



TCS Interpreting

www.tcsinterpreting.com

info@tcsinterpreting.com

GENERAL SERVICES ADMINISTRATION

Federal Acquisition 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 is available through **GSA Advantage!**TM, a menu-driven database system. The INTERNET address for **GSA Advantage!**TM is: **<http://www.GSAAdvantage.gov>**.

Schedule: Language Services

Federal Supply Group: 738, Class: R608

Contract Number: GS-10F-0277W

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>

Contract Period: August 18, 2010 through August 17, 2020

**Price List Current through Modification PA-0024,
Price List Current through effective date August 20, 2015**

Contractor: TCS Interpreting, Inc.
8757 Georgia Ave, Suite 500
Silver Spring, MD 20910

Business Size: Small, Disadvantaged, Woman Owned Business

Telephone: 240-428-1821

FAX Number: 240-428-1830

Web Site: www.tcsinterpreting.com

E-mail: jessica.moseley@tcsinterpreting.com

Contract Administration: Jessica Moseley

CUSTOMER INFORMATION:

- 1a. **Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:** 382-5, 382-5RC
- 1b. **Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.** See price list for details
- 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.** See price list for details
2. **Maximum Order:** \$1,000,000.00
3. **Minimum Order:** \$100.00
4. **Geographic Coverage (delivery Area):** Domestic and Overseas
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 price:** Government net prices (discounts already deducted). See Attachment.
7. **Quantity discounts:** None Offered
8. **Prompt payment terms:** Net 30 days
- 9a. **Notification that Government purchase cards are accepted up to the micro-purchase threshold:** Yes
- 9b. **Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** will accept over \$3,000
10. **Foreign items (list items by country of origin):** None
- 11a. **Time of Delivery (Contractor insert number of days):** Specified on the Task Order
- 11b. **Expedited Delivery.** The Contractor will insert the sentence “Items available for expedited delivery are noted in this price list.” under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Contact Contractor
- 11c. **Overnight and 2-day delivery.** The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for overnight and 2-day delivery: Contact Contractor
- 11d. **Urgent Requirements.** The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: Contact Contractor



12. **F.O.B Points(s):** Destination
- 13a. **Ordering Address(es):** Same as Contractor
- 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 provision.:** Contractor's standard commercial warranty.
16. **Export Packing Charges (if applicable):** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro- purchase level):** Contact Contractor
18. **Terms and conditions of rental, maintenance, and repair (if applicable):** N/A
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
- 20a. **Terms and conditions for any other services (if applicable):** N/A
21. **List of service and distribution points (if applicable):** N/A
22. **List of participating dealers (if applicable):** N/A
23. **Preventive maintenance (if applicable):** N/A
- 24a. **Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:**
N/A
- 24b. **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. contactor's website or other location.) The EIT standards can be found at: www.Section508.gov/.**
25. **Data Universal Numbering System (DUNS) number:** 11-2636170
26. **Notification regarding registration in the System for Award Management (SAM) database:**
Registered

GSA RATE INFORMATION:

Service	GSA Price
On-Site General Interpreting Service	\$86.19
On-Site After Hours Interpreting Service	\$100.39
On-Site Last Minute Interpreting Service < 5 business days notice	\$105.13
On-Site Specialty Interpreting Service	\$95.66
Legally Certified Interpreter > 5 Business Days	\$89.97
Legally Certified Last Minute Interpreter <5 Business Days	\$99.45
Legally Certified Interpreter <1 Day	\$108.92
General Assignment CART Service >5 Business Day	\$142.07
General Assignment CART Service <5 Business Day	\$161.01
On-Site Cart General >5 Business Days	\$142.07
On-site Cart Last Minute <5 Business Days	\$161.01
Captioning General >5 Business Days	\$161.01
Captioning Last Minute <5 Business Days	\$179.95
General Reader Services	\$71.03
Video Remote Interpreting (VRI) > 5 Hours	\$2.76
Video Remote Interpreting (VRI) <5 Hours	\$3.32
Video Relay Services (VRS)	\$8.74
Text Relay Services (TRS)	\$3.33

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire Language Schedule and all services provided. While no specific labor categories have been identified as being subject to the SCA due to exemptions for professional employees, this contract still maintains the provisions and protections for SCA eligible labor categories. TCS Associates understands that if we add SCA labor categories/employees to the contract through the modification process, TCS Associates must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupation code, SCA labor category titles and the applicable wage determination number. TCS Associates understands that failure to do so may result in cancellation of the contract.

