

GENERAL SERVICES ADMINISTRATION

Federal Supply Service

Authorized Federal Supply Schedule

WorldWide Language Resources, Inc.



Contract Number GS-10F-0307L

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- SCHEDULE FOR LANGUAGE SERVICES -
TRANSLATION, INTERPRETATION AND LANGUAGE TRAINING

Federal Supply Group.....738
Class.....738 II
Contract Number.....GS-10F-0307L
Contract Period.....06-21-2001 through 06-20-2006
(with three (3) five (5)-year Option Periods)
Price List Effective.....March 13, 2007

For more information on ordering from Federal Supply Schedules visit: <http://www.gsa.gov>



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CONTRACTOR INFORMATION

Address.....WorldWide Language Resources, Inc
 308 Person Street
 Fayetteville, NC 28301

Telephone.....(910) 483-2881
 Facsimile.....(910) 483-2470
 Website.....www.wwlr.com
 E-mail.....info@wwlr.com
 Contract Administrator.....Susan Tozier
 CAGE Code.....07ES4
 DUNS Number.....94-5445765
 Business Size.....Large Business
 Business Certification.....Veteran Owned Business
 Education Accreditation.....Accrediting Council for Continuing Education & Training (ACCET)
 Translation Memberships.....American Translators Association (ATA)

Contractor accepts LH and FFP

WWLR POINTS OF CONTACT

| | | |
|---|----------------------|--|
| President | Mr. Lawrence Costa | Lawrence.Costa@wwlr.com |
| Senior Vice President | Mr. Robert Arsenault | Robert.Arsenault@wwlr.com |
| Vice President | Mr. James Williamson | James.Williamson@wwlr.com |
| Vice President | Mr. Lance Manske | Lance.Manske@wwlr.com |
| Director of Operations | Mr. Gene Battistini | Gene.Battistini@wwlr.com |
| Director of Foreign Language Training Department | Ms. Zlata Dale | Zlata.Dale@wwlr.com |



COMPANY PROFILE

Mission

Our mission at WWLR is fairly simple...WorldWide Language Resources provides the best quality language services for the best price, in any language, anywhere, anytime, under any conditions.

Company History

In September of 1995, Lawrence P. Costa, former Command Language Program Manager of 10th Special Forces Group (Airborne), founded WWLR as a language consultant firm. WWLR is a diverse company formed by associates having extensive international experience operating in countries on every continent. WWLR's principals have over forty years combined experience in international operations management. The high quality professional products and services of WWLR are always delivered on time and in any place in the world. We have an expanded marketing scope that includes the needs of academia and industry, as well as Government and defense organizations.

WWLR specializes in foreign language instruction, interpretation, and translation, as well as proficiency testing, language textbook development and editing, and analysis of language training requirements and programs.

Initially, these services were primarily provided to the Intelligence community and Department of Defense Special Operations Forces. Our mission expanded in 1997 to include corporate and professional foreign language services and specialized/technical language training for business clients.

WWLR's accreditation provides verification of our management and language program's consistency, experience and reliability. WWLR is nationally accredited by the Accrediting Council for Continuing Education and Training (ACCET), one of the thirteen organizations chartered by US Department of Education to award accreditation. Since WWLR's founding, we have provided intensive language training to more than 4,000 students in over 45 languages and dialects for a total of almost 4 million class hours. More than 90% of these students have been Federal Government employees in full-time intensive programs.

| SERVICES | | |
|--|---|---|
| Training | Language Communications | Consulting & Development |
| Language Training in the U.S. and Abroad On-Site Language & Cultural Immersion Programs Domestic "Isomersion" Courses English as a Second Language (ESL) Foreign Language Books & Educational Materials Law Enforcement Specific Language Training (1122 program) | Translation Services (non-technical & technical) Proofreading and Editing Interpretation Services (escort, consecutive and simultaneous) Cleared Interpreters/Translators (Secret & Top Secret) Combat Zone Interpreters Cultural Advisors | International Business Consulting International Business Development Services Cross Cultural Communication Seminars Joint Ventures Security Advisors Logistical Consulting |



Government Clients and Past Performance

WWLR has had Government contracts for language services since its beginning in 1995. At present, WWLR has competitive bid multi-year contracts and blanket purchase agreements for language training and translation/interpreting services. Our list of clients includes the following agencies:

| | | |
|--|--|--|
| NATO KFOR | Department of Defense | US Air Force Special Operations Command |
| National Security Agency | US Army John F. Kennedy Special Warfare Center | US Army Intelligence School & Center |
| National Defense University | 1 st , 3 rd , 5 th , 7 th , 10 th , 19 th , and 20 th Special Forces Groups | Air Intelligence Agency |
| North Carolina State Highway Patrol | XVIII Airborne Corps & Fort Bragg | Naval Security Group |
| Federal Bureau of Investigation | US Civil Affairs & Psychological Operations Command | USMC Intelligence |
| Wal-Mart International | US Navy SEALs / Naval Special Warfare Command | Defense Intelligence Agency |
| Immigration and Naturalization Service | | US Coast Guard |
| Drug Enforcement Administration | | 4 th Psychological Operations Group |
| US Department Of Agriculture | | Maine State Police |
| NASA | | |

In Past Performance Reports from these agencies, WWLR has consistently received excellent ratings. In order to confirm our excellent performance, please contact us for names and telephone numbers of individual agency Contract Officer Technical Representatives (COTR).

You may email your request to: info@wwlr.com or telephone WWLR's corporate headquarters (910) 483-2881.



