>
<th>Education</th>
<th>Exp.</th>
<th>Description</th>
</tr>
</thead>
</table>
| Translator         | BA or undergraduate degree    | 5 yrs (Standard) 8 yrs (Pro) | Translators possess and utilize the following skills: Ability to write and speak in clear and concise grammar and pronunciation in the Target Language and English;  
- Ability to provide idiomatic translations of non-technical material using correct syntax and expression from and to the target language;  
- Ability to provide written translation of general and technical material to and from the target language, including the ability to read and translate handwritten material;  
- Ability to quickly scan and process a large amount of material, utilizing the target language, for critical and essential elements of information;  
- Possess technical skills, such as word processing and data entry, to be used in conjunctions with written translations;  
- Ability to write effectively in most formal and informal exchanges, errors never interfere with comprehension and rarely disturb the native reader;  

In addition to the Translator Specific Language Skills listed above, Pro Level and Standard Level Translators must possess and utilize the following skills:  
- Ability to understand all styles/forms of speech, has a strong sensitivity to socio-linguistic and cultural references, close to a well-educated native listener;  
- Ability to read all styles and forms whether printed or in reasonably legible handwriting, can read beyond the lines, follow unpredictable turns of thought, understand socio-linguistic and cultural references, often nearly that of a well-educated native reader;  
- Ability to write in a variety of prose styles, able to write about all topics pertinent to professional needs, with rare errors;  
- Ability to tailor language to fit audience, counsel, persuade, negotiate, represent a point of view. Speech is extensive, precise, and appropriate to every occasion with only occasional errors.  

Requirements: Personnel assigned to perform linguist functions shall be prepared and qualified to provide the following services:  
- Translation services, defined as the translation of written, electronic and multi-media material to and from target languages. Materials include but are not limited to: business, legal, medical, technical, documents, software, website localization for Internet and intranet, video subtitling and captioning. Services also include but are not limited to: formatting, proofreading, text adaptation, editing, graphic design, and desktop publishing.  

In addition to services above, a Pro level Linguist will provide quality control of linguist production services defined as:  
- Planning and organizing a system of quality control; conducting review and evaluation of translated documents; providing comments, corrections and recommendations for translated material; assist linguists in producing quality reports;  
- Assist management in delegating translation tasks according to
knowledge and abilities of linguists; provide motivating environment; assist linguists on improving job performance by clarifying expectations; focus on consistently providing quality, accurate translations to customers;

- Ensure productivity and performance of Linguist Personnel; communicate effectively and readily share knowledge with others, both verbally and written; responsible for developing appropriate working aids to include training manuals and handbooks, to ensure translation and quality standards are met;
- Make purchase recommends for additional working aids to support translation requirements (to include automated and dictionaries); responsible for training assigned linguists on use of standardized transliteration systems; responsible for maintaining appropriate records for accountability of linguist production.

Linguist (Basic Level): The Linguist shall provide comprehensive linguist services in the designated target languages. Linguist Personnel must possess and utilize the following skills:

- Ability to write and speak in clear and concise grammar and pronunciation in the target language;
- Ability to provide idiomatic translations of non-technical material using correct syntax and expression from and to the target language;
- Ability to provide written translation of general and technical material to and from the target language, including the ability to read and translate handwritten material;
- Ability to quickly scan and process a large amount of material, utilizing the target language, for critical and essential elements of information;
- Possess technical skills, such as word processing and data entry, to be used in conjunction with written translations;
- Ability to read a variety of unfamiliar subjects, can almost always interpret material, relate ideas and make inferences, and rarely misunderstands the intent of the writer; Ability to write effectively in most formal and informal exchanges, errors never interfere with comprehension and rarely disturb the native reader;

Requirements: staff assigned to perform translation functions shall be prepared and qualified to provide the following services:

Translation services, defined as the translation of written, electronic and multi-media material to and from target languages. Materials include but are not limited to: business, legal, medical, technical, documents, software, website localization for Internet and intranet, video subtitling and captioning. Services also include but are not limited to: formatting, proofreading, text adaptation, editing, graphic design, and desktop publishing.

Interpreter

<table>
<thead>
<tr>
<th>BA or undergraduate degree</th>
<th>2 yrs (Consecutive, over the phone/video); 5 yrs (Simultaneous)</th>
</tr>
</thead>
</table>

Converts spoken statements from one language to another in various settings. Involves listening to, understanding content, then converting statements into the target language. Interprets accurately and completely and is knowledgeable of subject matter and interpreter protocol, as well as ethical considerations (for example for interpreting in the medical or legal fields). Understands almost all forms and styles of speech pertinent to professional needs as well as general topics and social conversation. Comprehends sociolinguistic and cultural references as well as technical discussions and discourse. Possesses at least 2 years (consecutive) or 5 years (simultaneous) interpreting experience, a minimum of 3+ on the ILR (Intra-Agency Language Roundtable) scale or state or federal certification.
SCLS MATRIX
The contract includes SCLS labor categories. Prices for the SCLS labor categories meet or exceed those in the Wage Determinations shown below.

