



General Service Administration

Federal Supply Service
Authorized Federal Supply Schedule Price List

PROFESSIONAL SERVICES SCHEDULE

Industrial Group: 00CORP
NAICS Code: 541930
Contract Number: GS-10F-0281W
Contract Period: August 31, 2015 - August 30, 2020

Business Size/Classification: Small, Disadvantaged,
Woman Business Enterprise

2 University Plaza
Suites 406
Hackensack, NJ 07601
Phone (201)487-8007 · Fax (201)487-8052
<http://www.cqfluency.com>
info@cqfluency.com
Contract Administration: Elisabete Miranda

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 systems. The INTERNET address GSA Advantage! is GSAAdvantage.gov.



TABLE OF CONTENTS

Customer Information	3
Language Services Capabilities	5
Document Translation Overview	6
Interpretation Overview	7
SIN 382-1 Translation Services Rates	9
SIN 382-1 Other Translation Services Rates	10
SIN 382-2 Interpretation Services Rates	10



CUSTOMER INFORMATION

1. Table of Award Special Item Numbers (SIN)

SIN 381-1 Translation Services
SIN 381-2 Interpretation Services
SINs 381 1RC and 381 2RC

1b. Identification of the lowest priced model and lowest 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 affective 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. **See price List**

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. **Not Applicable**

2. Maximum Order: **\$1,000,000.00**

3. Minimum Order: **\$100.00**

4. Geographic Coverage (delivery area): **The geographic scope of this contract is the 48 contiguous United States, the District of Columbia, Alaska, Hawaii, Puerto Rico and all U.S. Government locations worldwide.**

5. Point(s) of Production: **Hackensack, Bergen County, New Jersey**

6. Discount from List: **Prices shown are net and all discounts are included.**

7. Quantity Discounts: **Please refer to Price List**

8. Prompt Payment Terms: **Net 30**

9. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: **Government Credit Cards are accepted.**
Notification that Government purchase cards are accepted or not accepted above the micro-purchase threshold: **Government Credit Cards are accepted**

10. Foreign Items: **Not Applicable**

11a. Time of Delivery: **As negotiated at the Task Order Level**

11b. Expedited Delivery: **As negotiated at the Task Order Level**

11c. Overnight and 2-Day Delivery: **As negotiated at the Task Order Level**

11d. Urgent Requirements: **As negotiated at the Task Order Level**

12. F.O.B. Points: **Destination**

13. Ordering Address

CQ fluency, Inc.
2 University Plaza - Suite 406
Hackensack, NJ 07601
Phone: 201.487.8007 info@cqfluency.com
Fax: 201.487.8052 www.cqfluency.com



- 13b 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
- 14. Payment Address:
CQ fluency, Inc.
2 University Plaza - Suite 406
Hackensack, NJ 07601
Phone: (201) 487-8007 - Fax: (201) 487-8052
- 15. Warranty Provisions: **Not Applicable**
- 16. Export Packing Charges: **Not Applicable**
- 17. Terms and Conditions of Government Purchase Cards acceptance (any thresholds above the micro-purchase level):

CQ fluency will accept Government purchase cards, however no discount for their use will apply. Terms and Conditions of acceptance will be in accordance with the Government Purchase Card Program Guidelines.
- 18. Terms and Conditions of Rental, Maintenance and Repair: **Not Applicable**
- 19. Terms and Conditions of repair parts indicating date of parts price lists and any discounts from list prices: **Not Applicable**
- 20a. Terms and Conditions for any other Services: **Not Applicable**
- 21. List of Service and Distribution Points: **Not Applicable**
- 22. List of Participating Dealers: **Not Applicable**
- 23. Preventive Maintenance: **Not Applicable**
- 24a Special attributes such as environmental attributes: **Not applicable**
- 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. contractor's website or other location.) The EIT Standards can be found at www.section508.gov
- 25. Data Universal Number System (DUNS): **83-045-6778**
- 26. Notification of Registration in CCR Database: **CQ fluency, Inc. CAGE code: 3RZE4**

The Service Contract Act (SCA) is applicable to this contract and as it applies to the entire 00CORP Professional Services Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29CFR 5413.300), this contract still maintains the provisions and protections for SCA eligible labor categories. If and/or when the Contractor adds SCA labor categories / employees to the contract through the modification process, the Contractor must inform the Contracting Officer and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and applicable wage determination (WD) number. Failure to do so may result in cancellation of the contract.