CUSTOMER INFORMATION

1. Table of awarded special item number(s) with appropriate cross-reference to page number(s) 382-1/382-1RC – Page 8
 382-2/382-2RC – Page 10
 382-3/382-3RC – Page 10
 382-99 - Page 19
2. 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..... See SIN pricing for 382-1, 382-2, 382-3
3. Maximum order.....\$50,000,000.00
4. Minimum order.....\$100.00
5. Geographic coverage (delivery area).....FOB Worldwide
6. Point(s) of production (city, country, and State or foreign country).....WorldWide Language Resources, Inc
 308 Person Street, Fayetteville, NC 28301
7. Discount from list prices or statements of net price.....Government net prices (discounts already deducted)
8. Quantity discounts.....BPA discount of 2.5% for individual task orders of 1 year or more
9. Prompt payment terms.....2% 15 Days, Net 30 days
10. Notification that Government purchase cards are accepted above the micro-purchase threshold.....Yes
11. Foreign items (list items by country of origin).....None
12. Time of delivery.....To be determined by Task Order
13. Expedited Delivery.....Available – contact Contractor for service & rates
14. Overnight and 2-day delivery.....Available – contact the Contractor for service & rates
15. Urgent Requirements.....Agencies can contact the Contractor to affect a faster delivery
16. F.O.B. point(s).....Destination
17. Ordering address(es).....Same as Contractor address
18. Ordering Procedures.....<http://fss.gsa.gov/schedules>
19. Payment address(es).....Same as company address
20. Warranty provision.....Contact Contractor
21. Export packing charges, if applicable.....n/a
22. Terms and conditions of Government purchase card acceptable.....Contact Contractor
 (any threshold above the micro purchase level)
23. Terms and conditions of rental, maintenance, and repair (if applicable).....n/a
24. Terms and conditions of installation (if applicable).....n/a
25. Terms and conditions of repair parts indicating date of parts price lists and any discount from list prices.....n/a
26. Terms and conditions for any other services (if applicable).....n/a
27. List of service and distribution points (if applicable).....n/a
28. List of participating dealers (if applicable).....n/a
29. Preventive maintenance (if applicable).....n/a
30. Environmental attributes, e.g. recycled content, energy efficiency, and/or reduced pollutants.....n/a
31. 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.....n/a
32. Data Universal Numbering System (DUNS) number.....94-5445765
34. Notification regarding registration in Central Contractor Registration (CCR) database.....Registered



SIN 382-1/382-1RC: TRANSLATION SERVICES

WorldWide Language Resources, Inc. provides written translations of source texts from one language into a target language, while keeping true to the meaning and intent of the original source. All translation documents are word processed in a standard text format, a hard copy and/or soft copy is provided to the customer. All Translation Services are performed by technically qualified and experienced language specialists. All translators are interviewed and tested for their specific experience in translation, subject matter expertise and language skills.

Rates are based on target-language word count, except in cases of translations from English into character-based languages; in these cases charges are based on the source language word count.

Technical Translations that require a translation professional with specific expertise in the technical subject (i.e. medicine, engineering, military weapons/equipment, sciences, etc. will result in higher per word costs. Additional fees may apply for translations requiring proofreading, editing or final production layout. Formatting and graphic design service is also available, including specialized word processing, graphic art and foreign language subtitling.

| Language | Government Net Pricing | |
|------------------|------------------------|----------------------|
| | Price per Word | Price per 1000 Words |
| Albanian | .15 | \$148.60 |
| Arabic | .20 | \$198.50 |
| Bulgarian | .20 | \$198.50 |
| Cambodian | .20 | \$198.50 |
| Catalan | .20 | \$198.50 |
| Chinese | .20 | \$198.50 |
| Creole | .15 | \$148.60 |
| Croatian | .15 | \$148.60 |
| Czech | .15 | \$148.60 |
| Danish | .15 | \$148.60 |
| Dari | .20 | \$198.50 |
| Dutch | .15 | \$148.60 |
| Estonian | .15 | \$148.60 |
| Farsi | .20 | \$198.50 |
| French | .15 | \$148.60 |
| German | .15 | \$148.60 |
| Greek | .15 | \$148.60 |
| Haitian-Creole | .15 | \$148.60 |
| Hindi | .20 | \$198.50 |
| Hungarian | .15 | \$148.60 |
| Italian | .15 | \$148.60 |
| Indonesian | .20 | \$198.50 |
| Japanese | .20 | \$198.50 |
| Kazak | .20 | \$198.50 |
| Korean | .20 | \$198.50 |
| Kurdish | .20 | \$198.50 |
| Kirghiz (Kyrgyz) | .20 | \$198.50 |

| Language | Government Net Pricing | |
|---|------------------------|----------------------|
| | Price per Word | Price per 1000 Words |
| Lao | .20 | \$198.50 |
| Latvian | .15 | \$148.60 |
| Lithuanian | .15 | \$148.60 |
| Macedonian | .15 | \$148.60 |
| Malay | .20 | \$198.50 |
| Pakistani | .20 | \$198.50 |
| Pashto | .20 | \$198.50 |
| Persian-Dari | .20 | \$198.50 |
| Persian-Farsi | .20 | \$198.50 |
| Polish | .15 | \$148.60 |
| Portuguese | .15 | \$148.60 |
| Punjabi | .20 | \$198.50 |
| Romanian | .15 | \$148.60 |
| Russian | .20 | \$198.50 |
| Serbo-Croatian | .20 | \$198.50 |
| Slovenian | .15 | \$148.60 |
| Spanish | .15 | \$148.60 |
| Tadjik (Tajik) | .20 | \$198.50 |
| Tagalog | .20 | \$198.50 |
| Thai | .20 | \$198.50 |
| Turkish | .15 | \$148.60 |
| Turkmen | .20 | \$198.50 |
| Ukrainian | .20 | \$198.50 |
| Urdu | .20 | \$198.50 |
| Uzbek | .20 | \$198.50 |
| Vietnamese | .20 | \$198.50 |
| **Other Languages/Dialects Available – Contact us for exact pricing | .18 average | \$179.50 average |



Charges are for standard delivery translation rates are based on 3,000 words per translator in any language per business day. A business day is defined as Monday through Friday with exception for holidays. All rates listed above are for standard, non-technical translations of unclassified material.

