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General Services Administration

Federal Acquisition Service

Authorized Federal Supply Schedule Price List

Federal Supply Group: 738 II
Class R608

Schedule for Language Services

SIN: 382-1/RC Translation Services

SIN: 382-2/RC Interpretation Services

SIN: 382-5/RC Services for the Visual and Hearing Impaired

Contract Number:

GS-10F-0414X

Contract Period:

July 29th, 2011 – July 28th, 2016

Contractor:

Languages Unlimited, LLC

4630 South Kirkman Road, Suite 337

Orlando, FL 32811-2833

Tel: 1-800-864-0372

Fax: 1-800-530-9532

www.languagesunlimited.com

Contract Administrator:

Joel E. Letang

(Director)

Business Size:

Small Business

On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage![™], a menu-driven database system. The Internet address for GSA Advantage![™] is: <http://www.GSAAdvantage.gov>.

General Services Administration

Current through modification number **PS-0004**, dated November 16, 2012

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1. Customer Information:

Languages Unlimited, LLC serves public and private sectors with certified Subject Matter Experts (SME) for language translation & localization, interpretation, transcription, and research. During our 20+ years in business, we continue expanding while offering exceptional solutions in more than 120 languages and dialects. In addition, over the course of the years, we have assisted various State and Federal organizations communicate with clients, constituencies, and employees during seminars, conferences, court hearings, medical examinations, and trade documentation, to name a few.

With headquarters and incorporation in Orlando, Florida, we have a full-time corporate staff of six (6) individuals providing administrative support along with Quality Assurance operations. Additionally, our *proprietary database* gives us access to thousands of certified linguists with expertise in a variety of technical fields. Our database enables us to contract with a vast network of language professionals in various parts of the United States and the world offering more responsive, accurate, and adaptable services to our clients regardless of location of the project. Once the linguists are contracted, they are grouped by levels of expertise and join one of our exclusive SME Enclaves located in all 6 major continents.

Our **Mission** is to always strive for precision each and every time while breaking every language barrier our clients face. In addition, we make it our daily goal to provide our clients with world-class customer service and to keep our prices competitive. All the way back since our inception in 1994, our **Vision** has not changed. It remains being the facilitation of language comprehension among individuals, public organizations, and businesses throughout the United States and the world.

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

Special Item Number	Description	Price Page
SIN: 382-1/RC	Translation Services	12
SIN: 382-2/RC	Interpretation Services	12
SIN: 382-5/RC	Services for the Visual and Hearing Impaired	12

1(b). 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 Number	Description	Lowest Price
SIN: 382-1/RC	SME Translator Spanish Language	\$0.13 per Word
SIN: 382-2/RC	SME Interpreter Spanish Language	\$1.89 per Minute, Equates to \$113.88 per Hour
SIN: 382-5/RC	American Sign Language Interpreter	\$133.98 per Hour

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2. Maximum Order: **\$1,000,000.00**
3. Minimum Order: **\$100.00**
4. Geographical Coverage (delivery area): **Nationwide and Globally**
5. Point of Production: **Same as Company Address**
6. Discount from list prices or statement of NET price: **Government NET Prices (Discounted Already)**
7. Quantity discounts: **We offer quantity discounts as shown in the Rates section**
8. Prompt payment terms: **NET 30 Days**
- 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: **None**
- 11a. Time of Delivery: **Specified on the Task Order**
- 11b. Expedited Delivery: **Specified in the Task Order**
- 11c. Overnight and 2-day Delivery: **Contact Contractor**
- 11d. Urgent Requirements: **We offer rush as shown in the Rates section**
12. F.O.B. Point(s): **Destination**
13. Ordering Address: **Same as Company Address**
14. Payment Address: **Same as Company Address**
15. Warranty Provision: **Contractor's Standard Commercial Warranty**
16. Export Packing Charges: **N/A**
17. Government Purchase Card Acceptance Terms and Conditions: **Up to \$25,000.00**
18. Terms and Conditions of Rental, Maintenance, and Repair: **N/A**
19. Terms and Conditions of Installation: **N/A**
20. Terms and Conditions of Repair Parts indicating date of parts, prices lists and any discounts from list prices: **N/A**
21. List of Service and Distribution Points: **N/A**
22. List of Participating Dealers (if applicable): **N/A**
23. Preventative Maintenance (if applicable): **N/A**
24. Environmental Attributes: **N/A**
25. Data Universal Numbering System (DUNS) Number: **140072146**
26. Notification Regarding Registration in Central Contractor Registration (CCR) Database: **Registered**

