



**Expert Translation and Interpretation
and Title III Monitoring Services**

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Agoura Hills, CA 91301
Office: 859-299-3178
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206 Winchester St.
Paris, KY 40361
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<http://www.conduitlanguage.com>
<http://www.conduittranscriptions.com>

Contract Administration: Jessica Rogers, Contract Specialist
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SCHEDULE FOR TRANSLATION AND INTERPRETATION SERVICE

Federal Supply Group: 738 II

Class: 738

Contract Number: GS-10F-0547P

Contract Period: September 3, 2004 through September 2, 2019

DUNS: 005065946

Revision Date: August 27, 2014

CORPORATE PROFILE

Conduit Language Specialists was founded by Diana Villegas and Victoria Villegas-Myers in 1999. Both principals have extensive careers as linguists and monitors in the specialized world of electronic surveillance/Title III Interceptions. Since its founding, the company has earned nationwide acclaim and recognition. Conduit Language Specialists has been involved in a wide variety of services directly related to wire intercepts, translation, and transcription from both audio and document files. CLS has supported a number of agencies' efforts, including:

- Federal Bureau of Investigation (FBI)
- Drug Enforcement Administration (DEA) Nationwide
- Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
- U.S. Department of Homeland Security/Immigration and Customs Enforcement (ICE)
- Internal Revenue Service (IRS)
- High Intensity Drug Trafficking Areas (HIDTA) Nationwide
- Bureau of Narcotic Enforcement (BNE)
- Sheriff's, police departments, and task forces nationally
- U.S. Attorney's Office

Conduit Language Specialists can provide a full staff within 24 hours for most languages. The company is the largest local supplier of Title III linguists for law enforcement in the states of Arizona, California, Colorado, Florida, Georgia, Montana, New Mexico, Texas, Utah, Washington and Wyoming. The principals maintain an onsite presence at every worksite in order to uphold the highest standard of quality control.

In addition to its proven expertise working in the specialized world of law enforcement, CLS has extensive experience in the fields of court interpreting, transcription, and document translation for legal, medical, and technical clients.



CUSTOMER INFORMATION

1A. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers 382-1; 382-2, 382-4, and 382-5, plus Recovery Items 382-1RC, 382-2RC, 382-4RC, and 382-5RC.

1B. Identification of the lowest price 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 attached pricing for GSA contract prices, which were currently awarded under SINS 382-1, 382-1RC, 382-2, 382-2RC, 382-4, 382-4RC, 382-5, and 382-5RC (pricing is inclusive of 0.75% IFF). The prices cited are effective from September 03, 2014 through September 02, 2015.

2. Maximum Order: \$1,000,000.

3. Minimum fee: \$100 per assignment, language, or type of effort

4. Geographic Coverage (Delivery Area): Domestic

5. Point(s) of Production:
Conduit Language Specialists
206 Winchester St.
Paris, KY 40361

6. Discount from list prices or statement of net price: Net prices, all of which include the 0.75% IFF

7. Quantity: N/A

8. Prompt Payment Terms: Net 30; no discount

9A. Micro-Purchase Threshold: Government Purchase cards are accepted below the Micro-purchase threshold

9B. Micro-Purchase Threshold: Government purchase cards are accepted above the micro-purchase threshold

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

11A. Time of Delivery: Regular Turnaround Time is specified on the task order.

11B. Expedited Delivery: Items available for expedited deliveries are noted in this price list.

11C. Overnight and 2-Day delivery: CLS offers overnight and second-day delivery using several carriers (Federal Express, UPS, US Mail). The Schedule customer may contact CLS for rates for overnight and second-day delivery



11D. Urgent Requirements: In the event of an urgent requirement, clients are encouraged to use any of the multiple telephone numbers listed below to contact the appropriate production shift.

Main Telephone Numbers: (8:00 a.m.-5:00 p.m. Eastern Time): 859-299-3178

After Hours: (8:00 p.m.-8:00 a.m. Eastern Time): 818-389-4333

GSA Dedicated Fax Line: (24/7): 859-299-1571

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

13. Ordering Address:

Conduit Language Specialists

206 Winchester St.

Paris, KY 40361

Phone: 859-299-3178

Fax: 859-299-1571

14. Payment Address:

Conduit Language Specialists

206 Winchester St.

Paris, KY 40361

Phone: 859-299-3178

Fax: 859-299-1571

15. Warranty Provision: None

16. Export Packing Charges (if applicable): N/A

17. Government Purchase Card Acceptance Terms & Conditions (any threshold above the minimum purchase level):

Up to \$25,000.00 (if above this amount, contact contractor): Commercial

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 lists prices (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: N/A



25. Data Universal Numbering System (DUNS) Number: 005065946

26: Notification Regarding Registration in Central Contractor Registration (CCR) Database: CAGE #1Y268

27. Uncompensated Overtime (indicate used): No

Conduit Language Specialists, Inc. acknowledges the requirements of the Service Contract Act (SCA) and confirms contract prices for the non-exempt labor categories meet the SCA minimums in the contract. The SCA matrix identifies the labor categories that fall under the requirements of the SCA, and the matrix and narrative below are incorporated into this contract and must be included in the firm's price list.