SERVICE DESCRIPTIONS:

TCS offers a wide range of interpreting services to match virtually any environment, scenario or audience. In order to facilitate communication between hearing and deaf or hard of hearing people, TCS provides experienced individuals who can interpret sign language using the following modes:

American Sign Language (ASL) is comparable in complexity and expressiveness to spoken languages. It is not a form of English. It has its own distinct grammatical structure, which must be mastered in the same way as the grammar of any other language. ASL differs from spoken language in that it is visual rather than auditory and is composed of precise hand shapes and movements.

Pidgin Signed English (PSE) is a term that refers to a contact language or blended form of English and ASL. Often used when d/Deaf people and hearing people attempt to communicate.

Manually Coded English (MCE) utilizes invented manual codes to represent the aural/oral language of English, accompanied by spoken or inaudible mouthed English.

Tactile/Deaf-Blind Interpretation is a technique where the client places her/his hands over the hands of the interpreter, in order to read signs through touch and movement. Tactile signing can be taxing for interpreters, and may require more frequent interpreter switches or breaks. The interpreter should supply both auditory and visual information to the client. It is important to determine a seating arrangement that is comfortable to both the client and the interpreter. Tactile signing is used by clients who have very limited vision and by those who are blind.

Cued Speech Transliteration is a sound-based visual communication system that, in English, uses eight hand shapes in four different locations ("cues") in combination with the natural mouth movements of speech, to make all the sounds of spoken language look different.

Oral Transliteration is used to facilitate spoken communication between individuals who are deaf or hard of hearing and use speech and speech reading as their primary mode of communication, and other persons. These speech readers may or may not also know or use manual communication or sign language. Oral transliteration, however, does not normally include any use of sign language. Oral transliterators may also "voice"; for speakers who use no voice, or whose voices are difficult for listeners to understand.

Video Remote Interpreting (VRI) is a convenient professional interpreting service that enables deaf/hard of hearing and hearing individuals who are in the same location to easily conduct conversations through an interpreter, using a platform, over a high-speed Internet connection. VRI is for both deaf/hard of hearing and hearing individuals who need to converse with each other. VRI can take the place of scheduling a local interpreter to come onsite to a location.

LABOR CATEGORY DESCRIPTIONS:

On-Site General Interpreting Service*

General Assignments requested with at least five (5) business days' notice, during hours of 8am – 6pm, M-F

Standard Interpreter

Standard Interpreters possess skills in a broad range of general interpreting assignments. Standard Interpreters are used in general assignments including, but not limited to, staff/business meetings, interviews, training courses, performance evaluations, and education classes.

Minimum/General Experience: Three or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. An additional four years of experience in the relevant area may be substituted for a Bachelor's Degree.

**On site Interpreting all has 2 hour minimum, any assignment over 90 minutes requires 2 Interpreters*

On-Site General Interpreting After Hours Service*

General Assignments requested with at least five (5) business days' notice, outside of hours of 8am – 6pm, M-F

Standard Interpreter

Standard Interpreters possess skills in a broad range of general interpreting assignments. Standard Interpreters are used in general assignments including, but not limited to, staff/business meetings, interviews, training courses, performance evaluations, and education classes.

Minimum/General Experience: Three or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. An additional four years of experience in the relevant area may be substituted for a Bachelor's Degree.

**On site Interpreting all has 2 hour minimum, any assignment over 90 minutes requires 2 Interpreters*

On-Site General Interpreting Last Minute Service*

General Assignments requested less than five (5) business days' notice

Standard Interpreter

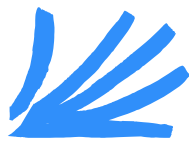
Standard Interpreters possess skills in a broad range of general interpreting assignments. Standard Interpreters are used in general assignments including, but not limited to, staff/business meetings, interviews, training courses, performance evaluations, and education classes.

Minimum/General Experience: Three or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. An additional four years of experience in the relevant area may be substituted for a Bachelor's Degree.