Technical Translations: ----- Additional 25%

Rush charges as follows:

3000-5000 words per business day ----- Additional \$0.04 per word
 5000-10,000 words per business day ----- Additional 50%
 More than 10,000 words per business day ----- Additional 100%

Volume discounts as follows:

One document, single subject, more than 25,000 words, standard delivery -----\$0.01 per word discount
 One document, single subject, more than 50,000 words, standard delivery -----\$0.02 per word discount
 One document, single subject, more than 200,000 words, standard delivery -----\$0.04 per word discount

BPA discount on Individual Task Orders of 1+ years -----2.5% discount

Supplemental Translation Services

WorldWide Language Resources is adept at performing a variety of final document preparation and editing services. Each service performed by qualified accredited personnel and managed by our Language Program Specialist to ensure prompt delivery.

| Labor/Task Category | Description | Government Price |
|-------------------------------|---|------------------|
| Proofreading and Editing | This service includes checking the translated document for fluency and for correct spelling and grammar in the target language | \$59.99 per hour |
| Formatting and Graphic Design | This service includes specialized word processing (specific formats, tables, charts, etc.) and inserting graphics into documents with foreign language subtitles, etc. | \$59.99 per hour |
| Final Production Layout | This service provides final production layout in required media format or camera-ready format. | \$49.99 per hour |
| Project Manager / Coordinator | The project manager manages and coordinates contract translators and interpreter or other contract personnel. A project manager would be recommended for large volume translation projects over a period of time. | \$59.99 per hour |



SIN 382-2/382-2RC: INTERPRETATION SERVICES

WWLR provides Interpreters and Cultural Advisors in over 100 languages including the following:

| | | | | | | | |
|-------------|----------|----------------|-----------------|------------|------------|-----------|---------------------------|
| Afrikaans | Catalan | Flemish | Icelandic | Kiswahili | Norwegian | Slovenian | Twi |
| Albanian | Cebuano | French | Ibo | Kituba | Pakistani | Somali | Ukrainian |
| Amharic | Chinese | Fula | Ilocano | Korean | Pashto | Sotho | Urdu |
| Arabic | Croatian | Georgian | Indonesian | Kurdish | Persian | Spanish | Uzbek |
| Armenian | Creole | German | Italian | Lao | Polish | Swahili | Vietnamese |
| Azerbaijani | Czech | Greek | Jamaican-Patois | Latvian | Portuguese | Swedish | Wolof |
| Baluchi | Danish | Gujarati | Japanese | Lithuanian | Punjabi | Tagalog | Xhosa |
| Basque | Dari | Haitian-Creole | Javanese | Luganda | Quechua | Tamil | Yiddish |
| Bengali | Dutch | Hausa | Karen | Macedonian | Romanian | Tajik | Yoruba |
| Berber | English | Hebrew | Kazakh | Malay | Russian | Thai | Zulu |
| Bulgarian | Estonian | Hindi | Khmer | Malaysian | Serbian | Tibetan | <i>**Other</i> |
| Burmese | Farsi | Hmong | Kikongo | Mandarin | Sicilian | Turkish | <i>dialects/languages</i> |
| Cambodian | Finnish | Hungarian | Kirghiz(Kyrgyz) | Mongolian | Slovak | Turkmen | <i>available</i> |

WWLR delivers high quality, professional products and services on time, any place in the world. WWLR Interpreters, Translators and Cultural Advisors are technically qualified and experienced native-speaking language specialists and most are certified by a translation-accrediting agency such as the American Translators Association (ATA).

WWLR interpretation experience is extensive. With our Interpreter, Translator, Cultural Advisor professionals, we have experience in such complex interpretation projects as simultaneous interpretation at multilingual conferences and courtrooms to escort interpretation for high-level government officials. Additionally, WWLR is experienced in providing Interpreters/Cultural Advisors to US and combined operations in the Middle East, Africa, Asia and Eastern Europe (Balkans). WWLR has been providing interpreter and translation support to Operations Enduring Freedom and Iraqi Freedom since the Global War on Terrorism began and was likewise involved in the NATO efforts during the conflict in the Balkans.

All Interpreters are pre-screened, interviewed, tested for their specific bilingual or multilingual skills and experience in simultaneous and/or consecutive interpretation along with their cultural knowledge. They are equally reviewed for their translation, transcription and technical expertise. WWLR project managers for interpretation projects are skilled in operating under all conditions for the variety of needs of the US Government and US Military in the Continental US and abroad.



| CONUS INTERPRETATION SERVICES GOVERNMENT NET PRICING | | | |
|--|------------------|-----------------------------|--------------------------------|
| Labor/Task Category | Price per Hour** | Price per Day 8-hour Day | Price per Week 40-hour Week |
| SIN 382-2a Simultaneous Interpretation* - All languages listed above | \$79.95 | \$630.00 | \$3100 |
| SIN 382-2b Consecutive & Escort Interpretation* - All languages listed above | \$74.95 | \$580.00 | \$2850 |

--- BPA discount 2.5% Individual Task orders, 1 yr or more ---

* Interpretation prices given are for standard interpretation projects (non-technical, unclassified) under normal office or conference conditions in the US during a standard business week – Monday through Friday, 8:00am to 6:00pm local time.

