



Legal Interpreting Services

General Services Administration 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 is available through **GSA Advantage!**TM, a menu - driven database system. The internet address for **GSA Advantage!**TM is :

<http://www.GSAAdvantage.gov>

Schedule for:
Translation Services (SIN 382 1 & 382 – 1RC)
Interpretation Services (SIN 382 2 & 382 2RC)
Federal Supply Group: 738
Class R499

Contract Number: GS-10F0256S
Contract Period: May 11, 2006 – May 10, 2011
Business Size: Small Business
Supplement No: PS0003 dated 8-26-2008

Legal Interpreting Services

DBA LIS-Translations

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***Awarded the authority to provide
Disaster Recovery Purchasing***



TABLE OF CONTENTS

LIS-Translations General Contract Fact Sheet	3
Executive Summary	4
Delivering Excellence for over 12 Years	4
Our Competitive Advantage is our Experience	4
Technology	5
Quality Assurance	6
Disaster Recovery	6
Confidentiality and Code of Conduct	7
Translation Services (SIN: 382-1)	8
Interpretation Services (SIN: 382-2)	9
GSA Price List (SIN: 382-1) – Translation Services	10
GSA Price List (SIN: 382-2) – Interpretation Services	11

LIS-Translations General Contract Fact Sheet

1a. Table of Awarded Special Item Numbers (SIN): 382-1 Translation Services 382-2 Interpretation Services <i>(Please refer to pages 8 & 9 for detailed descriptions)</i>		
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. (Please refer to pages 10-11 for detailed price lists)		
2. Maximum Order: \$1,000,000		3. Minimum Order: \$100
4. Geographic Coverage (Delivery Area): Domestic Only		
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 prices: Government net prices (discounts already deducted)		
7a. Quantity Discounts: None Offered		8a. Prompt Payment Terms: Net 30 Days 2% 15 Day
9a. Notification that Government Purchase Cards are accepted at or below the micro-purchase threshold: Yes		
9b. Notification whether Government Purchase Cards are accepted or not accepted above the micro-purchase threshold: Will accept over \$2,500		
10. Foreign Items: None		11a. Time of Delivery: Specified on Task Order
11b. Expedited Delivery: Contact Contractor		11c. Overnight and 2-day Delivery: Contact Contractor
11d. Urgent Requirements: Contact Contractor	12. F.O.B Point(s): Destination	13a. Ordering Address(es): Same as company address
13b. Ordering Procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).		
14. Payment Address(es): Same as company address		15. Warranty Provisions: Contractor's standard commercial warranty
16. Export Packing Charges: N/A		17. Terms and conditions of Government purchase card acceptance: Contact Contractor
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 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. Special attributes such as environmental attributes, e.g., recycled content, energy efficiency and/or reduced pollutants: N/A		
25. Data Universal Numbering System (DUNS) number: 96-5603293		26. Notification regarding registration in Central Contractor Registration (CCR) database: Registered

Executive Summary

Delivering Excellence for over 14 Years

Legal Interpreting Services (DBA LIS-Translations) is a full service language company that specializes in face-to-face and over-the-phone-interpretation, technical and non-technical document translation, website and software localization and desktop publishing services. LIS opened its doors in 1994 and began servicing the legal community. Our client base quickly grew and our fields of specialization expanded to many other industries in just a few years. Today, LIS-Translations exemplifies leadership in the language service industry by providing well crafted language service, highly competitive prices and 24 hour customer service. The following are just some of the industries we service:

- Advertising
- Agricultural
- Business/Financial
- Education
- Government
- Insurance
- Legal
- Medical/Pharmaceutical
- Sales/Marketing
- Technical/Information Technology

Staffed with over 5,000 nation-wide language consultants and 15 full and part time employees, LIS offers assistance in over 150 languages. Our project managers meticulously direct all of our translation, interpreting, localization and DTP assignments and our IT team handles our day to day hardware and software support as well as ongoing system design and development.