COMPANY BACKGROUND

CQ fluency is an ISO 9001 and EN 15038 Certified language solutions provider that excels at delivering accurate, timely and culturally sensitive multi-lingual services. Our services are used by the federal government, state governments, municipalities, the United Nations, and a wide range of commercial enterprises. We routinely handle projects of all sizes in over 150 languages. Our advanced processes and pool of over 3,000 certified language professionals allow us to really differentiate ourselves with large, complex, and / or multi-language projects.

Since its inception, CQ fluency specializes in Multicultural, Hispanic and Multilingual Communications. We have helped organizations in the U.S. and around the world communicate in a culturally competent manner that goes far beyond the translation process - ensuring that the translated message precisely and faithfully captures its original meaning and addresses the unique cultural values of each target audience.

Languages evolve naturally over time, so translators must be keenly aware of the linguistic evolutions in their field. "Intercultural Advantage" is our term for describing our commitment to understanding even the most subtle linguistic changes. Incorporating these nuances is what transforms a satisfactory translation into an exceptional one. With CQ fluency, your message will sound like it was originally written in the target language – every time.

TRACK RECORD - INDEPENDENT REVIEW

We perform translations through project teams that include subject matter experts who use our Intercultural AdvantageSM process. This delivers industry leading accuracy and customer satisfaction levels as exemplified by our multi-year contract with The State of New Jersey for the provision of language translation services for all state agencies. The chart on the right shows the results of the evaluation of the nine finalist bidders that led to this win. Also, according to the 2010 Open Ratings from Dun & Bradstreet, CQ fluency's score demonstrates outstanding overall customer satisfaction (96/100).





KEY SERVICES

- Document Translation
- Editing and Proofreading
- Website Localization
- Linguistic Validation
- Phone Interpretation
- Consecutive/Simultaneous Interpretation
- Conference Interpretation
- Webcast Interpretation
- Sign Language Interpretation
- Desktop Publishing
- Hispanic/Multicultural Communications
- Multimedia Production
- Transcription
- Monitoring
- Brand Name Evaluation
- Cultural Consulting
- 508 Compliance – in any language
- Braille/LP Services

AWARDS | CERTIFICATIONS | AFFILIATIONS

- ISO 9001 and EN 15038 Certified
- M/WBE certified
- SDB certified
- WOSB – SBA/WBENC
- Association of Language Companies
- ATA – American Translators Association
- 2012 SBA Minority Small Business Person of the Year
- 2011 The Council NYNJ-NMSDC Minority Supplier of the Year
- DUNS #: 83-045-6778
- CAGE code: 3RZE4
- Tax ID: 32-0102982
- NAICS Codes #: 541930; 561410;

DOCUMENT TRANSLATION OVERVIEW

MULTICULTURAL LANGUAGE EXPERTISE FOR THE US MARKET

Translation for the US market is one of CQ fluency's core competencies. We make every effort to match our linguists' countries of origin to the predominant demographics of the target audiences. To achieve this, we research the demographics of the LEP (Limited English Proficiency) audiences for each specific area, insuring that all multicultural audiences in the US are represented in our linguistic data base. Next, we ensure that the language is appropriate for the US by only using linguists who live in the US, who, though more costly, are intimately familiar with American culture and systems. Our linguists understand that the main goal of a translation is to communicate a specific message accurately which may require keeping certain terms in English (and sometimes including the translation in parenthesis).

OUR HOLISTIC APPROACH TO TRANSLATION (WRITTEN COMMUNICATION)

Translation is not simply converting the words from one language to another. It is a transformation of the nuances and tone of the source document. This is why we believe so strongly in a holistic approach to language translation. Our job is to ensure that we capture the essence of the message and transform it into the language and culture of the target audience, without losing the integrity of the original text.

We achieve culturally competent translations by applying an internal red flag check list and by culturally adapting text and images that accurately reflect the message concept of the source document. This approach is especially important with legal information projects where one or two poorly chosen words can be the difference between the right and wrong understanding of the original message.