Wage Rates under the following Wage Determination Number 1987-0989 Rev 35 dated June 01, 2012, Nationwide applicable to the Continental U.S., Alaska, Puerto Rico, and the Virgin Islands; Determination Number 1988-0742 Rev 24, dated June 15, 2010, Nationwide Continental U.S., Alaska, Puerto Rico, and the Virgin Islands; and Wage Determination 2005-2059 Rev 11 dated July16, 2010, State of California, Counties of Marin, San Francisco and San Mateo. All of the above Wage Determinations have been supplemented by DoL Wage and Hour Division All Agency Memorandums, the most recent being #216 dated July 22, 2014.

| SCAMATRIX | | |
|--------------------------------------|-------------------------------------|-----------|
| SCA Eligible Contract labor Category | SCA Equivalent Code - Title | WD Number |
| Foreign Language Translator | 30110 Foreign Language Translator | 1987-0989 |
| Clerical Assistant | 01113 General Clerk III | 2005-2059 |
| Court Certified Linguist | 30110 Foreign Language Translator | 1987-0989 |
| Telecommunications Specialist | 23931 Telecommunications Mechanic I | 2005-2059 |
| Computer Operator | 14044 Computer Operator IV | 2005-2059 |
| Sign Language Interpreter | 30130 Interpreter Sign Language | 1988-0742 |

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 SCA matrix. The prices awarded are in line with the geographic scope of the contract (i.e., nationwide).



Languages Supported

| Category I – Common | Category II – Common Exotic | Category III – Exotic |
|--|--|--|
| Spanish and Dialects: <ul style="list-style-type: none"> - Castillian - Colombian - Cuban - Dominican - Mexican - Puerto Rican | Albanian | Algerian |
| English | Arabic and Dialects: <ul style="list-style-type: none"> - General Arabic - Chaldean - Gulf - Iraqi - Lebanese - Levantine - Palestinian - Egyptian | Amharic/Assyrian |
| | Armenian | Balkan |
| | Bosnian | Burmese |
| | Bulgarian | Chinese and Dialects: <ul style="list-style-type: none"> - Fukinese - Fuzhou Dialect - Hakka - Shanghainese - Toisan - Toishanese - Fookien |
| | Cambodian and Dialects: <ul style="list-style-type: none"> - Hmong - Khmer | Czechoslovakian |
| | Chinese <ul style="list-style-type: none"> - Mandarin - Cantonese - Taiwanese | Ebo/lbo/Igbo |
| | Creole and Dialects: <ul style="list-style-type: none"> - French - Haitian - Patois | Ethiopian |
| | Croatian (Serbo Croatian) | Finnish |
| | Farsi and Dialects: <ul style="list-style-type: none"> - Afghani - Iranian - Persian | Ga- Ghana-Ghanian- Gann and Dialects: <ul style="list-style-type: none"> - Ewe - Fante - Twi |
| | French | Grebo |
| | German | Greek |
| | Hebrew | Hindi and Dialects: <ul style="list-style-type: none"> - Gujarati/Gujarat/Ghzaratti - Pasto/Pashtu - Punjabi/Punjab - Urdu |
| | Indonesian/Bahasa | Jamaican Patois |



| | | |
|--|---|---|
| | (Indonesian) | |
| | Italian | Japanese |
| | Polish | |
| | Portuguese (Brazilian) | |
| | Romanian | Korean |
| | Russian | Kurdish |
| | Serbian | Lao- Laotian |
| | Slavic/Slovak | Liberian and Dialects: - Daun - Kissi - Krahn-Crown-Qrohn - Vai |
| | Tagalog and Dialects: - Cebuano - Ilocano | Lithuanian |
| | Thai | Malayalam |
| | Vietnamese | |
| | | Mandingo |
| | | Masshallese |
| | | Nepalese-Nepali |
| | | Somali |
| | Telugu | |
| | Tigrinya | |
| | Tongan | |
| | Yoruba/Nigerian | |



GSA PRICING

Translation Services: **Special Item 382-1 and 382-1RC**

Services include the translation of written, electronic, and multi-media material to and from English and native foreign languages. Materials include, but are not limited to: business, legal, medical, technical, documents, software, website localization for Internet and Intranet, and transcriptions for Title III Monitoring recorded audio files. Client consultation and project management services (priced separately) include translation formatting, proofreading, text adaptation, editing, graphic design, and desktop publishing.

At Conduit Language Specialists, we're dedicated to precision, careful scrutiny, and timely delivery—all while providing the highest possible quality and service. All of our linguists are native speakers and trained professionals. Each one has current knowledge of technical usage, regional idioms, and cultural sensibilities, no matter how specialized or localized. What's more, our extensive network of more than 4,000 worldwide language professionals means we can provide you with the translation services you need where and when you need them.

