

**GSA SCHEDULE OF ITEMS**  
**(April 17, 2013 through April 16, 2018)**



**Accent on Languages**  
**TECHNICAL & BUSINESS TRANSLATORS AND INTERPRETERS**

**Contractor:** Accent on Languages, Inc.  
**Contract #:** GS-10F-0351N  
**Address:** 1840 Alcatraz Avenue Suite C1-A,  
Berkeley, CA 94703  
**Phone:** (510) 655-9470  
**Fax:** (510) 655-9590  
**Email:** [services@accentonlanguages.com](mailto:services@accentonlanguages.com)  
**Web address:** <http://www.accentonlanguages.com>  
**Latest Update:** PO-0024, 04/12/2013

**Schedule Number 738 II (LANGUAGE SERVICES)**

- **Ordering Instructions**
- **SIN 382-1: Translation services**
- **SIN 382-2: Interpretation services**
- **SIN 382-3: Training and Educational Material**
- **SIN 382-4: Comprehensive Linguistic Analytical & Support Services**
- **SIN 382-5: Language Services for the Visual and Hearing Impaired**

# TABLE OF CONTENTS

<b>Ordering Instructions</b> .....	Page 03
<b>About Accent on Languages</b> .....	Page 05
<b>SIN 382-1: TRANSLATION SERVICES</b> .....	Page 05
Translation rates.....	Page 05
Support services.....	Page 07
Glossary development rates.....	Page 08
Discounts.....	Page 08
Rush surcharges.....	Page 08
Description of labor categories for translation services.....	Page 09
<b>SIN 382-2: INTERPRETATION SERVICES</b> .....	Page 11
Cancellation policy.....	Page 11
Interpretation rates.....	Page 12
Description of labor categories.....	Page 13
<b>SIN 382-3: TRAINING SERVICES &amp; EDUCATIONAL MATERIAL</b> .....	Page 15
Accent on Iraq.....	Page 15
Accent on Afghanistan Pashto.....	Page 15
Accent on Afghanistan Dari.....	Page 16
<b>SIN 382-4: COMPREHENSIVE LINGUISTIC ANALYTICAL &amp; SUPPORT SERVICES</b> ....	Page 17
Description of services.....	Page 17
Monitoring and quality control rates.....	Page 18
Transcription rates.....	Page 18
<b>SIN 382-5: LANGUAGE SERVICES FOR THE VISUAL AND HEARING IMPAIRED</b> .....	Page 21
Rates and terms of service.....	Page 21
Description of labor categories.....	Page 21
<b>SCA MATRIX</b> .....	Page 22

## **ORDERING INSTRUCTIONS (GS-10F-0351N)**

**Contract Number:** GS-10F-0351N

**Contract end date:** April 16, 2013

**Contractor:** Accent on Languages, Inc., 1840 Alcatraz Avenue Suite C1-A, Berkeley CA 94703

**Business Size:** Small Business

**Telephone:** (510) 655-9470

**FAX Number:** (510) 655-9590

**Web Site:** [www.accentonlanguages.com](http://www.accentonlanguages.com)

**E-mail:** [francinek@accentonlanguages.com](mailto:francinek@accentonlanguages.com)

**Contract Administration:** Francine Kuipers

### **Customer information**

#### **1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:**

382-1 & 1RC	Page 2 of this GSA Schedule
382-2 & 2RC	Page 11 of this GSA Schedule
382-3 & 3RC	Page 15 of this GSA Schedule
382-4 & 4RC	Page 17 of this GSA Schedule
382-5 & 5RC	Page 21 of this GSA Schedule

**1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply: N/A.**

**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. If hourly rates are not applicable, indicate "Not applicable" for this item: N/A.**

**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 attached Schedule.

**7. Quantity discounts:** Offered for item 382-3 (see attached Schedule).

**8. Prompt payment terms:** Net 30 days.

**9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold:** Yes.

**9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:** Contact contractor.

**10. Foreign items (list items by country of origin):** N/A.

**11a. Time of Delivery:** Specified on the Task Order.

**11b. Expedited Delivery:** Available, contact contractor for details.

**11c. Overnight and 2-day Delivery:** Available, contact contractor for details.

**11d. Urgent Requirements:** Contact contractor for details.

**12. F.O.B. Point(s):** Destination.

**13a. Ordering Address(es):** Same as company address (1840 Alcatraz Avenue Suite C1-A, Berkeley CA 94703).

**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](http://fss.gsa.gov/schedules)).

**14. Payment Address(es):** Same as company address. (1840 Alcatraz Avenue Suite C1-A, Berkeley CA 94703).

**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 for details.

**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. Special attributes such as 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/](http://www.Section508.gov/):** N/A.