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2. Services Offered:

2.1. Human Language Translation:

Our appropriate internal database of over 7,000 language professionals provides us with a full range of accurate translation services in more than 90 global languages. These professionals are **Subject Matter Experts** in specific fields, thus guaranteeing a consistently accurate translation to our customers while taking advantage of updated translation and desktop publishing software. After a scrutinized proofreading process, our legal services department can certify and notarize the output translation in order to meet exact legal requirements. Court certified and notarized translations are also available.

Labor Category Description
<p>Subject Matter Expert (SME) in different technical areas depending on contract requirements, page 9.</p> <p>Duties: Performs a variety of language services including translation and/or transcription services and analyses from a source language to a target language.</p> <p>Education/Experience Substitutions: Language certification and outstanding assessment score, as required by contract, are equivalent qualifications to the required BA. All scores must be recorded and presented in alignment with the Interagency Language Roundtable (ILR) 4 point scale, or above. Examinations must include Reading, Listening, Speaking, and Writing in both the source language and target language, plus a translation sample, scored as:</p> <ol style="list-style-type: none"> 1. Absence of errors in grammar/syntax, spelling, and accuracy Score – 60% 2. Reproducible by any other translator and SME Score – 25% 3. Consistency in use of specific terminology and translation is free of bias Score – 15% <p>Certification: by the American Translators Association (ATA) and/or equivalent national translating certification.</p> <p>Skills: Excellent customer service skill plus correct usage of updated translation and desktop publishing software. General computer science knowledge, i.e. Microsoft® Word® and/or Adobe® suite.</p>

2.2. Human Language Interpretation:

We meet and exceed the need of accurate professional simultaneous and/or consecutive interpreters for any demanding situation, local or remote, that faces a foreign language barrier. Our internal database of over 3,000 interpreters in over 120 languages and dialects enables us to match every single interpreter to the specific requirements and location of each client. We daily communicate with interpreters located anywhere in the United States and the world. Many of our interpreters also hold a court interpreter certification.

Languages Unlimited has devised a systematic, efficient and cost-effective process in which a team of our interpreters has the ability of maintaining a remote high-quality audio and/or video interpretation session using some of the latest most-compatible conference software. A 24/7 toll-free telephone line with a unique access code will be provided for on-demand and scheduled interpreting requests with a connection time spanning less than 1 minute.

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Labor Category Description
<p>Subject Matter Expert (SME) in different technical areas depending on contract requirements, page 9.</p> <p>Duties: Performs a variety of language services including interpretation and/or localization services and analyses from a source language to a target language.</p> <p>Education/Experience Substitutions: Language certifications, as required by contract, may be substituted for BS/BA. All scores must be recorded and presented in alignment with the Interagency Language Roundtable (ILR) 4 point scale, or above. Examinations must include Reading, Listening, Speaking, and Writing in both the source language and target language scored as</p> <ol style="list-style-type: none"> 1. Absence of errors in grammar/syntax, pronunciation, and accuracy Score – 60% 2. Reproducible session by any other interpreter and SME Score – 25% 3. Consistency in use of specific terminology and language proficiency is free of bias Score – 15% <p>Certification: by the American Translators Association (ATA) and/or equivalent national interpreting certification.</p> <p>Skills: Excellent customer service skills General computer science knowledge, i.e. Microsoft® Word® and/or Adobe® suite.</p>

2.3. Transcription Services:

Languages Unlimited provides the public sector with an accurate transcription and language support for any medical, legal, military, or scientific requirement. Specializing in Court Certified English, Spanish, Arabic, and Haitian Creole transcription, our certified stenographers and media transcriptionists deliver fast high-quality results in any method, such as Human Transcription and/or Machine Assisted Transcription.