THREE STEP QUALITY CONTROL PROCESS

To ensure accurate, culturally appropriate translations, CQ fluency applies a 3-step approach:

- Lead Translator/Translator - a linguist specialized in the material translates the text, making sure to translate using the same register and tone as the source material.
- Editor - reviews the translation for grammatical and syntactical correctness and makes sure that the message flows as if it had been created in the target language.
- Proofreader - assures that the final document has no typographical errors.

We require that our linguists (translators, editors & proofreaders) are native speakers of the target language, have a background and extensive experience in their specialized field, possess solid experience with TM tools, and have a minimum of five years working experience. We check three translation references and uphold adherence to a strict code of ethics that emphasizes impartiality and confidentiality.

TEAM SELECTION PROCESS

CQ fluency does not use machine translation. Our recruitment process is extremely rigorous and designed to identify the right people with the right skills for our team. The linguists we employ are communication professionals. They have in-depth knowledge and training in their language pair(s) and extensive experience in their specialized field. These professionals are native speakers of the language they are translating into, and they must have as a minimum, an undergraduate degree from a university and a minimum of 5 years of experience.

In order to be part of our database of Independent Contractors, each linguist is tested according to their background and then reviewed by our team of proven, time-tested translators, some of whom are graders for the American Translators Association accreditation program. Professional references are checked to verify their history of quality, punctuality, and availability. New Independent Contractors who successfully meet our criteria sign a confidentiality agreement to begin a working relationship with us. Lastly, we perform periodic translation quality reviews to be sure that they are maintaining the rigorous standards that we require at CQ fluency.

CUTTING EDGE TECHNOLOGY

CQ fluency takes full advantage of the variety of translation memory tools that are currently on the market. The CAT (computer assisted translation) tool we use depends on the complexity and requirements of the project. Using CAT tools provides a technical framework that is ideal for:

- Quickly making updates to previously existing translations.
- Easily creating glossaries that can be updated in real-time for projects that require several translators to work on the same material simultaneously.
- Effortlessly maintaining text consistency when there is repetitive text.

DEADLINES

CQ fluency is prepared to meet any project specific deadlines. We are very experienced in working with tight deadlines and have a very flexible and committed team, which allow us to always deliver projects on-time.



INTERPRETATION OVERVIEW - (VERBAL COMMUNICATION)

We meet the needs of corporations, state and local government, and federal agencies for multi-lingual communications by providing highly accurate and cost effective interpretation services that are extremely easy to use. These services are available in over 150 languages and include:

- Simultaneous Conference Interpretation
- Consecutive On-site Interpretation
- Escort Interpretation
- Telephonic Interpretation
- Webcast Interpretation
- Recorded Interpretation

ONSITE INTERPRETATION

Each onsite interpretation assignment is managed by a project manager who has overall responsibility for client interface, selection of the appropriate interpreters, arranging for necessary audio equipment and logistics support anywhere in the world. Our project managers meet the needs of each assignment by drawing from a base of hundreds of certified professionals who meet the following minimum qualifications:

- 2-3 years of professional-level interpreting experience
- Subject matter expertise resulting from a combination of university-level training and direct experience in the field
- Certification by several US states, the UN, or CQ fluency

TELEPHONE INTERPRETATION

Telephonic interpretation requires no advance planning or appointments and can be accessed 24 hours per day, seven days a week through a phone call to an 800 number.

WHAT SETS US APART FROM THE COMPETITION?

Live Answer Operators - Each call is answered by a live operator. It has been our experience that the easiest manner for our clients to feel comfortable in accessing language services is to dial the phone and hear a live operator assisting them and their unique needs.

US Based interpreters – All our contracted telephone interpreters reside in the United States, and speak the language of your LEP population, because they live, work, and interact with the same U.S. population. While employing overseas interpreters reduces cost, it also compromises quality and poses many problems in the area of cultural awareness and familiarity of the U.S. marketplace. Often, these interpreters have little or no knowledge of the U.S. government, professional culture, healthcare system, U.S. ethics and standards of practice, linguistic and cultural regional variations and so on.