**25. Data Universal Numbering System (DUNS) number:** 01-6590528.

**26. Notification regarding registration in Central Contractor Registration (CCR) database:** Registered. As of 2012, CCR and ORCA databases have been moved to the SAM system.

## **About Accent on Languages**

We are a full-service translation and interpretation agency with many years of experience in the provision of language services, with special strengths in the technical, medical, legal and financial fields. We translate web sites and multimedia materials; we develop and publish glossaries and dictionaries; we localize software; and we provide qualified monitors and transcribers to Federal Agencies for special assignments, including Title III. Detailed descriptions of our services including Translator/ Interpreter Qualifications; Work Flow; Project Management; and Confidentiality, generally follow the Rate Tables for the two distinct types of service we render.

## **SIN 382-1 & 1RC: Translation Services**

### *Translation rates*

Our translation rates (from or into English) vary as a function of the complexity of the text. We offer two different rates for:

1. Translations intended for use in-house or by a non-technical audience  
(**<< General >>**)
2. Technically complex translations that require a high level of technical, scientific, medical, financial or legal subject expertise in the respective field  
(**<< Technically Complex >>**)

In the Tables below, the rates are given in cents/word of the target language, except in the case of character-based languages (e.g., Chinese, Japanese, Korean), where the English word count determines the price.

<b>LANGUAGE</b>	<b>“General” cents/word</b>	<b>“Technically Complex” cents/word</b>
Arabic - Middle Eastern or North African	23.5	32.
Armenian	23.5	32.
Bengali	23.5	N/A
Berber	23.5	N/A
Bosnian	22.4	30
Cambodian	24.4	N/A
Catalan	21.5	30.
Chinese- Simplified or Traditional	21.5	30.
Croatian	21.5	30.
Czech	22.4	30.
Danish	21.5	30.
Dari	23.5	N/A
Dutch	21.5	30.
Estonian	21.5	30.
Farsi	23.5	N/A
Finnish	23.5	32.
Flemish	25.0	N/A
French – Canadian or European	18.2	28.
German	18.2	28.
Greek	22.4	30.
Gujarati	23.5	N/A
Hebrew	22.4	30.
Hindi	21.5	30.
Hungarian	21.5	30.
Indonesian	23.5	32.
Italian	18.5	28.
Japanese	21.5	30.
Karen	28.0	N/A
Korean	24.4	32.
Laotian	23.5	N/A
Latvian	21.5	30.
Lithuanian	21.5	30.
Malay	23.5	N/A
Marathi	23.5	N/A
Norwegian	21.5	30.

Pashto	23.5	N/A
Polish	21.5	30.
Portuguese – Brazilian or European	18.5	28.
Punjabi	21.5	30.
Romanian	21.5	30.
Russian	21.5	30.
Serbian	21.5	30.
Slovak	21.5	30.
Slovenian	21.5	30.
Somali	23.5	N/A
Spanish – Castilian or Latin American	17.2	28.
Swedish	21.5	30.
Tagalog	21.5	30.
Telugu	23.5	32.
Thai	23.5	N/A
Turkish	23.5	32.
Ukrainian	22.4	30.
Urdu	23.5	32.
Vietnamese	24.4	32.
<b>MINIMUM TRANSLATION CHARGE \$ 100.00</b>		

*Support Services*

These services are charged by the hour (in 15-minute increments). Their rates are:

Editing of client's or third-party translations, all languages, except Japanese and Korean	\$54.50/hr
Editing of third-party Japanese or Korean translations	\$59.50/hr
Proofreading of client's or third-party materials	\$41.25/hr
Managing client's multi-translators or otherwise complex projects	\$67.25/hr
Desktop publishing	\$67.25/hr
Glossary development	(see following section)

### *Glossary Development Rates*

Glossary development rates depend on the complexity of the assignment and language. We offer three hourly rates:

