GENERAL SERVICES ADMINISTRATION
FEDERAL ACQUISITION SERVICE
AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

LANGUAGE SERVICES

FEDERAL SUPPLY GROUP 738
CLASS 738-II

SIN 382-1/382-1RC:	Translation Services
SIN 382-3/382-3RC:	Training and Educational Materials
Contract Number:	GS-10F-0348X
Period Covered by Contract:	June 28, 2011 - June 27, 2016
Business Size:	Small

Dictyon, LLC	Contract Administration: Regas Santas
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VENDOR INFORMATION

1a. Table of awarded special item number(s) with cross-reference to page number(s)

Special Item#	*Description*	*Price List Page*
382-1/382-1RC	Translation Services	6
382-3/382-3RC	Training and Educational Materials	9

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract.

Special Item#	*Description*	*Price – All Languages*
382-1/382-1RC	Translation Services Group 1 Languages: Spanish	$0.116/source word
382-3/382-3RC	Training and Educational Materials: Foreign Language and Cultural Awareness Instruction	$40.30/hr

2. Maximum Order: $1,000,000

3. Minimum Order: $100

4. Geographic Coverage: Nationwide

5. Point of Production: Greenbelt, MD

6. Prices shown herein are Net

7. Quantity Discounts: 3% on word count in excess of 50,000 (translations)

8. Prompt Payment Terms: N/A

9a. Government purchase cards are accepted at or below the micro-purchase threshold.

9b. Government purchase cards are accepted above the micro-purchase threshold.

10. Foreign Items: N/A

11a. Time of Delivery: See price list

11b. Expedited Delivery: See price list

11c. Overnight and 2-day Delivery: See price list

11d. Urgent Requirements: Contact Vendor

12. F.O.B. Point: Destination

13a. Ordering Address:
Dictyon
6301 Ivy Lane, Suite 604
Greenbelt, MD 20770

13b. 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:
Dictyon
6301 Ivy Lane, Suite 604
Greenbelt, MD 20770

15. Warranty Provision: None

16. Export Packaging Charges, if applicable: None

17. Terms and Conditions of Government purchase card acceptance (any threshold above the micro-purchase level): None

18. Terms and Conditions of rental, maintenance, and repair (if applicable): None

19. Terms and Conditions of installations (if applicable): None

20. Terms and Conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): None

20a. Terms and Conditions for any other services (if applicable): None

21. List of service and distribution points (if applicable): None

22. List of participating dealers (if applicable): None

23. Preventive maintenance (if applicable): None

24a. Special attributes such as environmental attributes (e.g., recycled content, energy efficiency, and/or reduced pollutants): None

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 : N/A

25. Data Universal Number System (DUNS) number: 166662127

26. Notification regarding registration in Central Registration (CCR) Database:
Vendor's Registration is Active

CONTRACT OVERVIEW

The General Services Administration (GSA) awarded Dictyon, LLC a Federal Supply Schedule contract for Language Services, Federal Supply Group 738 II. The contract number is: GS-10F-0348X. The current period of performance is: June 28, 2011 – June 27, 2016. Under the terms of this award, GSA may exercise up to two additional 5-yr. option periods.

CONTRACT ADMINISTRATION SOURCE

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CONTRACT MARKETING POINT OF CONTACT

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CONTRACT SCOPE

Under the terms of Contract# GS-10F-0348X, Dictyon shall provide personnel, management, materials, and equipment necessary to provide the professional services detailed in each relevant task order.

Dictyon has been authorized to deliver services under SIN 382-1/382-1RC, Translation Services, and SIN 382-3/382-3RC, Training Services and Educational Materials.

> 382-1RC and 382-3RC: Section 833 of the National Defense Authorization Act allows state and local governments to purchase products and services to facilitate recovery from major disasters.

Detailed SIN descriptions are available on GSA eLibrary:
http://www.gsaelibrary.gsa.gov/ElibMain/scheduleList.do?catid=87&famid=34&sched=no

CORPORATE OVERVIEW

Dictyon, LLC was established in 2004 with the goal of providing top quality language services to the Federal and local governments, the corporate world, and private individuals. Our core competencies include foreign language instruction and curriculum development, as well as comprehensive translation and localization services.

Our steadfast commitment to excellence and superb human resources over the years have allowed us to offer outstanding services and support to our customers, as well as deliver superb end products within all applicable performance parameters.