| SIN | Service or Labor Category Title | Unit Of Issue | Option 2 Year 11 9/3/14 - 9/2/15 | Option 2 Year 12 9/3/15 - 9/2/16 | Option 2 Year 13 9/3/16 - 9/2/17 | Option 2 Year 14 9/3/17 - 9/2/18 | Option 2 Year 15 9/3/18 - 9/2/19 |
|--|---------------------------------|---------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 382-1 | Translation CAT I - Rush | Word | \$ 0.1834 | \$ 0.1869 | \$ 0.1905 | \$ 0.1941 | \$ 0.1978 |
| 382-1 | Translation CAT I - Non Rush | Word | \$ 0.1529 | \$ 0.1558 | \$ 0.1587 | \$ 0.1617 | \$ 0.1648 |
| 382-1 | Translation CAT II - Rush | Word | \$ 0.2853 | \$ 0.2907 | \$ 0.2963 | \$ 0.3019 | \$ 0.3076 |
| 382-1 | Translation CAT II - Non Rush | Word | \$ 0.2548 | \$ 0.2596 | \$ 0.2645 | \$ 0.2695 | \$ 0.2747 |
| 382-1 | Translation CAT III - Rush | Word | \$ 0.2955 | \$ 0.3011 | \$ 0.3068 | \$ 0.3127 | \$ 0.3186 |
| 382-1 | Translation CAT III - Non Rush | Word | \$ 0.2649 | \$ 0.2700 | \$ 0.2751 | \$ 0.2803 | \$ 0.2857 |
| "Rush Rate" for the 24 hour turn-around service for the first 2,000 words. "Non-Rush Rate" for 48 hours turn-around service for the first 2,000 words. Minimum order: \$100.00 | | | | | | | |



Interpretation Services: **Special Item 382-2 and 382-2RC**

Services include the interpretation of oral communication to and from English and native foreign languages. Interpretation includes but is not limited to: Simultaneous, Consecutive, Escort, Community, and Telephonic. Interpreter forums may include meetings, conferences, seminars, litigation, briefings, and training.

Qualified Interpreter: An interpreter who is readily able to communicate with the non-English speaking person, translate the proceedings, and accurately repeat and translate the statements of the non-English speaking person into oral English, and the statements of other persons into the language spoken by the non-English speaking person. An interpreter must possess at least one year of experience in legal interpreting; *or* any equivalent combination of experience, training and/or education. A qualified interpreter's minimum education level is a Bachelor's Degree and four years of experience.

| SIN | Service or Labor Category Title | Unit Of Issue | Option 2 Year 11 9/3/14 - 9/2/15 | Option 2 Year 12 9/3/15 - 9/2/16 | Option 2 Year 13 9/3/16 - 9/2/17 | Option 2 Year 14 9/3/17 - 9/2/18 | Option 2 Year 15 9/3/18 - 9/2/19 |
|-------|--|---------------|---|---|---|---|---|
| 382-2 | Interpreter - Qualified CAT I - Hourly | Hour | \$ 58.59 | \$ 59.71 | \$ 60.84 | \$ 62.00 | \$ 63.18 |
| 382-2 | Interpreter - Qualified CAT I - 1/2 Day | Hour | \$ 175.78 | \$ 179.12 | \$ 182.52 | \$ 185.99 | \$ 189.53 |
| 382-2 | Interpreter - Qualified CAT I - Full Day | Hour | \$ 351.55 | \$ 358.23 | \$ 365.04 | \$ 371.98 | \$ 379.04 |
| 382-2 | Interpreter - Qualified CAT II - Hourly | Hour | \$ 99.35 | \$ 101.24 | \$ 103.16 | \$ 105.12 | \$ 107.12 |
| 382-2 | Interpreter - Qualified CAT II - 1/2 Day | Hour | \$ 298.06 | \$ 303.72 | \$ 309.49 | \$ 315.38 | \$ 321.37 |
| 382-2 | Interpreter - Qualified CAT II - Full Day | Hour | \$ 596.12 | \$ 607.44 | \$ 618.98 | \$ 630.74 | \$ 642.73 |
| 382-2 | Interpreter - Qualified CAT III - Hourly | Hour | \$ 129.92 | \$ 132.39 | \$ 134.90 | \$ 137.47 | \$ 140.08 |
| 382-2 | Interpreter - Qualified CAT III - 1/2 Day | Hour | \$ 389.77 | \$ 397.17 | \$ 404.72 | \$ 412.41 | \$ 420.24 |
| 382-2 | Interpreter - Qualified CAT III - Full Day | Hour | \$ 779.54 | \$ 794.35 | \$ 809.44 | \$ 824.82 | \$ 840.49 |



State Registered/Certified Interpreter: An interpreter who has passed specific court interpreting tests (mandated by state), and who has fulfilled all certification requirements. Certification availability varies per state and is awarded by the Office of the State Court Administrator or the Judicial Council of the State. A registered interpreter has passed the Judicial Council Court Interpreters Program English fluency exam, offered to interpreters of languages where there is currently no certification examination available. The minimum education for a state registered/certified interpreter is a Bachelor's Degree and four years of experience.