**On site Interpreting all has 2 hour minimum, any assignment over 90 minutes requires 2 Interpreters*



On-Site Specialty Interpreting Service*

Specialized Interpreter

Specialized Interpreters have professional knowledge in a specific area of interpreting. Specialized Interpreters are utilized in judicial, medical, scientific, technical, or security cleared interpreting tasks. The Specialized Interpreters necessitate an understanding vocabulary and concepts depending on their specialized area. Medical interpretation generally includes: doctor's appointments, interpretation at a hospital and/or medical care facility, or interpretation services at training/workshops/seminars where the subject matter is medical in nature. Legal interpretation generally includes: attorney-client meetings, preliminary hearings, depositions, trials, and arraignments. Tactile signing involves interpreting for people who are blind as well as deaf by making manual signs into a person's hands. Highly technical/scientific interpretation typically involves working with deaf consumers who hold advanced degrees in their respective fields. TCS has several interpreters on staff with differing levels of Security to fit the needs of Secured Government sites as well as any meetings that may require a security clearance.

Minimum/General Experience: Five or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. No experience can be substituted for Bachelor's Degree.

**On site Interpreting all has 2 hour minimum, any assignment over 90 minutes requires 2 Interpreters*

Legally Certified Interpreter

Assignments requested with at least five (5) business days' notice

Legally Certified Interpreters have professional knowledge in a specific area of interpreting. The Legally Trained Interpreters necessitate an understanding vocabulary and concepts depending on their specialized area. Legal interpretation generally includes: attorney-client meetings, preliminary hearings, depositions, trials, and arraignments. These interpreters are participants in the Legal Interpreting Group at TCS Interpreting assigned a mentee, and must participate in observation and practical hours on an annual basis. These interpreters hold a Special Certificate: Legal.

Minimum/General Experience: Five or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. No experience can be substituted for Bachelor's Degree.

Legally Certified Interpreter Last Minute Service (<5 Days)

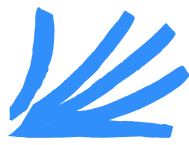
Assignments requested with less than five (5) business days' notice

Legally Certified Interpreters have professional knowledge in a specific area of interpreting. The Legally Trained Interpreters necessitate an understanding vocabulary and concepts depending on their specialized area. Legal interpretation generally includes: attorney-client meetings, preliminary hearings, depositions, trials, and arraignments. These interpreters are participants in the Legal Interpreting Group at TCS Interpreting assigned a mentee, and must participate in observation and practical hours on an annual basis. These interpreters hold a Special Certificate: Legal.

Minimum/General Experience: Five or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. No experience can be substituted for Bachelor's Degree.



Legally Certified Interpreter Last Minute Service (<1 Day)

Assignments requested with less than one (1) business day notice

Legally Certified Interpreters have professional knowledge in a specific area of interpreting. The Legally Trained Interpreters necessitate an understanding vocabulary and concepts depending on their specialized area. Legal interpretation generally includes: attorney-client meetings, preliminary hearings, depositions, trials, and arraignments. These interpreters are participants in the Legal Interpreting Group at TCS Interpreting assigned a mentee, and must participate in observation and practical hours on an annual basis. These interpreters hold a Special Certificate: Legal.

Minimum/General Experience: Five or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. No experience can be substituted for Bachelor's Degree.

General Assignment CART Service

Assignments requested with at least five (5) business days' notice

Real-Time Transcriber/CART Writer

Real-Time Transcriber/CART Writers possess skills in a broad range of general assignments. Real-Time Transcriber/CART Writers are used in general assignments including, but not limited to, staff/business meetings, interviews, training courses, performance evaluations, and education classes.

Minimum/General Experience: Three or more years in transcription projects. Shall have proven experience with word processing software, including working knowledge of macro functions and editing. Transcribers must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for setting up real-time transcription system, including special vocabulary and terms to be entered on the speech recognition engine utilized. Transcriber will email an unedited final transcription to the client within 48 hours of event.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for a Bachelor's Degree.

General Assignment CART Service Last Minute Service (<5 Days)

Assignments requested with less than five (5) business days' notice

Real-Time Transcriber/CART Writer

Real-Time Transcriber/CART Writers possess skills in a broad range of general assignments. Real-Time Transcriber/CART Writers are used in general assignments including, but not limited to, staff/business meetings, interviews, training courses, performance evaluations, and education classes.

Minimum/General Experience: Three or more years in transcription projects. Shall have proven experience with word processing software, including working knowledge of macro functions and editing. Transcribers must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for setting up real-time transcription system, including special vocabulary and terms to be entered on the speech recognition engine utilized. Transcriber will email an unedited final transcription to the client within 48 hours of event.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for a Bachelor's Degree.