Labor Category Description
<p>Subject Matter Expert (SME) in different technical areas depending on contract requirements, page 9.</p> <p>Duties: produce a verbatim transcript from audiotapes, videotapes and/or digital A/V files.</p> <p>Experience/Education Substitutions: A Master’s degree or no degree with eight years of relevant experience, are equivalent qualifications to the required BA.</p>

2.4. Desktop Publishing Services:

We have identified the increasing need for thorough world-class translation services requiring not only a translation effort, but also a document redesign approach with an appealing and cost-effective publishing support. When contracted, we accurately revise, redesign, and edit technical translated documents made to mirror the original version in wording, format, and layout.

Labor Category Description
<p>Subject Matter Expert (SME) in different technical areas depending on contract requirements, page 9.</p> <p>Duties: Responsible for revising, redesigning, and editing technical translated documents. General computer science knowledge, i.e. Microsoft® Word® and Adobe® suite. Native English Language</p> <p>Experience/Education Substitutions: A Master’s degree or no degree with eight years of relevant experience, are equivalent qualifications to the required BA.</p>

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2.5. Technical Proofreading Services:

In addition to our intricate proofreading procedure found in our translation process, we provide both public and private sectors with certified professional technical writers that revise, proofread, and edit technical translated texts and other professional documents in compliance to contract requirements.

Labor Category Description
<p>Subject Matter Expert (SME) in different technical areas depending on contract requirements, page 9.</p> <p>Duties: Responsible for revising, proofreading, and editing technical translated documents. General computer science knowledge, i.e. Microsoft® Word® and/or Adobe® suite. Native English Language</p> <p>Experience/Education Substitutions: A Master’s degree or no degree with eight years of relevant experience, are equivalent qualifications to the required BA.</p>

2.6. Project Management:

Languages Unlimited complements its services portfolio with a flexible, responsive, and agreeable project management system. For each linguistic project encountered, we provide Senior and/or Junior management representatives capable of analyzing and executing contract clauses. Our Project Managers follow process management directives and quality procedures that ensure a high engagement for a successful completion of the program.

Labor Category Description
<p>Duties: Allocates resources and monitors progress for contract tasks. Provides technical and management expertise as necessary to resolve issues and insure timely completion of assigned tasks. Directs all technical, financial management and administrative activities. Determines a course of action and sets priorities for project completion. Follows process management directives and</p> <p>Experience/Education Substitutions: A Master’s degree or no degree with eight years of relevant experience, are equivalent qualifications to the required BA.</p>

2.7. Sign Language Interpreting Services:

Aware of the Person’s with Disabilities Civil Rights Act of 1976 and the Deaf Person’s Interpreter Act of 1982, Languages Unlimited resolved to provide specialized and sensitive Sign Language interpreting sessions for academic, military, medical, or legal needs requiring professional and certified interpreters complying with all of the requirements stipulated by the **National Association of the Deaf (NAD)**.

Since 1994, Languages Unlimited provides Sign Language interpretation to a variety of public and private clients. We have maintained a professional commitment together with a community-aware customer service expertise that fit the individual requirements of each interpreting session. Each Sign Language Interpreter has a proper professional certification from a recognized institution such as the **Registry of Interpreters for the Deaf (RID)** and/or the **NAD**. Each Sign Language Interpreter has a professional experience of over three (3) years working as an interpreter for the deaf or in a related field in which services for the visual and hearing impaired where provided. Due to the nature of Sign Language interpreting, one (1) interpreter must only perform services for a maximum of two (2) consecutive hours. *Education Requirements – Professional Certification*

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3. Languages Portfolio:

Our Languages Portfolio is organized into **Subject Matter Expert (SME)** groups in different Areas of Expertise, including medical, legal, and scientific, depending on contract requirements. Each group contains a variety of linguists arranged depending on the complexity and exotic nature of their language pair(s) as compiled by our languages research program:

- Group 1:**
Very Common Languages
- Group 2:**
Common Languages
- Group 3:**
Exotic Languages
- Group 4:**
Very Exotic Languages

For quality assurance purposes, every foreign language translator is required to have at least a Bachelor’s Degree, or equivalent and a minimum of 2 years experience working in a field related to language translation, interpretation, transcription, and/or localization. In addition, each linguist is an SME in a particular field and has passed a tailored language test in the fields of desired expertise. Contracted SMEs are placed in one of our six exclusive SME enclaves and stay available for future requests.

