



Terms and Conditions
Updated February 1, 2011

Techworld GSA Contract Information:

GSA Contract: GS-10F-0353T
[Schedule For: Translation and Language Training Services](#)
Federal Supply Group: 738 II
SIN: 382-1, 382-3
Contract Number: GS-10F-0353T
Business Type: Small Business
Contract Period: August 31, 2007 - August 30, 2012

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Table of Contents

1.0 About Techworld 2

 1.1 Languages Offered..... 2

2.0 Translation Services..... 3

 2.1 Services Offered..... 3

 2.2 Schedule 4

 2.3 Translation Rates 4

3.0 Language Training 5

 3.1 Instructor Qualifications 5

 3.2 Language Training Rates 6

4.0 Frequently Asked Questions 7

5.0 Contractor Information 8

1.0 About Techworld

Techworld has been delivering translations, interpretations, language fluency training, cultural awareness training, and simulations and assessments to government, industrial, and corporate clients since 1984. Techworld provides customer-driven, personalized service and has experience working in over 60 languages and cultures (for a complete list, see Section 1.1, Languages Offered).

As a GSA contract holder, Techworld is a **small business** whose mission is to deliver quality, accurate, and on-time projects to clients. Techworld provides a full complement of language services to meet all foreign language needs:

- [Translation Services \(SIN 382-1\)](#)
- [Interpretation Services](#)
- [Language Fluency Training \(SIN 382-3\)](#)
- [Cultural Awareness Training](#)
- [Simulations and Assessments](#)

Because of the diversity of offerings, Techworld is able to help a wide range of U.S. Government departments. Experience has been gained through translating field manuals and legal manuscripts, tutoring government employees in advanced-level language courses, and facilitating iso-immersion language and cultural training.

All Techworld language professionals are experienced international communicators with the subject matter knowledge necessary to help clients succeed in an ever-changing global climate. Techworld will help the government earn the respect of foreign associates and take advantage of opportunities that might otherwise be “lost in translation.”

Whatever the language, whatever the context, Techworld’s solutions pay off in the accuracy, timeliness, and value of its services. Techworld is well known for adeptness at managing multiple tasks and time constraints, always maintaining the highest quality and close client communications.

1.1 Languages Offered*

Afrikaans	Dutch	Korean	Serbian
Albanian	English/ESL	Kurdish	Slovak
Amharic	Farsi	Lao/Laotian	Somali
Arabic	Finnish	Lithuanian	Spanish
Armenian	Flemish	Macedonian	Swahili
Bahasa	French	Malay	Swedish
Bengali	German	Mandarin	Tagalog
Bosnian	Georgian	Norwegian	Tamil
Bulgarian	Greek	Nuer	Thai
Burmese	Hebrew	Pashto	Tibetan
Cantonese	Hindi	Persian	Turkish
Catalan	Hmong	Polish	Ukrainian
Creole	Hungarian	Portuguese	Urdu
Croatian	Indonesian	Punjabi	Uzbek
Czech	Italian	Romanian	Vietnamese
Danish	Japanese	Russian	Yiddish
Dari			

*Other languages available upon request.

2.0 Translation Services

Techworld is responsible for the translation of a document from initial receipt of the source file(s) to final delivery of the translated file(s). The process by which a document is translated has proven successful on a variety of projects.

Technical and linguistic accuracy of each translation is of great importance to Techworld; each document translated will be a precise, idiomatically correct rendering from the source language into the target language. Each translation will be reviewed and certified by the translator to attest as to the true and accurate translation.

2.1 Services Offered

Translation

Techworld's experienced, accredited translators will translate the text of the project into any language from any languages. They are native speakers of the target language and are normally specialized in a particular industry or field. Correct use of terminology will be accurately translated and reflected in the document. The translator will review the manuscript for readability, completeness, and to ensure the language is appropriate to the audience.

Proofreading

Proofreaders review a translated text for grammar, syntax, and spelling errors. The proofreader makes the necessary corrections to confirm that a document contains the proper grammar, punctuation, and spelling for the target language.

Editing

Editors thoroughly review a translated text, not only checking for grammar, syntax, and spelling errors, but also verifying that the terminology utilized is appropriate and current. They will research any terminology in doubt and discuss with the translator or project manager as to the most appropriate and accurate term. Editors may rewrite portions of the translated text, in order to ensure the most proper term has been utilized and that the flow of the document is maintained.