- \$39.50/hr for the development of **non-technical bilingual glossaries (all European languages)**
- \$39.50/hr for the development of subject-specific bilingual glossaries to be used in the translation of very large single-subject texts (say >50,000 words) that we would then assign to two or more of our translators. Such a glossary would go a long way to ensure the use of consistent terminology in the translation. (All languages, if available)
- \$52.00/hr for the development of **non-technical bilingual glossaries in Asian languages**
- \$64.50/hr for the development of **glossaries of technical terms** by bilingual individuals intimately familiar with the jargon of a field of endeavor or industry (say Oilfield Technology, Rocketry, or Biotechnology) (All languages, if available)

### *Discounts*

Single-subject, same document translations of

- >10,000 words = 1 cent/word.
- >25,000 words = 2 cents/word.
- >50,000 words = 3 cents/word.
- >100,000 words = 3.5 cents/word.

Prompt payment discount 2% net 15 days

### *Rush Surcharges*

Rush surcharges may apply in the following conditions:

- Same day, or overnight delivery (24 hours turnaround or less): 50% surcharge.
- Translations over 2,500 words per day: 20% surcharge.

Other rush charges may apply as a function of requested volume and turnaround constraints.

## *Description of Labor Categories for Translation Services*

### **Title: Translator General**

- Position description: The translators we use are selected from a database of some 5,000 in-house and freelance individuals. Many are accredited by the American Translators Association (whenever a certification is available in their language pair) or by other similar institutions recognized in the U.S. and abroad.  
Our translators provide a written translation from the source to the target language, understand the inner workings and the idiomatic terminology of their specific industry or discipline, and they can be relied on to convey the intended meanings of the source documents rather than just delivering a literal translation. Translation services are provided for various industries and organizations including but not limited to legal, medical, law enforcement and business. All translators are expected to perform editing on projects already translated by professional translators.
- Minimum education and experience: 2 years of professional experience, and a BA/BS college degree at a minimum.

### **Title: Translator Complex**

- Position description: The translators we use are selected from a database of some 5,000 in-house and freelance individuals. They are highly trained and experienced subject specialists, most with advanced degrees in their specialties. Complex terminology may be found in engineering, software, website localization, financial and technical documents. Many are also accredited by the American Translators Association (when a program exists for the selected language pair), or by other similar institutions recognized in the U.S. and abroad. Because they understand the inner workings and the idiomatic terminology of their specific industry or discipline, they can be relied on to convey the intended meanings of the source documents rather than just deliver a series of translated words. All translators are expected to perform editing on projects already translated by professional translators
- Minimum education and experience: 5 years of professional experience, and a minimum degree of BA/BS in the selected topic.

### **Title: Transcriber**

- Position description: Experienced, bilingual transcription of recorded audio and their translation into English from a source language; review of the transcript by a second linguist against the original recording with particular emphasis on accuracy and completeness; certification of the transcript for use in Court or as needed otherwise; and file management. Our linguists are recruited for their language skills and are expected to provide linguistic and analytical expertise to law enforcement agents.
- Minimum education and experience: At least 2 years of prof. experience; California Wiretap certification and/or security clearance(s) may be required for certain projects.

### *Translator Qualifications*

The translators we use are selected from a database of some 2,500 in-house and freelance individuals. They tend to be highly trained and experienced subject specialists, most with advanced degrees in their specialties. Many are also accredited by the American Translators Association or by other similar institutions. With very few exceptions, they are asked to translate exclusively into their native language. Because they understand the inner workings and the idiomatic terminology of their specific industry or discipline, they can be relied on to convey the intended meanings of the source documents rather than just deliver a series of translated words.

### *Project Management & Work Flow*

In discussing a task request with a would-be client, our assignment editor makes sure that we understand and are capable of meeting all the client's requirements (intended audience, task-specific expertise, format, mode of delivery, graphics, turnaround time, special handling provisions, etc.).

As a rule, we do not accept assignments unless we feel confident that we can rely on appropriate subject-qualified translator-editor teams to prepare high-quality translations requiring no further editorial tinkering by the client. Having concluded that we can indeed handle the task, we tell the client exactly how we intend to proceed and quote a "fixed price" or give a "not to exceed estimate" for the job.

Once an order has been placed, a **Project Manager** assigns the task to the most qualified available translator-editor team whose education and/or experience match the subject area of the source document. All clients' requirements are communicated to both the translator and editor who are encouraged to consult with one another throughout the duration of the task.