| SIN | Service or Labor Category Title | Unit Of Issue | Option 2 |
|-------|---|---------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|-------------------------------|
| | | | Year 11 9/3/14 - 9/2/15 | Year 12 9/3/15 - 9/2/16 | Year 13 9/3/16 - 9/2/17 | Year 14 9/3/17 - 9/2/18 | Year 15 9/3/18 - 9/2/19 |
| 382-2 | Interpreter - State Cert CAT I - Hourly | Hour | \$ 78.11 | \$ 79.60 | \$ 81.11 | \$ 82.65 | \$ 84.22 |
| 382-2 | Interpreter - State Cert CAT I - 1/2 Day | Hour | \$ 234.34 | \$ 238.80 | \$ 243.33 | \$ 247.96 | \$ 252.67 |
| 382-2 | Interpreter - State Cert CAT I - Full Day | Hour | \$ 392.31 | \$ 399.77 | \$ 407.36 | \$ 415.10 | \$ 422.99 |
| 382-2 | Interpreter - State Cert CAT II - Hourly | Hour | \$ 132.47 | \$ 134.98 | \$ 137.55 | \$ 140.16 | \$ 142.83 |
| 382-2 | Interpreter - State Cert CAT II - 1/2 Day | Hour | \$ 397.41 | \$ 404.96 | \$ 412.65 | \$ 420.49 | \$ 428.48 |
| 382-2 | Interpreter - State Cert CAT II - Full Day | Hour | \$ 662.35 | \$ 674.94 | \$ 687.76 | \$ 700.83 | \$ 714.14 |
| 382-2 | Interpreter - State Cert CAT III - Hourly | Hour | \$ 155.91 | \$ 158.87 | \$ 161.89 | \$ 164.96 | \$ 168.10 |
| 382-2 | Interpreter - State Cert CAT III - 1/2 Day | Hour | \$ 467.72 | \$ 476.61 | \$ 485.67 | \$ 494.89 | \$ 504.30 |
| 382-2 | Interpreter - State Cert CAT III - Full Day | Hour | \$ 834.56 | \$ 850.42 | \$ 866.58 | \$ 883.04 | \$ 899.82 |



Federal Court Certified Interpreter: An interpreter who has passed an interpreter certification exam, usually mandated by legislation. Federal certification is available in Spanish, Haitian Creole, and Navajo only. Additionally, the Federal Court Certified interpreter process is a difficult two stage procedure involving written and oral exams that occur in alternating years. Furthermore, the cost of the exams and the experience needed for this type of certification is very high, limiting the number of Federal Court Certified interpreter even more. A Federal Court Certified interpreter’s minimum education is a Bachelor’s Degree and four years of experience.

| SIN | Service or Labor Category Title | Unit Of Issue | Option 2 Year 11 9/3/14 - 9/2/15 | Option 2 Year 12 9/3/15 - 9/2/16 | Option 2 Year 13 9/3/16 - 9/2/17 | Option 2 Year 14 9/3/17 - 9/2/18 | Option 2 Year 15 9/3/18 - 9/2/19 |
|-------|--|---------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 382-2 | Interpreter - Federal Cert CAT III - Hourly | Hour | \$ 114.64 | \$ 116.82 | \$ 119.04 | \$ 121.30 | \$ 123.60 |
| 382-2 | Interpreter - Federal Cert CAT III - 1/2 Day | Hour | \$ 343.91 | \$ 350.45 | \$ 357.11 | \$ 363.89 | \$ 370.80 |
| 382-2 | Interpreter - Federal Cert CAT III -Full Day | Hour | \$ 687.83 | \$ 700.89 | \$ 714.21 | \$ 727.78 | \$ 741.61 |



Comprehensive Linguistic Analytical Support Services: Special Item 382-4 and 382-4RC

Comprehensive 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. 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 with security clearances are included in the above mentioned services. Services provided under this SIN include communication from a source language to a target language.

Under this special item, Conduit Language Specialists furnishes Title III support within a multi-lingual environment, pursuant to Title 18 USC, Sections 2510-2521. As such, CLS linguists/specialists with extensive experience and appropriate background provide interception of electronic surveillance communications, coupled with analysis and investigation of other pertinent material. These services are offered on behalf of or in conjunction with investigative and law enforcement authorities conducting investigations or surveys related to national and homeland security.

CLS services include a vast array of multi-lingual support ranging from monitoring and transcription to intelligence gathering and analysis. The company's experience with the federal government has predominantly involved liaison and counter-intelligence services, furnished in conjunction with linguist support. All of Conduit linguists are certified and hold federal clearances.

Conduit Language Specialists linguists are capable of listening to and reading lawfully intercepted foreign language communications and performing immediate verbal summaries, as well as subsequent written or typed summaries, in English. CLS will provide a typed, concise, and accurate synopsis of an oral or written communications intercept containing the identity of the speakers or correspondents, and all locations and events mentioned that pertain to the subject of the communication. We will also:

- Supervise, organize, and staff wire rooms and maintain operations on a daily basis.
- Supply expert linguists for tracking, monitoring, and translation of intercepted communications and maintain accurate records of intercepted communications.
- Provide voice recognition analysis expertise with discernment and clear communication of pertinent intelligence.