<table>
<thead>
<tr>
<th>SCLS Matrix</th>
<th>SCLS Equivalent Code Title</th>
<th>WD Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Translator</td>
<td>30110 – Translator</td>
<td>1987-0989</td>
</tr>
</tbody>
</table>

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 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).

SERVICE RATES AND LANGUAGES

SIN 541930- TRANSLATION SERVICES - RATES AND LANGUAGES

<table>
<thead>
<tr>
<th>Language Group</th>
<th>Languages</th>
<th>Basic</th>
<th>Standard</th>
<th>Pro</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 1 - Spanish</td>
<td>Spanish, Bosnian, Bulgarian, Croatian, Czech, Dutch, Estonian, Flemish, French, Georgian, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Macedonian, Moldovan, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Turkish, Ukrainian, and others</td>
<td>0.08</td>
<td>0.14</td>
<td>0.16</td>
</tr>
<tr>
<td>Group 2 – European</td>
<td>Belarusian, Dari, Farsi, Hebrew, Gujarati, Hindi, Indonesian, Japanese, Kurdish, Nepali, Lao, Tagalog, Thai, Korean, Mongolian, Pashto, Punjabi, Sinhala, Somali, Swahili, Tajik, Tamil, Telugu, Tonga, Turkmen, Uzbek, Zulu, and others</td>
<td>0.10</td>
<td>0.17</td>
<td>0.19</td>
</tr>
<tr>
<td>Group 3 – Nordic</td>
<td>Danish, Finnish, Swedish, Norwegian</td>
<td>0.13</td>
<td>0.18</td>
<td>0.22</td>
</tr>
<tr>
<td>Group 4 – Asian/Middle Eastern</td>
<td>Arabic, Bengali, Burmese, Chinese, Dari, Farsi, Hebrew, Gujarati, Hindi, Indonesian, Japanese, Korean, Kurdish, Nepali, Lao, Tagalog, Thai, Vietnamese, Urdu, and others</td>
<td>0.10</td>
<td>0.17</td>
<td>0.19</td>
</tr>
<tr>
<td>Group 5 – Limited Dispersion</td>
<td>Afrikaans, Albanian, Amharic, Armenian, Azerbaijani, Cambodian, Dhivehi, Dinka, Haitian Creole, Hmong, Icelandic, Iban, Kannada, Karen, Kazakh, Khmer, Kurdish, Kyrgyz, Latin, Montenegrin, Malay, Marshallese, Mongolian, Navajo, Pashto, Punjabi, Sinhala, Somali, Swahili, Tajik, Tamil, Telugu, Tonga, Turkmen, Uzbek, Zulu, and others</td>
<td>0.11</td>
<td>0.19</td>
<td>0.22</td>
</tr>
</tbody>
</table>

Basic: Translation “for information only”, no proofreading, not suitable for publication
Standard: Translation, editing and proofreading, and quality assurance, most formats and computer programs. Suitable for documents to be used externally.
Pro: Standard translation, editing and proofreading, and quality assurance plus additional services, such as preparation of glossaries, multilingual DTP, project manager support, client review, style guides, glossaries, certifications, non-standard formats, localization of website and software, etc.

i. See notes on following page for additional pricing parameters

---

Notes:
- See notes on following page for additional pricing parameters.
SERVICE RATES AND AWARDED LANGUAGES (continued)

Notes
Note 1: Word counts are based on the source language. If electronic source files are not available from the client, word counts will be approximated. Per-word translation rates assume printed or electronic source material where the original language is clearly legible and the document can be scanned to determine word count.

Turnaround time
- Standard turnaround time is defined, in business days, as follows:
  - 72 hours for the first 2,000 words with an additional 24 hours for every 2,000 words more.

Rush Fees
- Rushed turnaround is available at an additional 25% charge, or a fee of $25.00, whichever is greater.