LIS is a Corporate Member of the American Translators Association (ATA)

Our Competitive Advantage is our Experience

In over a decade of service LIS has developed a strong core of contract-based clients ranging from state and local government agencies to Fortune 500 companies. In the last several years this core has grown exponentially. Some of our clients include:

- New York City Department of Education (NYCDOE)
- Securities and Exchange Commission
- Federal Bureau of Investigation (FBI)
- National Virtual Translation Center (NVTC)
- New York State (Office of General Services)
- United States Attorney's Office – EDNY
- United States Attorney's Office – SDNY
- Federal Department of Education
- New York City Metropolitan Transit Authority (MTA)

- National Labor Relations Board (NLRB)
- City Civilian Complaint Review Board (CCRB)
- New York City Housing Authority (NYCHA)
- Department of Consumer Affairs (DCA)
- District Attorney's Offices (All five Boroughs in New York City)

Title I Federal Funding has allowed the New York City Department of Education (NYCDOE) to provide non-English speaking parents with interpretation services allowing them to participate and closely monitor their children's education. LIS has been providing the NYCDOE which includes all 5-boroughs, 10 Regions, 32 Districts and over 1,400 schools with daily interpretation services. These services include community informational sessions with the Mayor of New York City and the NYCDOE Chancellor, Parent-Teacher-Conferences, City-Wide Testing, Suspension Hearings and many more.

LIS has numerous Federal and State translation and interpretation contracts such as the SEC, FBI, US Attorney's Office, NY State, Garland Texas, Washtenaw Michigan as well as many non contracted clients.

References provided upon request

Technology

LIS is fully equipped with software and hardware to handle all government translation and interpretation project requests. Our propriety customized in-house PC based system allows us to share customer and project information safely and effectively with our staff. This allows for effective transmission of information from one resource to another. Our system is designed to handle everything from client information, project description, resource information, translator/interpreter information and billing information. LIS is equipped with all Windows and MAC software for Desktop Publishing projects.

LIS is also equipped with Translation Memory (TM) and Glossary Software called SDLX. To ensure translation consistency throughout the course of an entire project, LIS uses SDLX, software that stores and reuses text produced by human linguists. This software allows our translators to reuse content through revisions and updates. TM should not be confused with machine translation, a type of software that produces the actual translation. Instead TM stores a translated word, sentence and/or phrase in its system using a specific database for each project. This process allows the translator to reuse reoccurring text with acute consistency ensuring precision and fluidity. The benefits of TM to clients are:

- ***Increases quality of translation as the same terminology and descriptions are used throughout translated material across the company***
- ***A considerable reduction in turnaround time as translators do not re-translate every repeated sentence or paragraph***

Our translators, editors and proofreaders use SDLX for all of our translation projects. The translation teams logon to the SDLX website, using our purchased licenses and download the SDLX module onto their computers. This tool imports the client's electronic file and compares it to the historic client TM database. It provides similar or exact matches using its memory from

previous translation projects. Each time the translation team uses the software, SDLX builds its translation memory file and assists in finding matches.

SDLX also creates, builds, updates and uses glossaries to assist in the translation process. Glossaries are used to help with word translation instead of sentence and paragraph translation. This usually occurs when the document contains technical or client specific words that our translators are not familiar with or when a client has a different translation for a specific word. If the client provides a glossary, the system imports the glossary and reformats it for translation use. If the client does not have an existing glossary, one will be built on an ongoing basis.

Quality Assurance

LIS has implemented quality assurance procedures that guarantee precise language product and reliable customer service. The following are approaches and tools used by LIS to ensure quality control.

- Three-Tier Approach – LIS' translation teams are comprised of translators, editors and proof readers to assure the highest quality possible. Each tier works independently of one another. They continuously consult with each other until all parties agree on the final product. Once complete, the document is reviewed by the project manager and is sent to the client for approval. If revisions are necessary, the project manager and the translation team work with the client until the client is completely satisfied with the final product.
- Quality Control Tools - In addition to our three-tier translation approach, LIS also uses the SDLX tool to ensure quality control. Once the translation is complete the project manager utilizes the tools quality control feature to find any unnecessary variations of text between the translation, the TM and the glossary. If such variations exist the project manager works with the translation team to resolve the issue.
- Rating System - LIS has developed a rating system to ensure consistent quality translation/interpretation. Each of our language consultants are reviewed and ranked every quarter. Our rating system is numbered 0-9. Zero being best and nine being the worst. Our rating system is based on the following factors:
 - Education Level
 - Years of Industry Experience
 - Years with LIS
 - Performance
 - Ongoing Training

Disaster Recovery

LIS has implemented a disaster recovery plan that ensures business continuity within 1 hour of an event. The plan includes:

- **Redundancy** - LIS has a remote site located in Brooklyn, New York that contains the necessary infrastructure, software and hardware to sustain regular business operations.
- **Data Backup** – The remote site contains all current and historical information.