On-Site CART General Service*

Assignments requested with at least five (5) business days' notice

On-Site CART is a system designed for meetings, presentations or training sessions. On-Site CART requires a TCS CART writer to be on-site/in-person, with the client receiving the service, at the location where the event is taking place. The transcribed text is real-time and it can either be displayed on the client's laptop or projected on to a large screen for an audience to be read. This service, provided by TCS, helps deaf and hard of hearing CART users' access to the spoken words in real-time.

Minimum/General Experience: Three or more years in transcription projects. Shall have proven experience with word processing software, including working knowledge of macro functions and editing. Transcribers must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for setting up real-time transcription system, including special vocabulary and terms to be entered on the speech recognition engine utilized. Transcriber will email an unedited final transcription to the client within 48 hours of event.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for a Bachelor's Degree.

**3 hour minimum*

On-Site CART General Last Minute Service (<5 Days)*

Assignments requested with less than five (5) business days' notice

On-Site CART is a system designed for meetings, presentations or training sessions. On-Site CART requires a TCS CART writer to be on-site/in-person, with the client receiving the service, at the location where the event is taking place. The transcribed text is real-time and it can either be displayed on the client's laptop or projected on to a large screen for an audience to be read. This service, provided by TCS, helps deaf and hard of hearing CART users' access to the spoken words in real-time.

Minimum/General Experience: Three or more years in transcription projects. Shall have proven experience with word processing software, including working knowledge of macro functions and editing. Transcribers must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for setting up real-time transcription system, including special vocabulary and terms to be entered on the speech recognition engine utilized. Transcriber will email an unedited final transcription to the client within 48 hours of event.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for a Bachelor's Degree.

**3 hour minimum*

Captioning General Service

Assignments requested with at least five (5) business days' notice

Captioning is a system designed for meetings, presentations or training sessions. Captioning requires a TCS writer to be on-site/in-person OR remote. The transcribed text is real-time and it can either be displayed on the client's laptop or projected on to a large screen for an audience to be read. This service, provided by TCS, helps deaf and hard of hearing users' access to the spoken words in real-time.

Minimum/General Experience: Three or more years in transcription projects. Shall have proven experience with word processing software, including working knowledge of macro functions and editing. Transcribers must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for setting up real-time transcription system, including special vocabulary and terms to be entered on the speech recognition engine utilized. Transcriber will email an unedited final transcription to the client within 48 hours of event.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for a Bachelor's Degree.



Captioning General Last Minute Service (<5 Days)

Assignments requested with less than five (5) business days' notice

Captioning is a system designed for meetings, presentations or training sessions. Captioning requires a TCS writer to be on-site/in-person OR remote. The transcribed text is real-time and it can either be displayed on the client's laptop or projected on to a large screen for an audience to be read. This service, provided by TCS, helps deaf and hard of hearing users' access to the spoken words in real-time.

Minimum/General Experience: Three or more years in transcription projects. Shall have proven experience with word processing software, including working knowledge of macro functions and editing. Transcribers must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for setting up real-time transcription system, including special vocabulary and terms to be entered on the speech recognition engine utilized. Transcriber will email an unedited final transcription to the client within 48 hours of event.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for a Bachelor's Degree.

General Reader Services

Minimum/General Experience: (2) years of current work related experience.

Functional Responsibility: A General Reader provides a work task-related assistance, in which the reader reads aloud business documents not otherwise available electronically. General Reader services are used primarily for reading written materials, documents, spreadsheets, graphs, etc. aloud to visually impaired individuals. The readers read materials at high-level meetings, conferences, instructional seminars, and all other occasions where reading services are required. Reader reads a variety of work related, handwritten/printed materials for the visually impaired employees. Reader explains/describes for the visually impaired employees various visual aids such as graphs, charts, pictures, illustrations, etc., used to supplement written/printed text.

Minimum Education: A minimum of a Bachelor's Degree in relevant area. An additional four years of experience in the relevant area may be substituted for a Bachelor's Degree.

Video Remote Interpreting (VRI) > 5 Hours*

Video Remote Interpreting (VRI) is a convenient professional interpreting service that enables deaf/hard of hearing and hearing individuals who are in the same location to easily conduct conversations through an interpreter, using a platform, over a high-speed Internet connection. VRI is for both deaf/hard of hearing and hearing individuals who need to converse with each other. VRI can take the place of scheduling a local interpreter to come onsite to a location. Video Remote Interpreters provide interpreting through our secure platform over the internet to provide

interpreting in all business settings without the need of having an actual interpreter onsite.