SME Group 1	Arabic, Spanish, Vietnamese
SME Group 2	Bengali, Chinese (Simplified & Traditional), Danish, Dutch, Estonian, Finnish, French, Georgian, German, Greek, Gujarati, Hindi, Hungarian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Swedish, Tagalog (Filipino), Tamil, Thai, Tigrinya Urdu
SME Group 3	Afrikaans, Basque, Bosnian, Breton, Bulgarian, Burmese, Byelorussia, Catalan, Creole (Haitian), Croatian, Czech, Hebrew, Icelandic, Indonesian, Javanese, Kashmiri, Khmer (Cambodian), Kurdish, Laotian, Latvian, Lithuanian, Macedonian, Malay, Maltese, Nepali, Punjabi, Romanian, Serbian, Swahili, Tibetan, Turkish, Ukrainian
SME Group 4	Albanian, Amharic, Aramaic, Armenian, Assyrian, Azerbaijani, Bashkir, Chavacano, Dari, Farsi, Hmong, Igbo, Kazakh, Latin, Lingala, Moldovan, Mongolian, Persian, Pushto, Quiche, Rajasthani, Sindhi, Sinhalese, Slovak, Slovene, Somali, Uzbek, Yiddish, Zulu

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4. SME Areas of Expertise and Levels:

Our contracted Subject Matter Experts are arranged in levels according to their professional formation and past experience.

Foundation Level SMEs cover most day-to-day activities such as:

- Interpreting in depositions, business conferences, examinations, computer training, and other events requiring a low demand of consecutive/simultaneous interpreting formation
- Translation/transcription of legal certificates and diplomas, school transcripts, bank statements, business letters, and other documents requiring a low demand of translation formation.
- Basic Proofreading efforts.

Master Level SMEs cover specialized assignments demanding a high education support with extensive past experience in their relative field, such as:

- Interpreting in defense related conferences, military procedures, court scenarios, simulation exercises and briefings as well as other events requiring a high demand of consecutive/simultaneous interpreting mastery
- Translation/transcription of specialized documents, formal speeches, technical reports, advanced presentations and speaker remarks, court documentation, and other texts requiring a high demand of translation mastery
- Advanced Proofreading of technical documents to ensure accuracy
- Language research and cultural analysis

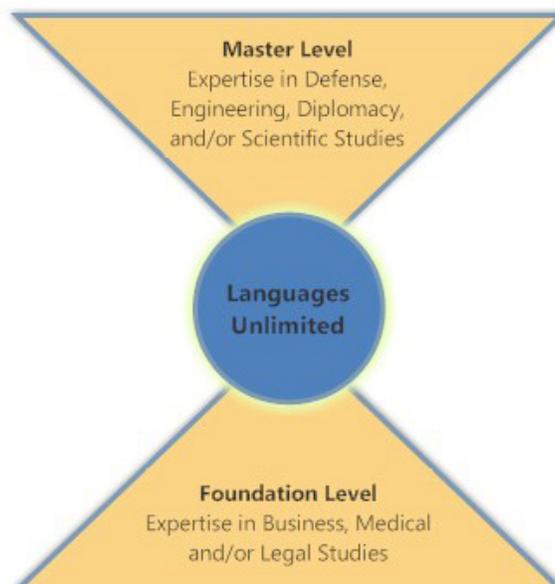


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5. Service Contract Act (SCA) Matrix:

Awarded prices and services are compliant with the SCA.

SCA Matrix		
SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number - Area/Revision
Subject Matter Expert (SME) Groups 1,2,3,4	30110 - FOREIGN LANGUAGE TRANSLATOR	1987-0989 Nationwide Rev. 12/4/2009
Interpreter Sign Language	30130 - INTERPRETER (Sign Language)	1988-0742 Nationwide Rev. 11/13/2009
Desktop Publisher	15080 - GRAPHIC ARTIST	2005-2103 DC Statewide 06/13/2011
Technical Proofreader	30463 - TECHNICAL WRITER III	2005-2103 DC Statewide 06/13/2011
Transcriptionist	12195 – MEDICAL TRANSCRIPTIONIST	2005-2103 DC Statewide 06/13/2011

*“The **Service Contract Act (SCA)** is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the 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.”*

6. Quality Management:

6.1. Quality Assurance:

Quality is the new international business language. We constantly improve the efficiency of our organizational processes, our technology and the capacity of generating new ways of improving our language services in order to exceed the expectations of our customers. When it comes to Quality Assurance (QA), we believe in preventive strategies so as to first minimize and then effectively eliminate potential grammatical/spelling and localization errors in our services workflow. For this reason, we consider QA part of our recruitment and selection processes.