- Furnish linguists who are computer literate in PC, Microsoft Word, T2S2/Voice Box/MLS, Pen-Link, and RedWolf.
- Supply linguists who are adept at understanding native coded vernacular.
- Maintain flawless transition of chain of evidence.
- Fully transcribe conversations and validate and proofread transcriptions/translations for court.
- Provide translation and transcription services in multiple languages, including those listed in the table on pages 5-6.

| SIN | Service or Labor Category Title | Unit Of Issue | Option 2 Year 11 9/3/14 - 9/2/15 | Option 2 Year 12 9/3/15 - 9/2/16 | Option 2 Year 13 9/3/16 - 9/2/17 | Option 2 Year 14 9/3/17 - 9/2/18 | Option 2 Year 15 9/3/18 - 9/2/19 |
|-------|---------------------------------|---------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 382-4 | Project Manager | Hour | \$ 53.31 | \$ 54.32 | \$ 55.35 | \$ 56.40 | \$ 57.48 |
| 382-4 | Site Supervisor | Hour | \$ 47.52 | \$ 48.42 | \$ 49.34 | \$ 50.28 | \$ 51.23 |
| 382-4 | Shift Supervisor | Hour | \$ 45.58 | \$ 46.44 | \$ 47.33 | \$ 48.23 | \$ 49.14 |
| 382-4 | Spanish Linguist | Hour | \$ 43.65 | \$ 44.48 | \$ 45.33 | \$ 46.19 | \$ 47.07 |
| 382-4 | Court Certified Linguist | Hour | \$ 69.69 | \$ 71.02 | \$ 72.37 | \$ 73.74 | \$ 75.14 |
| 382-4 | Clerical Assistant | Hour | \$ 35.94 | \$ 36.63 | \$ 37.32 | \$ 38.03 | \$ 38.76 |
| 382-4 | Telecom Specialist | Hour | \$ 62.93 | \$ 64.13 | \$ 65.34 | \$ 66.59 | \$ 67.85 |
| 382-4 | Computer Operations | Hour | \$ 51.37 | \$ 52.34 | \$ 53.34 | \$ 54.35 | \$ 55.38 |
| 382-4 | Other Language Linguist* | Hour | \$ 59.08 | \$ 60.21 | \$ 61.35 | \$ 62.52 | \$ 63.70 |

* See language categories II and III on pages 6-7.

Project Manager manages and oversees the day-to-day operations for *multiple* active sites where Conduit Language Specialists is providing language services on significant programs. These services include, but are not limited to, Transcription, Translation and Title III Monitoring Services. The Conduit Project Manager acts as the principle point of contact for the Government's representative responsible for technical administration of the awarded projects. The Project Manager ensures proper surveillance of the Contractors (Conduit's) performance and supports Conduit Operations with the successful delivery of day-to-day services, work production and operations administration. The Project Manager receives and delivers Work Request Authorizations (Task Orders), manages Conduit's contract personnel, ensures quality control adherence and implementation, and delivers required status reports.



The Project Managers must have an undergraduate degree from an accredited college or university with major course study in program management or other related experience, along with a minimum of five years of experience in language services monitoring and developing compliance programs. Must have a working knowledge of program management principles and techniques.

Site Supervisor manages and oversees the day-to-day operations for a single active site where Conduit Language Specialists is providing language services with a significant number of linguists. These services include, but are not limited to, Transcription, Translation and Title III Monitoring Services. The Conduit Site Supervisor acts as the principle point of contact for the Government's site. The Site Supervisor ensures proper surveillance of the Contractors (Conduit's) performance and supports Conduit Operations with the successful delivery of day-to-day services, work production and operations administration. The Site Supervisor receives and delivers Work Request Authorizations (Task Orders), manages Conduit's contract personnel, ensures quality control adherence and implementation, and delivers required status reports. Insures completion of all administrative activities associated with site activities.

Site Supervisors must have an undergraduate degree from an accredited college or university with major course study in program management, the main language being translated, or other related experience. The Site Supervisor must hold a certificate from an approved language testing center proving native or near-native language capabilities. This certificate must be renewed, at minimum, every five (5) years. Additionally, the Site Supervisor has experience in translating, interpreting or other work requiring the use of English and foreign language; or a combination of work that required English and the foreign language, along with a minimum of five years experience in language services monitoring and developing compliance programs. Must have a working knowledge of personnel management.



Shift Supervisor is an experienced linguist who serves as an adjunct for the Site Supervisor. In addition to the general monitoring responsibilities of a linguist, the Shift Supervisor relays pertinent information between shifts, serves as a point of contact in the case leader's absence, provides mentoring for new linguist, manages and oversees the day-to-day operations for a shift of linguists at a single active site where Conduit Language Specialists is providing language services with a significant number of linguists. These services include, but are not limited to, Transcription, Translation and Title III Monitoring Services. The role of a Shift Supervisor is to provide Language Services support to Conduit customers and clients. In addition to Language Services, the Shift Supervisor will provide administrative support. The Conduit Shift Supervisor acts as the principle point of contact for the Government's investigative representative, usually a law enforcement agent. The Shift Supervisor acts as the lead linguist for that particular shift and is the primary technical point of contact with the agent in regards to the on-going content and status of the active linguists.

The Shift Supervisor has an undergraduate degree with a major study in the appropriate foreign language from an English speaking college or university, plus a certificate from an approved language testing center proving native or near-native language capabilities. This certificate must be renewed, at minimum, every five (5) years. Must have 3 years of experience in translating, interpreting or other work requiring the use of English and foreign language; or a combination of work that required English and the foreign language. Should have experience that demonstrates an ability to effectively manage resources to satisfy project objectives and ensure completion of assigned tasks.