**Minimum Charge: 4 hours.

| OCONUS INTERPRETATION SERVICES GOVERNMENT NET PRICING | | | | |
|--|------------------|------------|-----------------|--------------|
| Type | Labor Category | GSA Rate | Commercial Rate | GSA Discount |
| Interim Secret | Linguist | \$616.10 | \$720.84 | 15% |
| | Regional Manager | \$717.64 | \$839.64 | 15% |
| | Site Manager | \$565.33 | \$661.44 | 15% |
| Final Secret/Interim Top Secret (25% increase over Interim Secret) | Linguist | \$770.13 | | |
| | Regional Manager | \$897.05 | | |
| | Site Manager | \$706.66 | | |
| Final Top Secret (25% increase over Final Secret) | Linguist | \$962.66 | | |
| | Regional Manager | \$1,121.31 | | |
| | Site Manager | \$883.33 | | |
| The rates set forth above are for services performed outside the Continental United States (OCONUS). They are fully burdened rates that include the Danger Pay allowance in accordance with the Department of State Standardized Regulations (DSSR). | | | | |



SIN 382-3/382-3RC: LANGUAGE TRAINING SERVICES

Overseas Cultural and Language Immersion Program

Overseas Cultural and Language Immersion training is the most effective way for a serious student to increase his/her language abilities. Our programs combine classroom and experiential learning to reinforce the language learning experience. Classroom instruction is augmented by cultural excursions and guest lectures by subject matter experts. These activities are all designed to build language acquisition and provide a firm understanding of the culture and context in which it is used. WWLR has a history of tailoring our programs to meet all levels of foreign language skills and our clients' specific operational requirements.

Our qualified instructors possess a bachelor's level degree or foreign equivalency and minimum one year of teaching experience. The student to teacher ratio rarely exceeds 6-to-1. All programs include the cost of course materials.

WWLR offers 4-week Immersion programs that take place in the country noted. Extra training time may be purchased at a proportional rate. Two-week courses can be arranged and are proportional in cost. The minimum order is one student.

A (4) four-week immersion program provides the following:

- 80-hours of standard in-class training, usually 4-hours/day, 5-days/week. Instruction emphasizing reading, writing, listening, speaking and grammar skills.
 - Instruction is tailored to the student's language proficiency.
- One hour-long guest lecture per week in selected programs, with additional question and answer period in selected programs. Topics for these lectures include government, schools, legal systems, business, etc.
- Each week an excursion will be provided to one of the following: national museum, art museum, history museum, cultural museum, battlefield, religious facility, opera, concert or theater.
- Accommodations are provided with a host family wherever possible. No more than one student will be assigned to a host family. The host family provides a receptive family environment with a clean, private, well-lit room furnished with a bed, linens, and a desk or table for course work.
- When staying with a host family is not possible due to cultural conditions, students will stay in a guesthouse, dormitory, hotel or apartment.
 - Visas and letters of invitation are provided as required.
 - Transportation from and to the airport in the target country is provided.
- Students receive a medical and dental orientation upon arrival in country to insure they understand how to find, procure and pay for emergency and routine treatment. In the event of illness, WWLR will provide access to routine medical treatment at a clean, safe facility that has access to an HIV free blood supply.
 - Transportation to and from planned programs, activities, and excursions.
 - Two meals per day in home stay.
- Students are provided as required by the course: grammar reference book, verb conjugation book, bilingual dictionary, textbook or materials and/or audio materials (either cassette or CD).

Note: Airfare is NOT included, however can be priced separately as an incidental cost. WWLR can accommodate other special requests, as incidental costs. Examples of incidental costs could include:

- | | |
|---|---|
| <ul style="list-style-type: none"> • Extra excursions • Specialized language training in areas such as business, diplomatic, medical terminology <ul style="list-style-type: none"> • Additional guest lectures • Additional one-on-one tutoring | <ul style="list-style-type: none"> • National rail passes • Special events such as parachuting, scuba diving, skiing, mountain climbing, medical training, etc. • Specialized training materials and equipment |
|---|---|



| Item # | Language Immersion by Country | Government Discounted Rate | Item # | Language Immersion by Country | Government Discounted Rate |
|--------|-------------------------------|----------------------------|--------|-------------------------------|----------------------------|
| | | 4-Week Program per Student | | | 4-Week Program per Student |
| 1 | Albania | \$5,350.00 | 28 | Jordan | \$4,250.00 |
| 2 | Argentina | \$5,350.00 | 29 | Kazakhstan | \$3,150.00 |
| 3 | Austria | \$3,250.00 | 30 | Korea | \$5,375.00 |
| 4 | Bahrain | \$5,450.00 | 31 | Laos | \$4,350.00 |
| 5 | Bolivia | \$3,050.00 | 32 | Mali | \$4,600.00 |
| 6 | Brazil | \$3,250.00 | 33 | Martinique | \$5,250.00 |
| 7 | Cambodia | \$3,450.00 | 34 | Mexico | \$2,800.00 |
| 8 | Canada-Montreal | \$2,950.00 | 35 | Morocco | \$3,550.00 |
| 9 | Chile | \$4,450.00 | 36 | Oman | \$5,450.00 |
| 10 | China | \$3,250.00 | 37 | Philippines | \$4,850.00 |
| 11 | Costa Rica | \$2,550.00 | 38 | Poland | \$3,250.00 |
| 12 | Croatia | \$3,300.00 | 39 | Portugal | \$3,250.00 |
| 13 | Czech Republic | \$3,950.00 | 40 | Puerto Rico | \$3,150.00 |
| 14 | Dominican Republic | \$2,275.00 | 41 | Qatar | \$5,450.00 |
| 15 | Ecuador | \$2,150.00 | 42 | Russia | \$2,750.00 |
| 16 | Egypt | \$3,850.00 | 43 | Slovakia | \$3,850.00 |
| 17 | France-Paris | \$3,510.00 | 44 | Slovenia | \$3,850.00 |
| 18 | Germany-Berlin | \$2,775.00 | 45 | Spain | \$2,750.00 |