Quality Assurance

Techworld will utilize and maintain a structured Quality Assurance program to ensure services are performed in accordance with the standards of the government. This program will monitor and scrutinize each step of the process to guarantee that the steps taken by Techworld fulfill the requirements. The objective of the program is to establish a consistent standard against which the quality of translation can be objectively measured, regardless of the source or target language. The following categories are weighed to deliver the final outcome:

- Mistranslation
- Spelling
- Typos
- Non-standard terminology
- Inconsistent terminology
- Untranslated source language
- Inappropriate use of passive/active voice
- Grammar errors
- Syntax errors
- Punctuation errors
- Formatting errors

Within each of these categories, errors are given a score based upon the severity and seriousness of the error, for the categories Critical, Critical Global, and Minor.

Project Management

The project manager will be the main point of contact for the project, managing the team of translators, editors, proofreaders, and desktop publishers. A team will be specially selected and put in place for the duration of a project, based upon the experience required for the project. The project manager assumes responsibility for the management of deadlines, budgets, tasks assigned, and materials at his/her disposal. They possess the capability to handle any challenges that arise through the course of a project.

Desktop Publishing

The desktop publisher will work closely with the translator(s) to reformat the document to accommodate the target language script and mirror the source language copy, performed in whichever software requested. The look and feel of the original version will be maintained, by using their experience in all aspects of graphic design and print production. Some of the programs utilized by Techworld desktop publishers include Microsoft Word, Excel, and PowerPoint, Adobe InDesign, Photoshop, Illustrator, Dreamweaver, Flash, and Acrobat, QuarkXPress, PageMaker, AutoCAD, Lectora, HTML/XML, and Sony Vegas.

2.2 Schedule

The standard schedule for any translation project is approximately 1,500 - 3,000 source words per translator, per day. Rush charges may apply to a more condensed schedule.

2.3 Translation Rates*

Language Groups (To and From English)	GSA Rate
Tier One	\$0.24 per word
Danish, Dutch, Finnish, Flemish, French, German, Italian, Norwegian, Polish, Portuguese, Spanish, Swedish	
Tier Two	\$0.28 per word
Afrikaans, Bosnian, Bulgarian, Catalan, Croatian, Czech, Greek, Hungarian, Laotian, Lithuanian, Macedonian, Romanian, Russian, Slovak, Thai, Turkish, Ukrainian	
Tier Three	\$0.32 per word
Arabic, Albanian, Armenian, Bengali, Chinese-simple, Chinese-traditional, Farsi, Hebrew, Hindi, Hmong, Indonesian, Japanese, Korean, Malay, Punjabi, Persian, Vietnamese, Yiddish	
Miscellaneous Services	GSA Rate
Desktop Publishing	\$68.00 per hour
Project Management	\$72.00 per hour

*The above pricing structure applies to Domestic delivery only. International delivery pricing available upon request.

3.0 Language Training

Included in foreign language training support services and instruction are native-language instructors to lead each course, curriculum development, formative evaluation and academic counseling.

Following the guidelines set forth by the International Language Roundtable (ILR) standard, Techworld employs an innovative and high-powered approach to language instruction: the direct conversational approach. Because Techworld emphasizes conversational skills, instructors and participants speak the target language 75% to 95% of the time. The participant's native language is used only for the necessary explanation of certain grammatical topics. This methodology allows participants to attain exceptionally high levels of language proficiency in a short period of time. Instructors present grammar in a thorough and systematic way without resorting to dull lectures or extensive use of the participant's native language. Grammar and vocabulary are taught through context, role playing, props, audio-visual aids, dramatizations, and examples.

The class is as "hands-on" as a language class can be. Students actively participate in pairs and groups; they are active learners. Questions and discussion are encouraged of the students, to make for a more personalized and informative learning atmosphere. Instructors use role play extensively to maximize improvement in verbal proficiency.

Additional emphasis is placed on cultures context of the target language. Participants are encouraged to share questions and concerns regarding various cultural situations during the course of their language training.

3.1 Instructor Qualifications

Curriculum development and delivery of training will be supervised by personnel who have experience in foreign language acquisition and utilization of language skills in the performance of the government. These personnel will also be responsible for formative evaluation of participants and courses as well as academic counseling.

All Techworld instructors are native speakers of the target language and are bilingual in English, with an ILR level of at least 2 in English. All instructors are capable of utilizing the available technologies, including Internet resources. Because the learning styles of students vary, the course content is presented in a variety of ways. The trained adult educators are experienced in meeting the needs of all students and are flexible in case of curtailment, extension or class divisions.