TITLE III Linguist (Spanish and other language) provides Language Services support to Conduit customers and clients. The most common Languages Services support include: Monitoring, Transcribing, Translating and Interpreting: monitoring of on-going investigations, transcription and translation of files in various media formats, summarization of recorded audio files in various software formats and general Language support to Conduit customers and associated clients. The Linguist can read, speak and comprehend the required foreign language with a native or near-native ability, and to read and understand various text-types, and have the ability to comprehend slang and colloquial expressions in the required foreign language and translate them into their English equivalent. The Linguist provides reliable and accurate transcriptions, translation or interceptions and/or summaries of source materials or intercepts, into English. Linguists are capable of performing multi-functional duties; i.e., when not intercepting, they can translate or transcribe source materials/documents and/or perform quality control



functions on documents/materials completed by other Linguists. Linguists perform, as required, administrative duties related to tasks; attends minimization briefings and understands and complies with Court regulations concerning minimization procedures; understands and complies with the Standards of Conduct for Linguists, and is trained to access and appropriately utilize Windows-based computer software programs. Linguists are trained on the computer systems found in the typical wireroom, including the Voice Box (JSI), Redwolf (Raytheon), Pen-Link (Lincoln) and T2S2 software systems. All Linguists are knowledgeable of the capabilities of the software, meaning that each can manually perform the duties accomplished by the software should that be necessary. All linguists are versed in standard electronic surveillance operations and wireroom protocols and procedures.

The Linguist has an undergraduate degree with a major study in the appropriate foreign language from an English speaking college or university, plus a certificate from an approved language testing center proving native or near-native language capabilities. This certificate must be renewed, at minimum, every five (5) years. Must have at least 2 years experience in translating, interpreting or other work requiring the use of English and foreign language; or a combination of work that required English and the foreign language. Many of our Analytic Linguists (and all those performing efforts in California) are also certified by the State of California with a State Certification for Electronic Surveillance.

Court Registered/Certified Linguist provides the skills and qualifications of the regular Linguist, but is certified by the court that has cognizance over the case being investigated. Only interpreters who pass the Court Interpreter Certification Examination and register with the Judicial Council are referred to as “certified court interpreters.”

State Registered/Certified Interpreter: A certified interpreter is one who has passed specific court interpreting tests (mandated by state), and who has fulfilled all certification requirements. Certification availability varies per state and is awarded by the Office of the State Court Administrator or the Judicial Council of the State. A registered interpreter has passed the Judicial Council Court Interpreters Program English fluency exam, offered to interpreters of languages where there is currently no certification examination available. State registered/certified interpreter’s minimum education is a Bachelor’s Degree and four years of experience.

Federal Court Certified Interpreter: An interpreter who has passed an interpreter certification exam, usually mandated by legislation. Additionally, the Federal Court Certified interpreter process is a difficult two-stage procedure involving written and oral exams that occur in alternating years. Furthermore, the cost of the exams and the experience needed



for this type of certification is very high, limiting the number of Federal Court Certified interpreter even more. Please note that currently the only languages for Federal Certification are Haitian Creole, Navajo and Spanish. For exotic languages without Federal Certification, we have Analytic Linguists who are registered with the local courts. Federal Court Certified interpreter's minimum education is a Bachelor's Degree and four years of experience.

Clerical Assistant performs a variety of clerical tasks to ensure the efficient support of Title III operations at a site, and performs related duties as assigned. The primary goal of the Clerical Assistant is to support a supervisor and/or linguists, provide secretarial services and assistance for the purpose of facilitating the supervisor's and/or linguists' own work and relieving the supervisor and/or linguists of day-to-day clerical detail. Under general supervision of the Site and/or Shift Manager, the Clerical Assistant independently prepares reports, prepares and reviews timecards and staffing plans and establishes manual or electronic recordkeeping/filing systems and/or data base files.

The Clerical Assistant has a High School Diploma or G.E.D and at least one year of related work experience. Has knowledge of the basic capabilities and functions of word processing applications software; has basic math skills, knowledge of the principles of business English, grammar and punctuation; general good telephone etiquette, skills in using general office equipment such as telephones multi-line telephone system, fax, duplicating machines, copiers, and computers, skills in communicating effectively with others both orally and in writing and an ability to establish and maintain effective working relationships with those contacted in the course of work.

Telecommunications Specialist establishes and supports communications systems by integrating voice and data telecommunications network, circuits, and equipment. Plans network installations by studying technical specifications; preparing an installation schematic. Establishes voice and data networks by programming features; establishes interfaces and integrations; follows industry standards; activates remote access tools. Verifies service by testing and re-programming circuits, equipment, and alarms; identifies and corrects problems; confers with engineers. Documents network by recording configuration diagrams and programming. Maintains network by troubleshooting and repairing outages; tests network back-up procedures; updates documentation. Maintains customer rapport by listening to and resolving concerns and answering questions. Maintains safe work environment by following standards and policies.