Rapid connection to an interpreter - through our unique computer/telephony call center, interpreters are made available for the call, sometimes prior to completion of the order entry process. Our average connection time is 15 seconds for Spanish and 23 seconds for other languages.

Tailored billing and reporting - You let us know what reporting you would like, how frequently (monthly, quarterly, yearly) and how you prefer it to be broken down, and we will provide you the data. There is no additional charge for any of these services.

Customer Care - CQ fluency maintains a strong commitment to provide the highest quality of Customer Care in the industry. We are responsive to all customer care issues 24 hours a day, 7 days a week. We are friendly, receptive, and honestly concerned with proving that you are our #1 priority at all times.



GSA PRICELIST

Language Classification		
Group I	Spanish	
Group II	European Languages	Albanian, Armenian, Bulgarian, Croatian, Dutch, Finnish, Flemish, French, German, Italian, Norwegian, Polish, Portuguese, Czech, Hungarian, Romanian, Russian, Serbian, Slovak, Slovene, Swedish, Turkish, Ukrainian
Group III	Asian, Middle Eastern and Indian Languages	Arabic, Chinese, Creole, Farsi, Greek, Gujarati, Hebrew, Hindi, Indonesian, Japanese, Korean, Punjabi, Turkish, Urdu, Vietnamese
Group IV	Languages of Limited Diffusion	Afrikaans, Azeri, Balinese, Estonian, Georgian, Latvian, Lithuanian, Laos, Cambodian, Tagalog and others not listed

SIN 382-1 TRANSLATION SERVICES: ENGLISH > LANGUAGE GROUPS

Number of Words on a Per Project Basis	Languages			
	Group I	Group II	Group III	Group IV
	General	General	General	General
50,001 or more	\$0.17	\$0.21	\$0.23	\$0.24
10,001-50,000 words	\$0.18	\$0.22	\$0.24	\$0.25
5001-10,000 words	\$0.19	\$0.23	\$0.25	\$0.26
Up to 5000 words	\$0.20	\$0.24	\$0.26	\$0.27

SIN 382-1 TRANSLATION SERVICES: LANGUAGE GROUPS > ENGLISH

Number of Words on a Per Project Basis	Languages			
	Group I	Group II	Group III	Group IV
	General	General	General	General
50,001 or more	\$0.20	\$0.21	\$0.23	\$0.24
10,001-50,000 words	\$0.21	\$0.22	\$0.24	\$0.26
5001-10,000 words	\$0.22	\$0.26	\$0.28	\$0.29
Up to 5000 words	\$0.23	\$0.27	\$0.29	\$0.30



SIN 382-1 OTHER TRANSLATION SERVICES

Task	Unit of Measure	Graphics & DTP	Graphics & DTP	Graphics & DTP	Graphics & DTP
		Group I	Group II	Group III	Group IV
Desktop Publishing	Hours	\$67.71	\$77.98	\$77.58	\$97.53
Cultural Consulting	Hours	\$146.60	\$146.60	\$244.33	\$244.33
Tape Transcription	Hours	\$67.71	\$77.98	\$87.66	\$97.53

- English Tape Transcription - subject to revision
- Minimum Fee project fee \$ 100.00

SIN 382-2 INTERPRETATION SERVICES

Task	Unit of Measure	Other Translation Services			
		Group I	Group II	Group III	Group IV
Phone Interpretation	Minutes	\$1.39	\$1.39	\$1.39	\$1.39
Consecutive	Hours	\$87.66	\$107.51	\$117.28	\$136.83
Simultaneous	Day	\$876.57	\$906.80	\$915.37	\$1,319.40

- Cost per Certification: **NO CHARGE**
- Prices are based on jobs being sent to us in electronic form including: MSWord, RTF, Word Perfect, Plain Text.

TURNAROUND TIME

Turnaround time is established and guaranteed on a per project basis

- Industry standard is 2,000 words/day for large projects (10,000 words+) starting counting after 48 hours of project approval
- For projects of up to 1,000 words, standard turnaround time is 48-72 hours for the translation part of the project. In this turnaround time is not included desktop publishing or any other task as engineering, testing, etc.

All prices include Industrial Funding Fee of 0.75%