The **editor's responsibilities** include verification of the entire document for completeness, terminology, content, graphics, style, grammar, syntax, localization of units of measurement, glossary development, and cultural sensitivity. The editor is particularly vigilant about the consistent use of terminology when two or more translators are assigned to a large project. He or she also proofreads the final copy.

The **Liaison** with the client is handled by the **Project Manager** who oversees the entire project, keeps the client informed of progress, or of any problems, and also takes a beady-eyed look at the translation before it is sent to the client.

Large or repetitive projects are handled, if appropriate, by **Trados**, a sophisticated translation software that simplifies glossary development and uses translation memory programs for text storage and retrieval.

Translations may be delivered to client for PC or Mac environments in a variety of formats: MS Office, PageMaker, QuarkXpress, Acrobat PDF, HTML, and others. Typesetting and special formatting services are also available.

### *Quality Assurance*

Selection of the best subject-qualified translator-editor team, familiar with current terminology in both the source and target languages, goes a long way to ensure a high-quality product. Occasional differences of opinion between translator and editor about technical or conceptual matters are resolved by consultation with experts from the academe or from the appropriate industry branch. Alternatively, the Project Manager may on occasion solicit client's help in clarifying certain passages in the source text. In the case of large assignments requiring, due to time or other constraints, reliance on two or more translators, one of the translators is assigned the job of preparing a **glossary** of pertinent technical terms.

This glossary is reviewed by the editor and then used by the other translator(s) to ensure internal consistency. The translations are formally proofread against the source text and sent to the client as agreed.

### *Code of Conduct and Business Practices*

All our translators and we, as their employer, adhere closely to and are bound by the American Translators Association's «Code of Professional Conduct & Business Practices». A copy of this two-page code is sent routinely to our translators along with our Non-Disclosure Agreement.

### *Confidentiality*

Every effort is being made to hold all work in the strictest confidence. Translators, editors and support personnel are all required to sign a Non-Disclosure Agreement, not to make copies of clients' materials, and to return all materials to us at the end of an assignment. Translators have been informed that failure to obey these rules will inevitably lead to a permanent ban from our translator pool and, perhaps, to some legal action.

## **SIN 382-2 & 2RC: Interpretation Services**

### *Interpretation rates*

Detailed descriptions of the various services offered in this labor/task category are given immediately following the Rate Tables. The languages bunched together below as "European", "Major Asian" and "Middle Eastern" are identified alphabetically at the end of the Table.

### *Cancellation Policy*

Client is liable for minimum payment if an appointment is cancelled **after** the specified time period allowed for the various labor tasks. In the case of Court Appearances, for example, clients will be charged, respectively, the one-day or four-hour minimum rate only if the interpreter(s) booked by them for work on a certain day cannot be assigned to other, similar work on that day.

<b>Labor/Task Category</b>	<b>RATES</b>	
<b>Depositions; Admin. Hearings; Interrogatories. Not Court Certified</b>	<b>GSA Hourly Rate, \$</b>	<b>GSA Daily Rate, \$</b>
All European languages	69.50	493.00
Major Asian languages	82.68	548.00
Middle Eastern & North African languages	69.50	493.00
Two-hour minimum		
Cancellation policy: two workdays.		
<b>Legal as above, but Court Certified</b>	<b>GSA Hourly Rate, \$</b>	<b>GSA Daily Rate, \$</b>
All European languages	98.28	678.00
Major Asian languages	109.20	723.00
Middle Eastern & North African languages	94.50	678.00
Two-hour minimum		
Cancellation policy: two workdays		
<b>Court Appearances - Half day (four hours)</b>		<b>GSA Half day Rate, \$</b>
All European languages	N/A	399.00
Major Asian languages	N/A	458.00
Middle Eastern & North African languages	N/A	399.00
Cancellation policy: two workdays		
<b>Court Appearances — Full day (7.5 hours)</b>		<b>GSA Daily Rate, \$</b>
All European languages	N/A	678.00
Major Asian languages	N/A	723.00
Middle Eastern & North African languages	N/A	678.00
Full-day minimum (a full day is 7.5 hours of work and 0.5 hours of break).		
Cancellation policy: two workdays.		
<b>Business Meetings (Consecutive)</b>	<b>GSA Hourly Rate, \$</b>	<b>GSA Daily Rate, \$</b>
All European languages	94.50	678.00
Major Asian languages	103.50	723.00
Middle Eastern & North African languages	94.50	678.00
Two-hour minimum		
Cancellation policy: two workdays		
<b>Conferences (Simultaneous)</b>		<b>GSA Daily Rate, \$</b>
All European languages	N/A	829.92
Major Asian languages	N/A	882.50
Middle Eastern & North African languages	N/A	798.00
Full day minimum (a full day is 7.5 hours of work and 0.5 hours of break).		
Cancellation policy: 7 days		