The Telecommunications Specialist has a High School Diploma or G.E.D. supplemented with at least one year of coursework in applicable Computer Science and one to two years of telecommunications experience or the equivalent combination of education and experience. Must have experience in general telecommunications and computer networks and knowledge of telecommunications and network concepts and techniques. Ability to comprehend technical language of operating instructions and equipment manuals and to clearly explain any operating problems and difficulties. Has specialized knowledge of are trained on the computer systems found in the typical wireroom, including the Voice Box (JSI), Redwolf (Raytheon), Pen-Link (Lincoln), and T2S2 software systems.

Computer Operator provides computer support to large linguist teams. Prepares equipment for operations by accessing software in computer; loading paper into printers and plotters; preparing for output, maintains operations by monitoring error and stoppage messages; observing peripheral equipment; entering commands to correct errors and stoppages; reloading paper; making adjustments in process; notifying supervisor for additional resource, and ensures operation of equipment by completing preventive maintenance requirements and tests; following manufacturer's instructions; troubleshooting malfunctions; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques. Also maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies. Maintains client confidence and protects operations by keeping information confidential. Contributes to team effort by accomplishing related results as needed.

The Computer Operator has a High School Diploma or G.E.D. supplemented with one year of coursework in Computer Science and six months to one year computer operations experience or the equivalent combination of education and experience. Must have Knowledge of computer operation concepts and techniques. Ability to comprehend technical language of operating instructions and equipment manuals and to clearly explain any operating problems and difficulties.



Services for the Visual and Hearing Impaired: Special Item 382-5 and 382-5RC

Services under this SIN enhance the accessibility and availability of the spoken and written word by those who are visually and/or hearing impaired. Sign Language Services include ASL/English, Contact Sign, Textbook or Audio Script Translation, Close-Captioning, Deaf Interpreting, Tactile, and Cued English Transliteration. Text Adaptation, and Section 508 Compliant Language Services are also provided under this SIN. Products may be offered under this SIN that compliment the services outlined to provide a total solution for full accessibility of all forms of communication.

ASL Qualified Interpreter

ASL interpreters translate spoken English into American Sign Language (ASL), and vice versa. The Americans With Disabilities Act (ADA) defines “qualified interpreter” as “... an interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.” A Qualified interpreter is a person who was not a certified interpreter but whose qualifications for interpreting for deaf persons has been determined by experience and credentials, with advice from Registry of Interpreters for the Deaf or their successor agencies, to be appropriate for interpreting for deaf persons. The minimum education level for a Qualified Interpreter is a Bachelor’s Degree and four years of experience.

ASL State Registered/Certified Interpreter

A Certified Sign language interpreter is an interpreter who uses sign language to convey information and who holds a minimum of a Bachelor’s Degree, four years of experience, and certification from RID (Registry of Interpreters for the Deaf) or NAD (National Association for the Deaf), both of which are nationally recognized for the certification of people who interpret for deaf persons. Holders of this certificate are recognized as fully certified in interpretation and have demonstrated the ability to interpret between ASL and spoken English for both sign-to-voice and voice-to-sign tasks. The interpreter’s ability to transliterate is not considered in this certification. Holders of these certifications are recommended for a broad range of interpretation assignments.

| SIN | Service or Labor Category Title | Unit Of Issue | Option 2 Year 11 9/3/14 - 9/2/15 | Option 2 Year 12 9/3/15 - 9/2/16 | Option 2 Year 13 9/3/16 - 9/2/17 | Option 2 Year 14 9/3/17 - 9/2/18 | Option 2 Year 15 9/3/18 - 9/2/19 |
|-------|---------------------------------|---------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 382-5 | ASL Interpreter "Qualified" | Hour | \$ 95.10 | \$ 96.91 | \$ 98.75 | \$ 100.63 | \$ 102.54 |
| 382-5 | ASL Interpreter "Certified" | Hour | \$ 118.87 | \$ 121.13 | \$ 123.43 | \$ 125.78 | \$ 128.17 |



BUSINESS HOURS: Positions are offered to the Government 24 hours a day, 7 days a week, and 365 days per year.

ADDITIONAL BENEFITS

Conduit offers these additional benefits:

- High level of accuracy in translating all languages.
- Timely completion of time-sensitive projects.
- Qualified, highly trained and professional workforce.
- Complete security, including classified, HIPAA and PII control systems, with a commitment to the highest ethical standards.
- ISO 9001:2008 Certified Company

Conduit also the ability for clients to transfer audio files quickly, efficiently, and securely via the web at www.conduittranscriptions.com.

OTHER INFORMATION

Conduit Language Specialists is a qualified Minority and Women Owned Company.

Conduit Language Specialists has been granted a Facility Clearance by the Department of Justice and Department of Homeland Security, and all of our key personnel and management possess clearances.



FREQUENTLY ASKED QUESTIONS

What is a Federal Supply Schedule?

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

How does GSA award these contracts?

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

How will I benefit from using this schedule?

You will benefit by using the schedule by:

- Competition: All competition requirements have been met.
- Hassle-Free Volume Purchase Practices: GSA negotiated the discounts for you
- Easy Payment Options: We accept the GSA SmartPay Card (credit card)
- Flexible Purchasing Options: Blanket Purchase Agreements save you time and money
- No Commerce Business Daily (CBD) synopsis requirement: GSA has already issued the synopsis
- Schedule Orders count toward small business goals
- Access to state-of-the-art technology and quality services

What are the ordering procedures?