| | | | | | |
|----|----------------|------------|----|------------|------------|
| 19 | Germany-Lindau | \$4,150.00 | 46 | Taiwan | \$2,950.00 |
| 20 | Greece | \$4,450.00 | 47 | Thailand | \$4,150.00 |
| 21 | Guatemala | \$2,450.00 | 48 | Tunisia | \$3,750.00 |
| 22 | Honduras | \$2,750.00 | 49 | Turkey | \$4,850.00 |
| 23 | Hungary | \$4,150.00 | 50 | Ukraine | \$2,750.00 |
| 24 | Indonesia | \$2,950.00 | 51 | Uzbekistan | \$4,600.00 |
| 25 | Israel | \$4,850.00 | 52 | Vietnam | \$4,450.00 |
| 26 | Italy | \$2,750.00 | 53 | Yemen | \$4,650.00 |
| 27 | Japan | \$4,850.00 | | | |



54 Language Isomersion Program

WWLR offers a simulated immersion language program in a facility designed to shelter students from everyday distractions. The facility is staffed with native-speaking instructors who conduct informal classes with a high degree of one-on-one instruction. Teaching techniques are augmented by role-playing scenarios and practical exercises designed specifically to meet the students' occupational needs and mission requirements. This training focuses not only on language skills but also on culture, customs, history and geography, thereby giving the students a greater understanding of the region's people. Most importantly, WWLR is accredited through the American Council for Continuing Education and Training (ACCET), which certifies not only for the quality of the training programs but also for the quality of WWLR's management. All of these teaching methods combined produces an effective interface of language skills with performance-oriented tasks, which results in a high degree of student success.

Activities include:

- Formal classroom instruction, 4-8 hours/day to customers' preference
 - Private tutoring
 - Language conversations with the instructors
 - Role-playing exercises
 - Electronic media (DVD, TV, music, internet)
 - Reading newspapers, magazines, and journals
 - Acquiring cultural familiarity from the native staff

Included in a program:

- Instruction
- Textbook package and classroom materials
 - Audio tapes and/or CD's
- Books, videos and movies in the studied language
 - Lodging
 - Meals
- Airport transportation
- Cultural Excursions

Scheduling

- 30-day notice in advance required
- *Minimum of five students with same level of language proficiency*

| GOVERNMENT DISCOUNTED NET PRICING | | | |
|-----------------------------------|---------------------|----------------------------|-----------------------------|
| Item # | Labor/Task Category | 4-Week Program per Student | Additional Week per Student |
| 54 | Isomersion - MAINE | \$6530.00 | \$3840.00 |



Item # 55: On-Site Language Instruction & Support

WWLR's Instructor-lead on-site language training consists of reading, speaking, listening and writing. Instruction will be as directed by the Government in any area of language skills associated with area studies, specialized technical and military terminology or other desired curriculum. Instructors will introduce all aspects of the target language: teaching pronunciation, written language usage, reading and listening comprehension. As desired by the Government, the instructor may present materials concerning cultural aspects of the society whose language is being taught. Normal instruction is forty hours per week during normal duty hours. The Government provides the training facilities and materials or WWLR can provide all training materials at cost.

Mandatory Qualifications for Foreign Language Instructors

- | | |
|--|--|
| <ul style="list-style-type: none"> • Native Proficiency in the language of instruction of not less than 3.0 in speaking, listening comprehension, and reading, (defined in AR 611-6, 16 Oct. 85) as demonstrated on the Defense Language Proficiency Test (DLPT), or by oral proficiency examination by a tester certified by the American Council for Teachers of Foreign Language (ACTFL). <ul style="list-style-type: none"> • A Bachelors degree or foreign equivalent. | <ul style="list-style-type: none"> • Formal study of the English Language with proficiency of at least level 2.0, as measured by the Test of English as a Foreign Language (TOEFL) or a score of no less than 70 on the English Comprehension Level (ECL) Test. <ul style="list-style-type: none"> • Previous language teaching experience • Familiarity in any specific topics and terminology in the target language and in English. |
|--|--|

Item # 56: Mobile Training Team (MTT)

WWLR's Instructor lead language training consists of reading, speaking, listening and writing. Instruction will be as directed by the Government in any area of language skills associated with area studies, specialized technical and military terminology or other desired curriculum. Instructor will introduce all aspects of the target language: teaching pronunciation, written language usage, reading and listening comprehension. As desired by the Government, the instructor may present materials concerning cultural aspects of the society whose language is being taught. Normal instruction is forty hours during normal duty hours. The Government provides training facilities and materials. **This training is conducted at a site other than the normal duty location of the students.** The instructors must meet the requirements as detailed above.