- **Recovery** – LIS' management team and necessary resources are on call 24/7 to ensure complete recovery of day to day business operations.

Throughout the year management and staff run rehearsals ensuring that the implemented disaster recovery plan functions smoothly and efficiently. Because our translators and interpreters work remotely, language services will continue to be provided with minimal interruption.

In case of an unlikely event that causes day to day operations to halt, LIS' response is:

- Detecting the Disaster
- Notifying Staff and Language Consultants
- Activating Remote Site
- Notifying Clients

Confidentiality and Code of Conduct

LIS adheres to the Code of Professional Conduct and Business Practice established by the American Translators Association. Additionally, our linguists sign a confidentiality agreement prior to being hired.

Translation Services (SIN: 382-1)

LIS is committed to providing its clients with multilingual translation services that are accurate, clear and culturally and politically sensitive to the target audience. The translators, proofreaders and editors we assign to each project are native speakers, hold at least a Bachelors Degree and are accredited and ATA certified. They also have extensive training and work experience in specific subject matters and have 5 or more years experience translating in a specified language pair.

Our project managers are assigned to maintain quality and objectivity. They are responsible for quality control, timely delivery of each project and client/translation team communication. They are trained and experienced in the latest language software (i.e. Trados, SDLX, Déjà vu) and possess at least 5 years of project management experience and at least 2 years experience within the language industry.

Our services include but are not limited to the translation of business, legal, marketing, medical, multimedia (internet, audio and video), software localization and website localization.

In addition to translation, LIS offers the following services:

- **Editing** – Our linguist will review your original source text as well as the text translated by another party. Comments and suggestions are made and if necessary, translations are changed to ensure accuracy and cultural sensitivity.
 - **Proofreading** – Our proofreaders will review your formatted and translated materials. They make certain that the translations are accurate, complete, formatted correctly, without error.
- Transcription** – Our transcribers examine your source audio/video and record the text with precision.
- **Desktop Publishing (DTP)** - Our DTP team is equipped with the latest PC and Mac hardware and software to provide any type of desired file formats and/or layouts including QuarkXPress, Adobe Illustrator and Photoshop, Microsoft Publisher and InDesign.
 - **Web Design/Programming** – Our programmers provide localization, coding and testing if required.

As part of our translation fees, our clients receive 3-tier translation services (translator, editor and proofreader), project management, translation memory management and glossary development.

Interpretation Services (SIN: 382-2)

LIS provides professional and experienced interpreters to assist with communication between English and non-English speakers. The role of the LIS interpreter is to provide consecutive or simultaneous oral interpretation that is accurate, clear and culturally sensitive. Our interpreters are highly qualified, extensively trained and professional. Each exemplifies our high standards within their specific field of expertise. LIS sets the bar in interpretation employing only Graduate level language professionals. Our interpreters are Court Certified with three or more years simultaneous and/or consecutive experience.

Simultaneous interpreting is real-time interpreting: clients speak naturally, without pause in the source language. The interpreter converts the speech into the target language and delivers it to the audience using audio equipment in real-time, voices overlapping. Simultaneous interpreting is the only way to provide a running rendition of everything said by a speaker without requiring the speaker to stop after every sentence. It is designed for a large audience and public speakers.

Consecutive interpreting involves a pause in language conversion: the client speaks in the source language, pausing at the end of each sentence. The interpreter converts the speech into the target language and delivers it to the audience. This process is repeated until the project is complete. This mode is used for Q & A of non-English speakers, and requires more waiting time. It is ideal for legal proceedings like Examinations Before Trial (EBT's)

As part of our interpretation fees, our clients receive LIS project management

GSA Price List (SIN: 382-1) – Translation Services

LIS has over 5,000 highly skilled, accredited and certified translators in over **150 languages**. The following Price List has been reviewed and approved by GSA to be fair and reasonable.