Over the years, we have nurtured a positive corporate culture and honed our employee commitment on how to best meet our clients' needs, under an organizational structure that aptly integrates our human and technical resources, within an environment that encourages information flow and idea sharing. Dictyon's organization is geared towards an effective administrative support as well as six Departments (Language Training & Cultural Studies, Translations, Accounting, Business Development and Marketing) equally committed to meeting our customers' challenging and complex needs.

SIN 382-1/382-1RC: TRANSLATION SERVICES — PROGRAM OVERVIEW

In our Translation Department, our skilled, full-time management team and first-rate linguistic professionals cooperatively work in an intimate and yet dynamic collegial environment, enhanced by outstanding in-house technological capabilities that allow us to remain extremely flexible and to respond immediately to a request for services. In addition, we rely on a rich roster of stand-by contractors to accommodate common peaks in our workload.

Our core philosophy is to aptly merge the talent, skills and expertise of our human resources with cutting edge technology and the best teaching techniques and translation practices for full customer satisfaction. The combination of translators and effective technological advances with tight coordination allows resource sharing and results in deliveries of up to 20,000 words over a 24-hr period for selected language pairs.

We ensure the delivery of outstanding end products by adhering to an effective quality control plan that includes:

- Selection of professional linguists with first-class academic and professional qualifications as well as adequate work experience in their field of expertise
- Careful crafting and clarification of instructions for all operations along every stage of the production/delivery line
- Multiple checks of translated work by independent linguists without prior exposure to the source or target texts
- Back translation (translation from the target language to the source language) conducted on random samples of work in progress
- In-country review of translations to ensure lexical and syntactical accuracy and fluidity
- Compliance with appropriate style guides
- Review by top management of post-delivery feedback questionnaires submitted by clients.

We provide multilingual translation services to virtually every professional setting. Our work output includes the translation of business, legal, medical, financial, IT,

automotive, technical documents, as well as software, manuals, web sites, Intranet, video and audio in written, Braille, graphic, electronic, multi-media and various other forms of communication. Document types include websites, formal correspondence, instructional posters, contracts, patents, legal documents, presentations, technical manuals, material safety data sheets, budgets, directories, reports, brochures, labels, certificates, transcripts, catalogs, marketing, literature, and press releases.

PROFESSIONAL RECOGNITION

Dictyon's administrators are currently serving on the ILR Translation Notation Error Committee.

RISK MITIGATION PLAN

Potential Problem Areas	Solutions
Unexpected Surge in Workload/Personnel Shortage/Personnel Professional Inadequacies	▪ Multiple ready-available human resources for all languages in which services are offered ▪ Revolving recruiting with rigorous vetting/selection criteria
Unsatisfactory End Product	▪ Solicit client's detailed feedback and consult original linguist for comments ▪ Promptly re-assign original work to different linguist(s) ▪ Close monitoring of work in progress and multiple-checks final review

QUALITY PERFORMANCE PROCEDURES FOR URGENT REQUIREMENTS

Translations	
(For requests to urgently fulfill a translation task order):	▪ Project Manager/Coordinating Team develop optimum performance strategy ▪ PM calculates resources necessary to complete a task order and sets aside an adequate number of back-up resources (+20%) ▪ PM allocates work among team of selected qualified linguists ▪ PM closely monitors work in progress and coordinates all phases of task completion ▪ Staggered delivery of end products ▪ Utilization of industry leading technological tools installed on local area networks for simultaneous translation by multiple linguists.

SIN 382-1/382-1RC: TRANSLATION SERVICES — PRICE LIST

LANGUAGE	TRANSLATION ($/source word)	THIRD PARTY EDITING* ($/source word)
Spanish, Hungarian, Indonesian, Polish	0.116	0.046
Bulgarian,Danish,Dutch,Estonian, Malay, Mongolian, Romanian, Russian, Somali, Swedish, Tigrinya, Turkish, Vietnamese, Zulu	0.135	0.055
Amharic, Arabic, Bosnian-Serbo-Croatian, Cambodian, Chinese, Czech, Farsi, French, German, Greek, Hebrew, Hindi, Hmong, Italian, Korean, Laotian, Macedonian, Nepalese, Portuguese, Punjabi (Eastern & Western), Slovenian, Tagalog, Telegu, Thai, Urdu	0.140	0.056
Burmese, Haitian-Creole, Hausa, Japanese, Pashto, Ukrainian	0.211	0.079

* Editing performed by a second, independent translator at the client's request. These rates are applied in addition to standard translation fees.