Item # 57: Program of Instruction Developer (PID)

The Program of Instruction Developer (PID) develops curricula for language training and cultural courses. The PID shall have experience developing foreign language course curricula for military units. The PID shall demonstrate knowledge and understanding of the Army's language training program and shall have a minimum experience of four years developing language curricula and teaching military linguists.

| PID Duties | |
|--|---|
| <ul style="list-style-type: none"> • Develop language curricula to DLIFLC standards in direct support of the Mission Readiness Programs of Instructions for languages training and cross cultural communications courses. | <ul style="list-style-type: none"> • Provide detailed Plans of Instruction (POI) for use by teachers who will instruct soldiers and civilians. • Conduct training and indoctrination for instructors for use in the unit language-training program. |

Item # 58: Language Program Coordinator (LPC)

The Language Program Coordinator is available to coordinate and manage an organization's foreign language program. The LPC administers a comprehensive language services program including training, testing, library and classroom management, etc. The LPC is physically present at all Government language support service sites that require five or more contractor personnel for the duration of the requirement and acts as a central point of contact with the Government. He is required to meet quarterly with the COR. The LPC supervises the contractor's personnel, assures the availability of key managerial, administrative and support personnel. He maintains the continuity of the contracted work force for the duration of the contract.

The LPC is a full-time position for forty hours per week and available telephonically twenty-fours a day, seven days per week.

| LPC Duties | |
|---|--|
| <ul style="list-style-type: none"> • Direct and coordinate day-to-day activities of language program <ul style="list-style-type: none"> • Initiate necessary forms and paperwork. • Secure classrooms and materials for training • Schedule classes and classroom use for training. • Coordinate for immersion and Live Environmental Training. • Brief commanders, VIPs, and other visiting groups on the status of the unit's language training program. | <ul style="list-style-type: none"> • Collect, review, and catalog books, audio-visual aids, software and other learning materials, adapting the most effective products, theories and technology to the needs of the unit language-training program. • Communicate with DLIFLC and other language training centers regarding services, methodologies and technological developments and adapt these for use for the Unit's Command Language Program. |

| LPC Qualifications | |
|---|--|
| <ul style="list-style-type: none"> • Possess a Bachelor's degree from an accredited school or college in the United States • Previous experience as a military or civilian Language Program Manager <ul style="list-style-type: none"> • Possess a current Department of Defense Secret clearance | <ul style="list-style-type: none"> • Experience conducting and supervising Immersion Language Training • Experience conducting and supervising Foreign Language Training for military units based in the United States |



Item # 59: Language Academic Supervisor

The Language Academic Supervisor (LAS) develops curricula and trains instructors for language training and cultural indoctrination courses. The contractor shall provide all training for the LAS required to allow for performance of all functions required by this contract. The LAS shall be available for work 12 hours per day.

Duty days shall primarily be Monday thru Friday with occasional weekend work required. Total duty hours shall not exceed 40 hours per week. The LAS shall possess a SECRET clearance, in accordance the DOD Industrial Security Manual, and have the ability to secure and award clearances to contract employees within 30 days of performance date.

| LAS Duties | |
|--|--|
| <ul style="list-style-type: none"> • Serve as the civilian coordinator for language training for soldiers and civilians assigned the organization • Develop language curricula to DLIFLC standards in direct support of the Mission Readiness Programs of Instructions for languages training and cross cultural communications courses. • Provide detailed Plans of Instruction (POI) for use by teachers who will instruct soldiers and civilians. • Conduct training and indoctrination for native instructors for use in the unit language-training program. | <ul style="list-style-type: none"> • Coordinate with commanders and units for the times, places, and rosters for language training of soldiers and civilians. • Provide detailed written and oral briefs in ENGLISH to Commanders regarding the status and effectiveness of the Command Language Program. <ul style="list-style-type: none"> • Provide classified information and linguist data to commanders from the files of the National Manpower Data Center. |

| LAS Qualifications | |
|---|---|
| <ul style="list-style-type: none"> • Experience developing foreign language course curricula for military units <ul style="list-style-type: none"> • Possess a native proficiency in the one of the Government's target languages as determined by the Government • Possess proof of Defense Language Institute Foreign Language Curriculum (DLIFLC) Teacher Certification and have successfully completed the DLIFLC Program Language Manager's Course | <ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the Army's language training program and shall have a minimum experience of four years developing language curricula and teaching military linguists. • Possess typing and computer skills with Windows NT/XP, MS Access, MS Excel and shall have experience working with military linguist databases, including "sensitive" files from the National Manpower Data Center |

Item # 60 Project Manager

The Project Manager (PM) is available to manage all personnel, logistics and administrative matters for large and small training, development, translation or interpretation projects that may require contractor management of contractor personnel. Project managers are generally on-site and available to the Government 8-12 hours per day. The PM's duty days shall primarily be Monday thru Friday with occasional weekend work required. Total duty hours shall not exceed 40 hours per week. WWLR recommends including a Project Manager on all projects requiring the efforts of five or more full-time contractor personnel and/or extensive government property.