<b>Escort Interpreting: Social</b>	<b>GSA Hourly Rate, \$</b>	<b>GSA Daily Rate, \$</b>
All European languages	72.28	493.00
Major Asian languages	82.68	548.00
Middle Eastern & North African languages	72.28	493.00
Two-hour minimum		
Cancellation policy: two workdays		
<b>Escort Interpreting: Technical</b>	<b>GSA Hourly Rate, \$</b>	<b>GSA Daily Rate, \$</b>
All European languages	94.50	678.00
Major Asian languages	103.50	723.00
Middle Eastern & North African languages	94.50	678.00
Two-hour minimum		
Cancellation policy: two workdays		
<b>Scheduled Teleconferencing</b>	<b>GSA Min. Rate, \$</b>	
All languages: day or night (billings at 15-min. increments after 1 <sup>st</sup> hour)	\$1.45/min.	N/A
Minimum charge \$100.00		

**European Languages:** Bosnian, Catalan, Croatian, Czech, Danish, Dutch, Estonian, Finnish, French, German, Greek, Hungarian, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Slovak, Slovenian, Spanish, Swedish, Ukrainian.

**Major Asian Languages:** Bengali, Cambodian, Chinese (Cantonese or Mandarin), Gujarati, Hindi, Indonesian, Japanese, Khmer, Korean, Laotian, Malay, Marathi, Punjabi, Tagalog, Telugu, Thai, Urdu, and Vietnamese.

**Middle Eastern and African Languages:** Arabic (Middle Eastern or North African), Armenian, Berber, Dari, Farsi, Hebrew, Pashto, Persian, Somali, and Turkish

*Description of Labor Categories for Interpreting Services*

**Title: Interpreter**

- **Position description:** An interpreter translates verbally from one language to another either in a consecutive or simultaneous mode. Interpreters are assigned to the following tasks:
  - Depositions, Administrative Hearings: Consecutive interpretation services by bilingual professionals familiar with legal concepts and terminology. Some of the interpreters may have Administrative Hearing certifications. Typical assignments here would be preparation of witnesses for trials; on-site interpretation in prisons; arbitration proceedings and the like.
  - Business Meetings (consecutive): Interpreters for business or social meetings with foreign delegations of various sorts. Technically competent interpreters are often available for meetings requiring specific knowledge or expertise.
  - Escort Interpreting: This service may include escorting foreign visitors from their arrival to their departure.

- Over the telephone interpreting (24/7) and telephonic interpreting (day or night): The conference call is placed by the client and the service is provided in 150 languages 24/7.
- Scheduled Teleconferencing: Telephone interpretation (day or night) scheduled in advance. The conference call is placed by the client and the service is usually rendered from the interpreter's home.
- Medical appointments in a health care setting.
- Code of Professional Conduct of Court Interpreters: Our Court Interpreters and we, as their employer, are bound to comply with the Code of Ethics and Professional Responsibilities established by NAJIT, the National Association of Judicial Interpreters and Translators.
- Minimum education and experience: 1 year of professional experience and a High School degree.

**Title: Interpreter State Court Certified**

- Position description: Same as interpreter, but possessing a State Court certification. Simultaneous or consecutive interpretation for criminal or civil proceedings by State or Federal Court Certified interpreters, when available.
- Minimum education and experience: State Court certification, and at least 1 year of professional experience. For those languages where a State Court certification program does not exist, a Court Registered interpreter can be assigned.

**Title: Interpreter Federal Court Certified**

- Position description: Same as State certified interpreter, but possessing a Federal Court certification (available only for Spanish). Simultaneous or consecutive interpretation for criminal or civil proceedings by State or Federal Court Certified interpreters, when available.
- Minimum education and experience: Federal Court certification, and at least 1 year of professional experience.

**Title: Interpreter Consecutive**

- Position description: Interpreters for business or social meetings with foreign delegations of various sorts. Technically competent interpreters are often available for meetings requiring specific knowledge or expertise.
- Minimum education and experience: Same as interpreter.