Volume Discounts
- > 10,000 words = 1¢/word
- > 25,000 words = 2¢/word
- > 50,000 words = 3¢/word
- > 100,000 words = 3.5¢/word
<table>
<thead>
<tr>
<th>Language Group</th>
<th>Languages</th>
<th>Standard: Consecutive / Community (2 hr minimum)</th>
<th>Pro: Legal / Simultaneous (2/4 hr minimum)</th>
<th>Over the Phone/Video (30 min minimum)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 1 - Spanish</td>
<td>Spanish</td>
<td>$97.50/hr</td>
<td>$120/hr</td>
<td>$1.25/min</td>
</tr>
<tr>
<td>Group 2 – European</td>
<td>Belarusian, Bosnian, Bulgarian, Croatian, Czech, Dutch, Estonian, Flemish, French, Georgian, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Macedonian, Moldovan, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Turkish, Ukrainian, and others</td>
<td>$120/hr</td>
<td>$130/hr</td>
<td>$1.30/min</td>
</tr>
<tr>
<td>Group 3 – Nordic</td>
<td>Danish, Finnish, Swedish, Norwegian</td>
<td>$125/hr</td>
<td>$135/hr</td>
<td>$1.30/min</td>
</tr>
<tr>
<td>Group 4.2 – Asian/Middle Eastern</td>
<td>Arabic, Bengali, Burmese, Chinese, Dari, Farsi, Hebrew, Gujarati, Hindi, Indonesian, Japanese, Korean, Kurdish, Nepali, Lao, Tagalog, Thai, Urdu, Vietnamese, and others</td>
<td>$105/hr</td>
<td>$140/hr</td>
<td>$1.30/min</td>
</tr>
<tr>
<td>Group 5 – Limited Dispersion</td>
<td>Afrikaans, Albanian, Amharic, Armenian, Azerbaijani, Cambodian, Dhivehi, Dinka, Haitian Creole, Hmong, Icelandic, Javanese, Kannada, Karen, Kazakh, Khmer, Kurdish, Kyrgyz, Latin, Montenegrin, Malay, Marshallese, Mongolian, Navajo, Pashto, Punjabi, Sinhala, Somali, Swahili, Tajik, Tamil, Telugu, Tonga, Turkmen, Uzbek, Zulu, and others</td>
<td>$140/hr</td>
<td>$160/hr</td>
<td>$1.30/min</td>
</tr>
</tbody>
</table>

Per diem, travel, transportation, mileage and accommodations, if applicable, are not included. Minimum order value is two hours for consecutive and four hours for simultaneous. Minimum order value will be charged for cancellations.

Cancellation fees depend on the appointment; typically, appointments incur fees if the appointment is cancelled within 24 hr. Large events may have different cancellation and payment specifications.
CUSTOMER INFORMATION

1a. Table of awarded special item number(s) with appropriate cross-reference to item descriptions and awarded price(s).

<table>
<thead>
<tr>
<th>SINs</th>
<th>SIN Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>S41930</td>
<td>Translation and Interpretation Services</td>
</tr>
<tr>
<td>OLM</td>
<td>Order-Level Materials (OLM’s)</td>
</tr>
</tbody>
</table>

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply: N/A

1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item: See GSA LABOR CATEGORY DESCRIPTIONS and SERVICE RATES AND LANGUAGES.

2. Maximum order:

<table>
<thead>
<tr>
<th>SINs</th>
<th>Maximum Order</th>
</tr>
</thead>
<tbody>
<tr>
<td>S41930</td>
<td>$350,000</td>
</tr>
<tr>
<td>OLM</td>
<td>$250,000</td>
</tr>
</tbody>
</table>

3. Minimum order: $100

4. Geographic coverage (delivery area): Domestic and Overseas

5. Point(s) of production (city, county, and State or foreign country): 3010 W Park Row Dr, Pantego, TX 76013

6. Discount from list prices or statement of net price: Government Net Prices (discounts already deducted.)

7. Quantity discounts:
   - >10,000 words = 1 cent/word
   - >25,000 words = 2 cents/word
   - >50,000 words = 3 cents/word
   - >100,000 words = 3.5 cents/word

8. Prompt payment terms: Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions. 2% ten days, Net 30 days

9. Foreign items (list items by country of origin): Not Applicable

10a. Time of delivery: To Be Determined at the Task Order level

10b. Expedited Delivery: Items available for expedited delivery are noted in this price list. To Be Determined at the Task Order level
10c. Overnight and 2-day delivery: To Be Determined at the Task Order level
10d. Urgent Requirements. To Be Determined at the Task Order level

11. F.O.B. point(s): Destination

12a. Ordering address(es): 3010 W Park Row Dr, Pantego, TX 76013
12b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.

13. Payment address(es): 3010 W Park Row Dr, Pantego, TX 76013

14. Warranty provision: Contractor’s standard commercial warranty applies

15. Export packing charges, if applicable: Not Applicable

16. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable

17. Terms and conditions of installation (if applicable): Not Applicable

18a. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not Applicable
18b. Terms and conditions for any other services (if applicable): Not Applicable

19. List of service and distribution points (if applicable): Not Applicable

20. List of participating dealers (if applicable): Not Applicable

21. Preventive maintenance (if applicable): Not Applicable

22a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable
22b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found (e.g., contractor’s website or other location.) The EIT standards can be found at: www.Section508.gov/: Not Applicable

23. Unique Entity Identifier (UEI) number: 781100149

24. Notification regarding registration in System for Award Management (SAM) database: Teneo Linguistics Company’s SAM registration is current and active.