| PM Duties | |
|---|---|
| <ul style="list-style-type: none"> • Act as direct liaison between WWLR, the KO, and customer COR • Manage all administrative tasks and actions to include pay & labor, scheduling, quality control, and related programs • Sign for sub hand receipts all government property and maintains physical accountability of said items | <ul style="list-style-type: none"> • Have direct supervision and management over subcontracted interpreter/translator employees • Coordinate all aspects of desired training with customer and develop programs for implementation • Directly responsible to WWLR corporate for all aspects of contracted operations and services. |



| GOVERNMENT DISCOUNTED NET PRICING | | | | | |
|--|----------------------------------|---------------------------------------|--|--|--|
| Item # | Labor/Task Category | 1 Week (40 Hours per week) | 2 Weeks 40 Hours/week (Weekly Rate) | 3 Weeks 40 Hours/week (Weekly Rate) | 4 Weeks or more 40 Hours/week (Weekly Rate) |
| 55 | On-Site Instruction | \$1,950.00 | \$1,875.00 | \$1,873.00 | \$1,750.00 |
| 56 | Mobile Training Team | \$1,950.00 | \$1,875.00 | \$1,873.00 | \$1,750.00 |
| 57 | Program of Instruction Developer | \$1,750.00 | \$1,750.00 | \$1,750.00 | \$1,750.00 |
| 58 | Language Program Coordinator | \$1,950.00 | \$1,875.00 | \$1,873.00 | \$1,750.00 |
| 59 | Language Academic Supervisor | \$1,950.00 | \$1,875.00 | \$1,873.00 | \$1,750.00 |
| 60 | Project Management | \$1,750.00 | \$1,750.00 | \$1,750.00 | \$1,750.00 |



SIN 382-3/382-3RC: EDUCATIONAL MATERIALS

WorldWide Language Resources is a wholesaler for Educational Materials. Educational materials such as books, publications, training software, CD's, audio and video formats can be ordered direct from WorldWide Language Resources, Inc.

WWLR has negotiated substantial discounts with several publishing companies and pass those savings on our government customers. Discounts up to 60% off list prices are available on a variety Educational Materials and Training Aids. Please contact our Language Program Manager with your Educational Materials needs.

THE GSA SCHEDULE – FAQs AND WHY GSA?

What is a Federal Supply Schedule?

A Federal Supply Schedule, also known as a Multiple Award Schedule (MAS), is a listing of contractors that have been awarded a contract by GSA that can be used by all Federal agencies.

How does GSA award these contracts?

GSA awards competitive contracts to those companies who give the same or better discounts than their best commercial customers, after it determines the prices to be fair and reasonable. The Federal Supply Schedule program mirrors commercial buying practices more than any other procurement process in Federal Government.

What are the benefits to you, the federal government customer?

You benefit from using this schedule by:

- **Competition:** All competition requirements have been met.
- **Hassle-Free Volume Purchase Prices:** GSA negotiated the discounts for you.
- **Easy Payment Options:** We accept the GSA SmartPay Card (credit card).
- **Flexible Purchasing Options:** Blanket Purchase Agreements save you time and money.
- **CBD synopsis requirements:** GSA has already issued the synopsis. **AND**
 - Schedule orders count toward **small business** goals
 - Access to state-of-the-art technology and **quality services**

What are the ordering procedures?

Federal Supply Schedule allows you to purchase commercial services without ever leaving your desk. When contacting us, let us know that you are a Federal customer so that you can take advantage of the discounted schedule price. Be sure to cite the GSA Contract number on your ordering documents and when paying with the GSA SmartPay Card. Guidelines for ordering from schedules can be found in Federal Acquisition Regulation (FAR) 8.4 at <http://www.arnet.gov/far>.

The Guidelines are Summarized Below:

Under the \$2,500 Micro-Purchase Threshold

Order products/services from any schedule contractor of your choice utilizing GSA Advantage

Above the \$2,500 Micro-Purchase Threshold

Request quotes from three or more vendors based on a Statement of Work and Select the "Best Value."



What is GSA Advantage™?

GSA Advantage™ is an electronic on-line ordering system for Federal employees. By using GSA Advantage™ you can do price reviews and comparisons as stated in FAR 8.404. Visit <http://pub.fss.gsa.gov> and click on the GSA Advantage™ logo.

GSA Advantage™ enables you to:

- Search for specific product information that meets your needs
 - Review delivery options
- Purchase with the GSA SmartPay Card (credit card)

Does "Best Value" mean "Lowest Price"?

A Best Value selection provides additional features besides lowest price, for example:

- Past performance
- Special features on the product/service
- Technical qualifications

WWLR Refund and Cancellation Policy

Tuition Refunds (including educational tours/excursions)

The following are the maximum penalties **for cancellations prior to the course start date.**

| | |
|--|---|
| 21-days or more prior to course start | 100% tuition refunded |
| 20 to 3-days prior to course start | 100% tuition, less \$150 administrative fees, less additional expenses (see section Refunds for Other Program Expenses) |
| less than 3-days prior to course start | 100% tuition, less \$150 administrative fees, less books & materials fees (varies depending on location & course), less additional expenses |

The following are the maximum penalties **for cancellation during the course.** The withdrawing student will receive a full refund for tuition not used. This figure will be determined by the number of weeks completed by the student. WWLR will NOT prorate the weeks and will consider a partial week as if the student completed a whole week. No refunds will be given for the cancellation of the last week of class. If the student withdraws or leaves the course, without notification to WWLR, they may NOT be eligible for a refund. A student will NOT receive a refund for an individual class or tour/excursion that they miss by his or her own fault. Example of tuition refund:

| | |
|---|---|
| 25% of the course is completed | 75% tuition refunded, less \$150 administrative fees, less books & materials fees (varies depending on location & course) |
| 50% of the course is completed | 50% tuition refunded, less \$150 administrative fees, less books & materials fees |
| 75% of the course is completed | 25% tuition refunded, less \$150 administrative fees, less books & materials fees |
| 80% or more of the course is completed | 20% or less tuition refunded (as appropriate), less \$200 administrative fees, less books & materials fees |
| Cancellation of the last week of the course | No Refunds |
| No notice of withdrawal from course | No Refunds |
| Missed a class or late to a class | No Refunds |
| Missed tour or excursion | No Refunds |

Lodging Refunds

Prior to the start of the course, 100% of lodging fees will be refunded. Certain exceptions may apply to overseas locations where hotel or furnished apartments have been secured through WWLR. In these cases,



the client will be notified in advanced of the security deposit and specific cancellation policy on this lodging.