VOLUME DISCOUNT:

3% on word count in excess of 50,000

EARLY PAYMENT DISCOUNT:

2% on each invoice paid within 10 days of NET 30 days issuance

RUSH SERVICE SURCHARGE:

Standard delivery for translation is 2,500 words per translator per day. For orders exceeding the standard delivery terms, the following rush order surcharges apply:

- 30% for jobs with a daily turnaround exceeding 2,500 words
- 50% for jobs exceeding 5,000 words to be delivered within 24 hours

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DESK TOP PUBLISHING (PER HOUR):

$ 50.00

TRANSLATOR MINIMUM EDUCATION/CERTIFICATION LEVEL REQUIREMENTS

1. Native speaker
2. At least 2 years experience in translation or language-related services

SERVICE CONTRACT ACT

SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Translator—Professional	30110 Foreign Language Translator	1987-0989

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated SCA labor category(s) are based on the U.S. Department of Labor Wage Determination number indentified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

SIN 382-3/382-3RC: TRAINING AND EDUCATIONAL MATERIALS — PROGRAM OVERVIEW

OUR PEDAGOGICAL EXPERTISE

Our superb teaching personnel customarily leverage their experience in the classroom to carefully craft lesson plans combining both language and cultural awareness training. Their teaching methodology of choice reflects our school's deep commitment to pedagogical awareness and the fundamental understanding that students have different learning styles (sensory vs. intuitive; sequential vs. global; visual vs. verbal; inductive vs. deductive; active vs. reflective) that must be accommodated to ensure the greatest degree of comprehension, assimilation, and information retention. In the delivery of their instruction, our teachers always remain committed to maintaining maximum cognitive flexibility and presenting learning materials in innovative ways (e.g., visual, auditory and kinesthetic). Their ultimate aim is to make their students' learning experience one that is at once mission-driven and professionally fruitful.

To this end, their multi-faceted teaching approaches include:

- Diversity (variation) of materials and activities to heighten students' interests
- Careful daily preparation to challenge students and assist efficient assimilation of new material
- Continuous monitoring and adjustment to group and individual needs and skills
- Introduction of organic, current and intellectually stimulating materials to be utilized at all levels of achievement
- Competence in task-based methodology, utilizing communicative activities in which the language is used as a tool, not presented as a mere object of study
- Combination of formal learning and acquisition methods; implementation of maieutic (Socratic) method of eliciting new ideas from one another
- Commitment to academic curiosity and innovation

ILR-BASED LANGUAGE INSTRUCTION

In support of requests for language training delivered to our Federal customer base, we offer ILR proficiency- and communication-based instruction in any of the following proficiency levels: Basic (Acquisition), Refresher, Intermediate, Advanced, and Survival or Familiarization.

OUR INSTRUCTIONAL PERSONNEL

At Dictyon, we recognize that our ability to hire, develop and retain viable candidates is the single most critical determinant to successfully carry out our clients' expectations. To this end, we select our instructional personnel on the basis of rigorous criteria that include:

- Native knowledge of the target language
- Near-native knowledge of English to effectively communicate to the target audience
- Deep familiarity with proficiency- and communication-oriented teaching methodologies, as well as the ILR scale and Government-approved testing (including DLPT, FSI, OPI, etc.)
- An intimate personal knowledge of their native lands, and, thus the ability to conceptualize and convey effective and focused cultural competency training to their target audience
- Decades of cumulative experience delivering language and cultural awareness training to adult learners, with special emphasis on Federal clients
- Commitment to fulfilling all professional obligations for the entire period of performance as stipulated in a task order
- Commitment to remain flexible in accommodating unanticipated changes to the training schedule.

OUR TRAINING MODEL

To ensure that our clients receive highly functional and carefully focused language training, we have formulated a four-point performance matrix. Our model serves as our roadmap of choice in which fundamental tasks and objectives are coherently codified in accordance to four classification criteria:

- Curricula – comprising the following evaluation parameters:
  - *Educational goals* and *curricular objectives* reflecting a proven, sound and sequential educational methodology to adequately address all training parameters and requirements
  - *Instructional materials* that are able to demonstrate the appropriate scope and depth in relation to the desired learning goals and objectives
  - *Performance measurements* containing well-defined elements, such as grading scale, tests, quizzes, and attendance, as required by our clients
  - *Curriculum Review/Revision* conducted on the basis of classroom observations, as well as the target learning constituency's ability to progress towards the desired goals and objectives