The qualifications of all Techworld instructors are carefully reviewed to ensure that they meet the following established criteria, per the guidelines set forth by the American Society for Testing and Materials (ASTM):

- Native proficiency in the target language
 - An interview of oral proficiency is conducted with every instructor to verify his or her oral proficiency level, accent and tone
- Working knowledge of the participant's native language
- Knowledge of and close recent exposure to the culture of the target language; ability and willingness to transmit cultural knowledge along with the language
- A bachelor's degree or equivalent education
- The equivalent of two years of teaching experience (minimum of 200 classroom hours)
- Pedagogical knowledge and skills to teach the target language as a foreign language
- Professional references provided and carefully checked

3.2 Language Training Rates*

Language Groups	Individual Rate (1 Student)	Small Group (2 - 5 Students)	Large Group (6 - 15 Students)
Tier One Danish, Dutch, English, Finnish, Flemish, French, German, Italian, Norwegian, Polish, Portuguese, Spanish, Swedish	\$57.60 per hour	\$60.00 per hour	\$62.40 per hour
Tier Two Afrikaans, Bosnian, Bulgarian, Catalan, Croatian, Czech, Greek, Hungarian, Laotian, Lithuanian, Macedonian, Romanian, Russian, Slovak, Thai, Turkish, Ukrainian	\$64.00 per hour	\$67.20 per hour	\$71.20 per hour
Tier Three Arabic, Albanian, Armenian, Bengali, Chinese, Farsi, Hebrew, Hindi, Hmong, Indonesian, Japanese, Korean, Malay, Punjabi, Persian, Vietnamese, Yiddish	\$68.00 per hour	\$71.20 per hour	\$73.60 per hour

*The above pricing structure applies to Domestic delivery only. International delivery pricing available upon request.

4.0 Frequently Asked Questions

Question: What is the GSA Supply Schedule?

Answer: The GSA Supply Schedule, sometimes called the Multiple Award Schedule (MAS), contains information regarding all contracts negotiated with companies who offer products or services in a particular category. The Supply Schedule saves you time by providing numerous businesses who have already demonstrated proficiency in a specific category.

Question: How do I order off the GSA Supply Schedule?

Answer: If your project is under \$2,500, you simply need to contact the contractor of your choice and place an order. If your project is over \$2,500, as required by FAR 8.404, you will need to: prepare a Statement of Work, send Request for Quotes to at least three contractors, review the quotes received, consider price and administrative costs, select the contractor who provides you with the "Best Value," and place an order with that contractor. For more information, you can contact the following:

General Services Administration
Federal Supply Service
Management Services Center
Customer/Vendor Relations
253 931 7900
mgmt.services@gsa.gov

Question: Why should I select Techworld for language translation or fluency training?

Answer: Past experience and continuous training are two of the factors that set Techworld apart from any other language service provider.

Having worked on a variety of government projects over the course of the past 25 years, Techworld has gained the knowledge and experience necessary to work on government projects, both large and small. Importance is placed on accuracy, confidentiality, compliance, and customer satisfaction on any project, whether translation or language fluency training.

Techworld employees and contractors actively participate in training courses to further their knowledge of the language industry. By keeping current of trends in the industry, Techworld professionals are well-suited to assist the government in any language project that arises, in both a consulting role and a production role.

5.0 Contractor Information

- 1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: [382-1 \(Page 3\)](#), [382-3 \(Page 5\)](#)
- 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: **See item 6, below**
2. Maximum Order: **\$1,000,000.00**
3. Minimum Order: **\$100.00**
4. Geographic Coverage (Delivery Area): **All U.S. locations, as well as world-wide support**
5. Point(s) of production (city, county, and state or foreign country): **Same as Contractor**
6. Discount from list prices or statement of net price: **Government net prices (discounts already applied)**
7. Quantity discounts: **Yes (see attached price list)**
8. Prompt payment terms: **2% net 10 day, 1% net 20 day**
- 9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: **Yes**
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: **Contact Contractor**
10. Foreign items (list items by country of origin): **None**
- 11a. Time of Delivery: **Specified on the Task Order**
- 11b. Expedited Delivery: **Contact Contractor**
- 11c. Overnight and 2-day Delivery: **Contact Contractor**
- 11d. Urgent Requirements: **Contact Contractor**
12. F.O.B. Point(s): **Destination**
13. Ordering Address(es): **Same as Contractor**
14. Payment Address(es): **Same as Contractor**
15. Warranty Provision: **None**
16. Export Packing Charges: **N/A**
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): **Contact Contractor**
18. Terms and conditions of rental, maintenance, and repair (if applicable): **N/A**
19. Terms and conditions of installation (if applicable): **N/A**
20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): **N/A**
- 20a. Terms and conditions for any other services (if applicable): **N/A**
21. List of service and distribution points (if applicable): **N/A**
22. List of participating dealers (if applicable): **N/A**
23. Preventive maintenance (if applicable): **N/A**
24. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants: **N/A**
25. Data Universal Numbering System (DUNS) number: **14-754-8911**
26. Notification regarding registration in Central Contractor Registration (CCR) database: **Yes**
27. Uncompensated Overtime: **N/A**