Video Remote Interpreting is a best value offering for emergency last minute meetings and scheduled meetings that may take place for less than one hour.

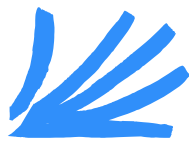
TCS Associates is able to offer Secured Interpreters for any VRI assignments if the need arises. TCS sets itself apart by offering secured interpreters for Video Remote Interpreting. These services are offered using TCS' secure platform and provide interpreters that hold Security Clearances for client that should need that service. Those lines of services are secured lines and the platform has met the FIPS 140-2 security requirements.

Minimum/General Experience: Three or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of an Associate's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for an Associate's Degree.

**VRI (video interpreting) has a 10 minute minimum, any assignment over 90 minutes requires 2 Interpreters*



Video Remote Interpreting (VRI) <5 Hours

Video Remote Interpreting (VRI) is a convenient professional interpreting service that enables deaf/hard of hearing and hearing individuals who are in the same location to easily conduct conversations through an interpreter, using a platform, over a high-speed Internet connection. VRI is for both deaf/hard of hearing and hearing individuals who need to converse with each other. VRI can take the place of scheduling a local interpreter to come onsite to a location. Video Remote Interpreters provide interpreting through our secure platform over the internet to provide interpreting in all business settings without the need of having an actual interpreter onsite. Video Remote Interpreting is a best value offering for emergency last minute meetings and scheduled meetings that may take place for less than one hour.

TCS Associates is able to offer Secured Interpreters for any VRI assignments if the need arises. TCS sets itself apart by offering secured interpreters for Video Remote Interpreting. These services are offered using TCS' secure platform and provide interpreters that hold Security Clearances for client that should need that service. Those lines of services are secured lines and the platform has met the FIPS 140-2 security requirements.

Minimum/General Experience: Three or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of an Associate's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for an Associate's Degree.

Video Relay Services (VRS)

Video Relay Service (VRS) is a 24-hour service for the deaf and hard-of-hearing community that enables anyone to conduct video relay calls with family, friends, and/or business associates. Calls are placed and received through a professional sign language interpreter to easily conduct conversations through an interpreter, using the platform, over a high-speed Internet connection.

Video Relay Service Interpreter

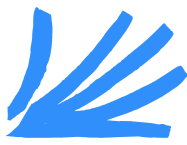
Video Relay Service Interpreters provide interpreting through our secure platform over the internet to

provide interpreting for all incoming and outgoing calls. Video Relay Service Interpreting is a best value offering for making phone calls, and joining conference calls in the workplace. TCS Associates is able to offer Secured Interpreters for any VRS assignments if the need arises. TCS sets itself apart by offering secured interpreters for Video Relay Services. These services are offered using TCS' secure platform and provide interpreters that hold Security Clearances for client that should need that service. Those lines of services are secured lines and the platform has met the FIPS 140-2 security requirements.

Minimum/General Experience: Three or more years in interpreting services. Interpreters must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of an Associate's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for an Associate's Degree.



Text Relay Services (TRS)

Text Relay Service (TRS) is a 24-hour service for the deaf and hard-of-hearing community that enables anyone to conduct video relay calls with family, friends, and/or business associates. Calls are placed, using the platform, which enables your part of the conversation to occur in text, while the person you call can conduct their side using their voice.

Text Relay Service Interpreter

Text Relay Interpreters provide interpreting through our secure platform over the internet to provide

interpreting in all business settings without the need of having an actual interpreter onsite.

When placing a call through the Platform, users have the option to choose a Text Relay call. A Text

Relay Interpreter then relays the call to the user through the use of text communication. TCS

Associates is able to offer Secured Interpreters for any TRS assignments if the need arises. TCS

sets itself apart by offering secured interpreters for Text Relay Services. These services are

offered using TCS' secure platform and provide interpreters that hold Security Clearances for

client that should need that service. Those lines of services are secured lines and the platform

has met the FIPS 140-2 security requirements.

Minimum/General Experience: Three or more years in interpreting services. Shall have proven experience with word processing software, including working knowledge of macro functions and editing. Must have demonstrated proficiency in grammar and spelling.

Functional Responsibility: Responsible for providing sign language interpreting services to the client receiving services.

Minimum Education: A minimum of an Associate's Degree in relevant area. An additional two years of experience in the relevant area may be substituted for an Associate's Degree.