**Title: Interpreter Simultaneous**

- Position description: Interpreters with superior bilingual skills capable of grasping and conveying complex concepts simultaneously. Familiarity with interpretation booth equipment. Our Conference Interpreters and we, as their employer, are bound by the Code of Conduct established by AIIC, the International Professional Association of Conference Interpreters.
- Minimum education and experience: Same as interpreter.

## **SIN 382-3 & 3RC: Training Services and Educational Materials**

### **Accent on Iraq, a language training kit**

*Are you looking for a way to better prepare soldiers for duty in Iraq?*

Accent on Iraq is a versatile communication survival tool not only covering useful phrases and vocabulary, but also Iraqi culture - its history, geography, ethnic groups, social structure, major holidays, education, food, religion, and customs - including a "Do's and Don'ts" for interacting with the Iraqi people.

U.S. Government Discount Price: \$19.95

Volume Discounts to the U.S. Federal Government

<b>No. of Copies</b>	<b>%</b>	<b>\$</b>	<b>Final Price/Unit</b>
1-249 copies	0%		\$19.95
249-499 copies	2%	0.40	\$19.55
500-999 copies	3%	0.60	\$19.35
1,000-4,999 copies	4%	0.80	\$19.15
5,000-9,999 copies	5%	1.00	\$18.95
10,000 copies	6%	1.00	\$18.75

### **Accent on Afghanistan/Pashto, a language training kit.**

*Are you looking for a way to better prepare soldiers for duty in Afghanistan?*

Accent on Afghanistan is a versatile communication survival tool not only covering useful phrases and vocabulary, but also the culture - its history, geography, ethnic groups, social structure, major holidays, education, food, religion, and customs - including a "Do's and Don'ts" for interacting with the Afghani people.

U.S. Government Discount Price: \$19.95

Volume Discounts to the U.S. Federal Government

<b>No. of Copies</b>	<b>%</b>	<b>\$</b>	<b>Final Price/Unit</b>
1-249 copies	0%		\$19.95
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500-999 copies	3%	0.60	\$19.35
1,000-4,999 copies	4%	0.80	\$19.15
5,000-9,999 copies	5%	1.00	\$18.95
10,000 copies	6%	1.00	\$18.75

**Accent on Afghanistan/Dari, a language training kit.**

*Are you looking for a way to better prepare soldiers for duty in Afghanistan?*

Accent on Afghanistan is a versatile communication survival tool not only covering useful phrases and vocabulary, but also the culture - its history, geography, ethnic groups, social structure, major holidays, education, food, religion, and customs - including a "Do's and Don'ts" for interacting with the Afghani people.

U.S. Government Discount Price: \$19.95

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5,000-9,999 copies	5%	1.00	\$18.95
10,000 copies	6%	1.00	\$18.75

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## **SIN 382-4 & 4RC: Comprehensive Linguistic Analytical & Support Services**

### *Description of Services*

We offer experienced, federally-cleared bilingual monitors for electronic surveillance of suspects involved in criminal activities. The range of services includes monitoring; transcription of recorded conversations; their translation into English from a source language; review of the transcript by a second linguist against the original recording with particular emphasis on accuracy and completeness; certification of the transcript for use in Court or as needed otherwise; and file management. All our monitors and site supervisors are prepared to serve as expert witnesses in Court.

Accent on Languages has the capability to provide linguists with security clearances under **SIN 382-4 & 382-4RC**. These services are provided to the law enforcement organizations and agencies in addition of those provided under SINS 382-1 and 382-2. Accent on Languages has been providing linguists to the federal government since 1997. We have worked on numerous Title III contracts for DEA, ICE, ATF, FBI, IRS and the US Attorney's office as well as state agencies such as BNE (Bureau of Narcotics Enforcement) and US District Attorney's offices.

Accent on Languages has a pool of 500 cleared linguists nationwide who have worked extensively under SIN 382-2: Title III. Accent on Languages has full capability to provide linguists with federal security clearances to work as "Classified Linguists for Interpretation and Monitoring".

Accent on Languages offers full language services in support of local, national, or global requirements that support the missions of military, law enforcement, homeland and national security organizations, among others.