During the course, the lodging refund will be similar to the tuition refund. However, in certain locations worldwide, other factors will be taken into account (time of year, location, advance notice, availability of alternate lodging, reason for cancellation, etc.) in order to determine the amount of the refund. WWLR will make every effort to refund a fair and equitable amount based on lodging fees. No refunds are given for cancellation of the final week of lodging. All lodging refunds are based on the number of weeks and can NOT be prorated by the day. All lodging refunds will be less a \$150 administrative fee. If the student withdraws or leaves the lodging establishment without notification to WWLR, they may NOT be eligible for a refund. A student may be financially responsible for any property damage they have caused in the lodging establishment. Example of lodging refund:

| | |
|--|--|
| 25% of lodging is completed | 75% lodging fees refunded, less \$150 administrative fees, less specific exceptions as described above |
| 50% of lodging is completed | 50% lodging fees refunded, less \$150 administrative fees, less specific exceptions as described above |
| All but last week of lodging completed | No Refunds |
| No notice of leaving lodging | No Refunds |

If at any time during the course, a student is unsatisfied with the lodging arrangements, s/he should immediately bring this to the attention of the WWLR representative and asked to be changed to alternative lodging or ask for a refund so that she/he may find their own lodging. Refunds will be made as described above after the student has submitted a written request stating the reason for their dissatisfaction in the lodging and requesting the appropriate refund.

Refunds for Other Program Expenses (airfare, visas, etc.)

Due to the unique nature of WWLR’s services, WWLR may provide various amenities in addition to the standard tuition and lodging, upon the request of the client. These amenities may include, but are not limited to, **airfare, visa processing fees, supplemental health insurance, supplemental books provided prior to the course, etc.** Due to the fact that these items are normally purchased at least 3-weeks prior to the course, NO refunds will be given for these expenses 21-days prior to the course start date, unless WWLR can return the items for a partial or full-refund. Please note that most airfare purchased by WWLR is restricted, non-refundable.

Exceptions to the Refund Policy

Certain exceptions to the refund policy may be made in the event of war, terrorism, civil unrest, injury/death, extreme emergency, military recall, etc. In any of these cases, please discuss the cancellation and refund with WWLR at the earliest convenience.

WWLR does NOT consider improper or denied travel documents an exception to the refund policy. Improper or denied travel documents are defined as: lost or missing tickets, denial or lack of valid visas, lack of a passport, lost passports, denial of country clearance (military), deportation, denial of entry into the host country, etc.

Students who are expelled from the program (either the training or lodging establishments) for disciplinary reasons (excessive drinking, drug use, inappropriate behavior, excessive damage to property, etc.) will NOT receive a refund.

The enrollee has the right to cancel and receive a full refund of all monies paid within 72-hours of signing the enrollment agreement/contract, less actual expenses incurred.



Payment of Refunds

No refunds will be made without proper notification or authorization of the reason for cancellation or withdrawal.

All refund payments are made by corporate check in US dollars and sent via first-class mail to the sponsoring party. Expedited or special processing (wire transfer, cashier's check, money order, FedEx delivery, etc.) are available for additional fees. The refund payment can only be made to the person or organization that originally paid for the course; this may or may not be the program participant. Refund payments are normally processed within 7-14 business days.

At no time is WWLR obligated to make a refund in any other currency except US dollars. WWLR reserves the right to have up to 30-days, from the date of request, to make the refund.

Insurance

The client is responsible for making sure the participant's health insurance policy covers the participant while traveling. If it does not, WWLR is NOT responsible for any medical bills incurred during the program. However, WWLR does assist participants with medical payments when necessary. These medical expenses are expected to be reimbursed to WWLR at the earliest possible convenience.

Liability

WWLR will NOT accept responsibility (financial or otherwise) for changes in the program due to strikes, bombings, terrorist activities, transportation delays, inclement weather or other circumstances beyond our control. Every attempt to replace or reschedule program activities will be made.

WWLR will NOT accept responsibility for any loss or damage to participants' belongings, illness or injury to any participant during the program, accidents or unexpected incidents involving the participants during the program, expulsion due to behavior, or travel delays/changes beyond our control.

WWLR reserves the right to change or alter any program based on numerous factors (weather, time, location, participants, language levels, interests, health, security, etc.). If the change(s) results in an event or activity being omitted from the program, another of equal or greater value will be substituted. WWLR reserves the right to change all programs at all times when the change constitutes added features, events or activities that are deemed an appropriate improvement to the program.

Participants registering during the months of **June, July & August** MUST take into consideration that these are the peak months of the year for travel and extra-curricular academic activities and should plan accordingly.

WorldWide Language Resources, Inc

308 Person Street Fayetteville, NC 28301

Tel: 910-483-2881 ♦ Fax: 910-483-2470

Email: info@wwlr.com

URL: <http://www.WWLR.com>