- Instructional Methodology – comprising a series of policies and procedures that are at all times consistent with proficiency – and communication–based linguistic and pedagogical principles and fully adequate to address the specific learning needs and curricular objectives at hand. Our model is designed to provide stimuli, challenges, and learning opportunities for all students, always keeping into account varied learning abilities, paces and styles, as well as backgrounds and, if applicable, prior levels of achievement.
- Instructional Personnel – to ensure that our student professionals only receive training by qualified instructors under professional and adept management. As indicated above, our instructors are selected based upon the appropriate combination of academic qualifications, prior work experience, as well as demonstrable teaching portfolio delivering instruction to adult learners, classroom management skills, and familiarity with educational technology.
- Evaluation – comprising a series of means implemented to assess and record students' progress. Assessments results, including all interim and final testing, are consistently documented in accordance to our clients' selected surveillance plan.

PROFESSIONAL RECOGNITION

In 2009, in recognition for excellent language and cultural awareness training provided at the Foreign Service Institute in 2007 and 2008, Dictyon was awarded the prestigious Award for Excellence in Innovative Language Training by the US Department of State.

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

FOREIGN LANGUAGE AND CULTURAL AWARENESS INSTRUCTION PRICE

- excluding IFF: $40.00/hr
- including IFF: $40.30/hr
- Min. Course Length: 20 hrs
- Minimum number of participants: 1
- Maximum 10 (Larger classes can be arranged upon request)

Listed price applies to a class of one or two students. The following charges will be applied to classes with more than two students:

- 3–6 students – additional $1/hr per class
- 7–10 students – additional $2/hr per class

Prices offered do not include costs of materials (e.g. training manuals, textbooks, CD's, etc.)

LANGUAGES OFFERED

Albanian	Hindi	Romanian
Amharic	Hungarian	Russian
Arabic*	Indonesian	Serbo-Croatian
Armenian	Iraqi Turkoman	Slovenian
Azeri	Italian	Somali
Bengali	Japanese	Spanish
Cambodian	Kazakh	Swahili
Chinese (*Mandarin, Wu*)	Korean	Swedish
Czech	Kurdish (*Kurmanji/Bahdini, Sorani*)	Tagalog
Dutch	Kyrgyz	Tajik
Estonian	Lao	Tamil
Farsi	Latvian	Thai
French	Lingala	Tigrinya
Georgian	Macedonian	Turkish
German	Malaysian	Urdu
Greek	Mongolian	Uzbek
Greek (*Cypriot* dialect)	Pashto	Vietnamese
Hausa	Portuguese	Zulu
Hebrew	Punjabi (*Eastern* and *Western*)	

* *MSA, Egyptian, Algerian, Moroccan, Levantine, Sudanese, Mauritanian, Yemeni, Iraqi* and *Gulf/Saudi*

Please inquire about training in additional languages.

MINIMUM INSTRUCTOR EDUCATION/CERTIFICATION LEVEL REQUIREMENTS

- Native speaker
- BA/BS or international BA/BS equivalent preferably in a field of study related to foreign language instruction
- Minimum years of experience: At least 1yr (or 1,200 hours) experience teaching to adult learners in an ILR proficiency-based environment

CURRENT AND PAST GOVERNMENT CLIENTS

Since 2004, Dictyon has been providing comprehensive language services to the broad Federal customer base, as well as state government agencies, among which are:

Federal Government

- Department of Defense
  - Defense Language Institute
  - Department of the Navy
  - Department of the Army
  - Department of the Air Force
  - U.S. Marine Corps
  - NSWDG Command Language Program
  - Mississippi National Guard
- Department of State
  - Foreign Service Institute/School of Language Studies
- Department of the Treasury
  - Inter-American Foundation
  - Alcohol and Tobacco Tax and Trade Bureau (TTB)
  - Financial Crime Enforcement Network (FinCEN)
- Department of Labor
  - Bureau of Labor Statistics (BLS)
  - Office of Public Affairs (OPA)
  - Office of Labor-Management Standards (OLMS)
- Department of Agriculture
  - Office of Scientific and Technical Affairs
- Department of Health and Human Services
- Department of Homeland Security
- National Institutes of Health (NIH)

State Government

- Commonwealth of Virginia
  - Department of Behavioral Health and Developmental Services
  - Loudoun County Public Schools