Category	LIS Rates Per word
Group 1 – Spanish	\$0.15
Group 2 - Arabic, Armenian, Farsi, French Creole, French, Hebrew, Italian, Mandarin, Russian, Turkish, Urdu	\$0.22
Group 3 - Albanian, Bengali, German, Greek, Japanese, Korean, Polish, Portuguese, Punjabi	\$0.24
Group 4 - Dutch, Fulani, Gujarati, Hindi, Hungarian, Pashto, Romanian, Slovak, Tagalog, Thai, Vietnamese	\$0.26
Group 5 – Aramaic, Danish, Hmong, Ibo, Ido, Serbo-Croatian, Somali, Twi	\$0.26

- As part of our translation fees, our clients receive 3-tier translation services (translator, editor and proofreader), project management, translation memory management and glossary development.

*****375 translated words is equal to 1 hour of Consecutive Interpreting Services*****

GSA Price List (SIN: 382-1) – Transcription Services

Category	LIS Rates Per Hour
Group 1 – English	\$25
Group 2 – Spanish	\$55
Group 3 – Chinese(Mandarin), Haitian Creole, Hindi	\$80
Group 4 – Italian	\$75

GSA Price List (SIN: 382-2) – Interpretation Services

LIS has over 5,000 highly skilled, accredited and certified interpreters in over **150 languages**. The following Price List has been reviewed and approved by GSA to be fair and reasonable.

Category - Consecutive	LIS Hourly Rates	LIS Daily Rates
Group 1- Spanish	\$50	\$360
Group 2- French Creole, French, Hebrew, Italian, Polish, Yiddish	\$69	\$552
Group 3 - Albanian, Arabic, Armenian, Bengali, Cambodian, Cantonese, Czech, Dutch, Farsi, Finnish, Fuzhou, Fulani, German, Greek, Gujarat, Hausa, Hindi, Hungarian, Kikongo-Congolese(Fioti), Korean, Mandarin, Pashto, Portuguese, Russian, Serbo-Croatian, Slovak, Swahili, Swedish, Teluga, Thai, Toisanese, Turkish, Urdu	\$83	\$650
Group 4 - Bambara, Ga, Ibo, Ido, Japanese, Lithuanian, Macedonian, Malayalam, Mandingo, Tagalog, Twi, Vietnamese, Wolof, Yoruba	\$81	\$648
Group 5– American Sign Language	\$90	\$706
Category - Simultaneous	LIS Hourly Rates	LIS Daily Rates
Group 6 - Spanish	\$70	\$560
Group 7 – French	\$75	\$600
Group 8 – Polish	\$95	\$760
Group 9 – Russian, Hindi	\$100	\$800
Group 10 – Ukrainian, Haitian Creole, Serbo-Croatian, Romanian, Punjabi, Albanian, Portuguese	\$105	\$840
Group 11 – Arabic, Bengali, Chinese(Cantonese/Mandarin), Urdu, Korean	\$110	\$880
Group 12 – Twi, Soninke, Pashto, Japanese, Vietnamese, Turkish	\$115	\$920
Group 13 – Burmese, Mandingo, Tibetan, Fulani, Hungarian, Thai	\$120	\$960

- **As part of our interpretation fees, our clients receive LIS project management**
- **Group 1 – Group 4 require a 2-hour minimum for hourly assignments**
- **Group 5 requires a 3-hour minimum for hourly assignments**

- *Simultaneous interpretation and American Sign Language assignments require a 2-person team per language.*

GSA Price List (SIN: 382-2) – Telephone Interpretation Services

Category – Telephone Interpretation	LIS Rates (per minute)
Arabic, Albanian, Croatian, Spanish, Punjabi, Bengali, Korean, Polish, Cantonese, Mandarin, Russian, French, French Creole, Urdu, Polish, Romanian, Tagalog, Greek, Cambodian, Italian, Japanese, Mandinka, Sinhalese, Tamil, Vietnamese, Hungarian, Wolof, Bangladeshi, Farsi, Portuguese, Hindi, Turkish, Pashtu, Chinese(Toishanese)	\$1.39