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

These Guidelines are summarized below:

| | |
|--|---|
| Under the \$3,000 Micro-Purchase Threshold | Order from any schedule contractor of your choice |
| Over the \$3,300 Micro-purchase Threshold | Look at 3 prices lists or GSA Advantage™ Select the Best Value |



What is GSA Advantage?

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

GSA Advantage enables you to:

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

What does a best value selection mean?

A Best Value Selection covers things besides lowest price, for example:

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

**How agencies have rated CLS.**

| <i>Ratings</i> 0: Unsatisfactory 1: Poor 2: Fair 3: Good 4: Excellent 5: Outstanding | Quality of Service (Rating 0-5) | Cost Control (Rating 0-5) | Timeliness of Performance (Rating 0-5) | Business Relations (Rating 0-5) | Customer Satisfaction (Yes/No) |
|--|---|-------------------------------------|--|---|--|
| Customer, Report Period, Point of Contact | | | | | |
| DHS/ICE/Homeland Security Investigations HQ 12/03-Present, Tracy J. Cormier, Chief of Staff | 5 | 4 | 5 | 5 | Yes |
| DHS/ICE/Homeland Security Investigations 03/04-Present, SA Ronald Liljedahl | 5 | 5 | 5 | 5 | Yes |
| DHS/ICE/Homeland Security, Deputy Director 08/05-Present, Kibble Kumar | 5 | 5 | 5 | 5 | Yes |
| DHS/ICE/Homeland Security Investigations 08/05-Present, SA Douglas R. Freeman | 5 | 5 | 5 | 5 | Yes |
| Bureau of ATF 06/10-06/11, James Huff | 4 | 4 | 4 | 4 | Yes |
| San Jose Police Department 02/11-02/12, Sgt. Erin Fong | 4 | 4 | 4 | 4 | Yes |
| Bureau of ATF 12/11-Present, SA Seth Mastropaolo | 4 | 4 | 4 | 4 | Yes |
| DEA Sacramento 4/11 – 9/11, SA Spencer Savage | 5 | 5 | 4 | 5 | Yes |
| DEA Bakersfield 06/11-Present, SA Jay Both | 5 | 5 | 5 | 5 | Yes |
| CA. Dept. of Justice 06/10-Present, Chief Jerry Hunter | 5 | 5 | 5 | 5 | Yes |
| El Mirage PD 08/12-Present, Det. Jerry Laird | 5 | 5 | 5 | 5 | Yes |
| DEA Colorado 2/11-11/11, SA Christopher Dowland | | 4 | 5 | 5 | Yes |



| | | | | | |
|--|---|-----|---|---|-----|
| Scottsdale PD 8/1/11-Present, Det. Damien Mendoza | 5 | 5 | 5 | 5 | Yes |
| Fresno Meth Task Force 11/1/11-Present, Sgt. Steve McComas | 5 | 5 | 5 | 5 | Yes |
| DEA Colorado 12/03-Present, Task Monitor Kelly Rhoades | 5 | 5 | 5 | 5 | Yes |
| Maricopa Sheriff's Office 1/11-6/11, Det. Michael DeSimone | 5 | 4 | 5 | 5 | Yes |
| Phoenix PD 12/07-Present, Lt. Vincent Piano | 5 | 5 | 5 | 5 | Yes |
| DEA Bakersfield 3/11-7/11, SA Trent O'Neill | 4 | 5 | 5 | 5 | Yes |
| DEA Santa Rosa 11/10-3/11, SA Joshua Craven | 4 | 4 | 5 | 5 | Yes |
| ATF Glendale 07/10-5/11, SA Hercules G. Fandino | 5 | 5 | 5 | 5 | Yes |
| San Jose PD 01/11-2/11, Sgt. Erin Fong | 5 | 4 | 5 | 5 | Yes |
| Metro Gang Task Force 03/10 – 07/23/10, SA Todd Wilcox | 5 | 5 | 5 | 5 | Yes |
| Bureau Narcotics Enforcement 05/05 – 07/19/10, Chief Jerry Hunter | 5 | 5 | 5 | 5 | Yes |
| DEA San Francisco 3/06-07/15/10, Mark Nelson | 4 | 5 | 5 | 5 | Yes |
| DEA San Francisco 03/26/09-03/25/10, Mark Nelson | 4 | 3 | 4 | 4 | Yes |
| Phoenix Police Dept. 11/06-Present, Lt. Vince Piano | 5 | 5 | 4 | 5 | Yes |
| DEA Phoenix 01/06- 8/09, SA Dennis Dawson | 5 | 5 | 5 | 5 | Yes |
| DEA San Francisco 03/26/07-09/25/07, Task Monitor Mark Nelson | 3 | N/A | 4 | 3 | Yes |
| DEA Atlanta 06/22/07- Present, ASAC Steve Comer | 5 | 5 | 5 | 5 | Yes |
| DEA Rocky Mountain 06/05/07-12/04/07, Task Monitor Kelly Rhoades | 4 | 3 | 5 | 4 | Yes |