These services include but are not limited to:

- Collecting, translating/interpreting and delivering mission related data; performing data;
- analysis; cultural consulting; role-playing; Title III monitoring and intercepts; interview;
- support, preparing related reports and assessments; forensic processing;
- screening/gisting; related project/program management and control for linguist;
- screening and, recruitment; logistical coordination; site supervision and quality control of all related services;
- Linguists cleared for government sensitive materials and linguists with security clearances equal to Secret and/or Top Secret are offered relative to the above mentioned translation related services.

The language services provided under this SIN include communication from a source language to a target language.

*Quality Assurance/Confidentiality*

Accent on Languages has been providing high quality language services to the US Federal Government since 1997. All linguists are trained and expected to follow the highest standards and maintain excellent work ethics. Confidentiality and security are a priority. Our linguists follow specific protocols regarding safeguarding and transferring documents and that any unused material is properly disposed.

The quality control starts with the choice of the best qualified linguists. Training is provided to newly hired staff. Every assignment is approached with the final product in mind. Each document will be potentially used in federal court as evidence and so forth must be translated and transcribed following specific guidelines regarding the format, privileged calls and codes used by the speakers in the monitored conversations.

Accent on Languages transcripts have never been challenged in court.

Our linguists are recruited for their language skills and are expected to provide linguistic and analytical expertise to law enforcement agents. The transcriptions must be verbatim and the translation from the source to the target language must be accurate and respectful of the register used by the speakers as well as in the rendition of slang and idiomatic expressions.

A Project Manager is assigned to every project and is the liaison between the aces agent and Accent on languages. The Project Manager’s responsibilities include:

- Coordinating and supervising the linguists
- Schedule
- Update glossaries and reference material include maps
- Maintain a list of code words
- Quality control of the work including review of summaries, transcription and translation
- Clear communication with the team of new requirements and updates.

The languages we currently offer relying on the use of cleared monitors are listed in the following pages. Transcription and translation of recorded conversations by linguists not holding government clearances are offered also in a number of other languages.

<b>Monitoring and Transcription Rates – SIN 382-4</b>		
<i>Language</i>	<i>Monitor or Transcriber Hourly Rate</i>	<i>Team Leader Hourly Rate</i>
Arabic - Middle East or North African	\$46.80	\$50.80
Armenian	\$46.80	\$50.80
Bengali	\$46.80	\$50.80
Berber	\$46.80	\$50.80

Cambodian	\$49.80	\$53.80
Catalan	\$42.80	\$46.80
Chinese - Mandarin or Cantonese	\$45.80	\$49.80
Farsi/Persian	\$49.80	\$53.80
French - Canadian or European	\$36.80	\$40.80
German	\$36.80	\$40.80
Hebrew	\$49.80	\$53.80
Hindi	\$46.80	\$50.80
Indonesian	\$51.80	\$55.80
Italian	\$36.80	\$40.80
Japanese	\$47.80	\$51.80
Korean	\$47.80	\$51.80
Laotian	\$47.80	\$51.80
Malay	\$49.80	\$53.80
Pashto	\$54.80	\$58.80
Persian	\$49.80	\$53.80
Polish	\$42.80	\$46.80
Portuguese - Brazilian or European	\$36.80	\$40.80
Punjabi	\$47.80	\$51.80
Russian	\$42.80	\$46.80
Spanish - Castilian or Latin American	\$30.50	\$34.50
Tagalog	\$49.80	\$53.80
Telugu	\$54.80	\$58.80
Thai	\$49.80	\$53.80
Ukrainian	\$42.80	\$46.80
Urdu	\$46.80	\$50.80
Vietnamese	\$47.80	\$51.80

*Rush fees*

Large projects are assigned to a team of transcribers and reviewers, depending on the volume and desired turnaround/deadline. Accent on Languages owns a proprietary database containing over 5,000 linguists and 500 linguists with security clearances. Accent on Languages is able to create teams of any profile and size in order to meet the requirements for a specific rush project.

Rush surcharges may apply in the following conditions:

- Same-day, or overnight delivery (24 hours turnaround or less): 50% surcharge.
- Over 12 minutes transcribed per day: 20% surcharge.

Other rush surcharges may apply as a function of requested volume and turnaround constraints.