First, we recruit and assign professional language speakers with an equivalent to the **Interagency Language Roundtable (ILR)** level 4 or above. We strongly believe a professional or native speaker intimately understands his or her language and all of the cultural specifics and idiosyncrasies associated with the language. In this way, we ensure consistency and accuracy not only along cultural lines, but also colloquial distinctions that often confuse non-native speakers.

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Second, we make every attempt to select linguists who possess not only the linguistic skills, but also are **Subject Matter Experts** in a particular field as required by each individual contract. Such approach adds value to the level of quality of our services.

Third, linguists must pass our exams on areas that he or she has indicated subject matter expertise. Each exam is tailored to the individual linguist and the requirements set forth by a particular client regarding that field of interest. Exams are scored by Assessors/SMEs in that particular field and in possession of the same language pairs and experience. Using assessments based on ISO 12616:2002 standard for translation oriented terminology, we consider the match between the client and the linguist a success if the exam reveals a Score of 90% or above based on the previously detailed score card.

6.2. Quality Control:

In addition to our QA efforts, we conduct retrospective checks of our entire workflow process before we dispatch to the client’s site. If any problems are found, they are swiftly engaged.

7. Experience:

U.S. Department of the Navy U.S. Pacific Command	
Need	Simultaneous Interpretation Services plus Equipment Logistics for the 16th Chiefs of Defense conference hosted in Brunei
Solution	Provided the efficient and cost effective team of interpreters and technicians for the conference. - No difficulties were encountered -

U.S. Department of Labor International Labor Affairs Bureau & Office of Trade and Labor Affairs	
Need	Translation of over 1,375,000 words over the course of one year
Solution	Provided the efficient and cost effective team of translators, proofreaders, and desktop publishers to deliver accurate translated materials. - No difficulties were encountered -

U.S. Department of Homeland Security U.S. Citizenship and Immigration Services	
Need	Experienced and certified American Sign Language interpreters for official interviews and other special events.
Solution	Has provided several American Sign Language interpreters that are locally certified and have been fully approved by the hearing impaired parties. - No difficulties were encountered -

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8. Rates:

8.1. SIN 382-1 & SIN 382-1RC | Translation:

SIN	SME Group	GSA Rate
SIN 382-1 Translation Services	1	\$0.13 per Word
	2	\$0.16 per Word
	3	\$0.20 per Word
	4	\$0.25 per Word
SIN 382-1 Transcription Services	1,2,3,4	\$13.40 per Minute of Media
SIN 382-1 Desktop Publishing	1,2,3,4	\$77.57 per Hour
SIN 382-1 Proofreading Services	1,2,3,4	\$77.57 per Hour
SIN 382-1 Project Management	1,2,3,4	Complimentary

8.2. SIN 382-2 & SIN-382-2RC | Interpretation:

SIN	SME Group	GSA Rate
SIN 382-2 Interpretation Services	1,2,3,4	\$1.90 per Minute, Equates to \$113.88 per Hour

8.3. SIN 382-5 & SIN 382-5RC | Services for the Visual & Hearing Impaired:

SIN	Description	GSA Rate
SIN 382-5 ASL Interpretation Services	Sensitive ASL Interpreting Session	\$133.98 per Hour

- All of the above rates include %0.75 IFF.
- Requests made with less than 48-hours notice have an increased 25% of the above rates, except for on-demand telephonic interpretation requests.
- Requests made with less than 24-hours notice have an increased 35% of the above rates, except for on-demand telephonic interpretation requests.

9. Contact Information:

For orders and more information, please call 1-800-864-0372 or send us an email to gov@languagesunlimited.com



Thank you | Gracias | Merci | Danke | ليج | 謝謝 | Kiitos | Tak | Mesi | תודות בר | ありがとう | Hantälë