*Description of Labor Categories for Monitoring and Transcription Services*

**Title: Monitor/Team Leader**

- Position description: Experienced, federally-cleared bilingual monitors for electronic surveillance of suspects involved in criminal activities. The range of services includes monitoring; transcription of recorded conversations; their translation into English from a source language; review of the transcript by a second linguist against the original recording with particular emphasis on accuracy and completeness; certification of the transcript for use in Court or as needed otherwise; and file management. All our monitors and site supervisors are prepared to serve as expert witnesses in Court. Our linguists are recruited for their language skills and are expected to provide linguistic and analytical expertise to law enforcement agents.
- Minimum education and experience: At least possessing an appropriate security clearance issued by a US entity (depending on the project requirements, for example: DoD, DoJ, DHS, ICE, DEA, CIA, local law enforcement agencies, among others). For supervisors/team leaders, the minimum education required is a BS/BA college degree.

**Title: Transcriber**

- Position description: Experienced, bilingual transcription of recorded audio and their translation into English from a source language; review of the transcript by a second linguist against the original recording with particular emphasis on accuracy and completeness; certification of the transcript for use in Court or as needed otherwise; and file management. Our linguists are recruited for their language skills and are expected to provide linguistic and analytical expertise to law enforcement agents.
- Minimum education and experience: At least 2 years of professional experience; California Wiretap certification may be required for certain projects. Security clearance might be required for certain projects.

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**SIN 382-5 & 5RC: Language Services for the Visual and Hearing Impaired**

<b>GSA RATE SHEET</b> [rates are per interpreter]	<b>HOURLY</b>	<b>HALF DAY</b> (4 hrs)	<b>FULL DAY</b> (7.5 hrs + break)
Qualified Sign Language Interpreting	\$81.00	\$288.00	\$558.00
Certified Sign Language Interpreting	\$94.50	\$360.00	\$702.00

- All services have a minimum charge of (2) hours [\$162 for Qualified, \$189 for Certified].
- At least (2) ASL interpreters need to be scheduled for assignments lasting over (1) hour, due to the taxing physical activity and mental focus that the interpreter needs to sustain throughout the assignment (interpreters work as a team, switching as needed to provide uninterrupted service throughout the whole assignment).
- Travel time is applicable only if it takes more than 30 minutes for the arrival leg, or more than 30 minutes for the return leg. For those instances where travel time is over 30 minutes (arrival or return), the total travel time will be billed at ½ the base rate.
- Mileage and parking: Fees may apply at the official per diem rate published by the State of California; the mileage rate for the year 2011 is set to \$0.51/mile. In addition, parking fees may also apply (receipts of parking can be provided upon request).
- Cancellation or no-show policy: Customer needs to communicate cancellation at least (2) business days before the scheduled date and time of service; if the service is cancelled with less than (2) business days notice, customer will be responsible for payment in full. Cancellations made after 5pm on business days, or made on weekends/holidays, will be considered as cancelled on 8am of the following business day.
- Normal office hours of operation are from 8am to 5pm, Monday to Friday.

*Description of Labor Categories for American Sign Language Services*

**Title: Qualified Sign Language Interpreter**

- Position description: Qualified and capable professional American Sign Language interpreter, not certified by RID.
- Minimum education and experience: Qualified and capable professional American Sign Language interpreter with at least (1) year of professional experience.

**Title: Certified Sign Language Interpreter**

- Position description: Qualified and capable professional American Sign Language interpreter, certified by RID.
- Minimum education and experience: Must be RID/NAD certified, with at least (2) years of professional experience.

**SCA MATRIX**

SCA MATRIX			
SIN Category	SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
SIN 382-1	Translator General	30110 – Foreign Language Translator	1987-0989
	Translator Complex	30110 – Foreign Language Translator	1987-0989
SIN 382-2	Interpreter	30110 – Foreign Language Translator	1987-0989
	Interpreter State Certified	30110 – Foreign Language Translator	1987-0989
	Interpreter Federal Certified	30110 – Foreign Language Translator	1987-0989
	Interpreter Consecutive	30110 – Foreign Language Translator	1987-0989
	Interpreter Simultaneous	30110 – Foreign Language Translator	1987-0989
SIN 382-4	Monitor/Team Leader	30110 – Foreign Language Translator	1987-0989
	Transcriber	30110 – Foreign Language Translator	1987-0989
SIN 382-5	Qualified Sign Language Interpreter	30130 – Interpreter (Sign Language)	1988-0742
	Certified Sign Language Interpreter	30130 – Interpreter (Sign Language)	1988-0742