



**GENERAL SERVICES ADMINISTRATION**

Federal Supply Service  
Authorized Federal Supply Schedule Price List

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 GSA Advantage!® is: [GSAAdvantage.gov](http://GSAAdvantage.gov).

**Schedule For:** Multiple Award Schedule (MAS)

**Federal Supply Group:** MAS

**Contract Number:** GS-10F-0547P

**For more information on ordering from Federal Supply Schedule  
click on the FSS Schedules button at [fss.gsa.gov](http://fss.gsa.gov)**

**Contract Period:** September 3, 2004 through September 2, 2024

**Contractor:** Conduit Language Specialists  
110 Augusta Way  
Paris, KY 40631  
**Telephone:** 859-299-3178  
**Web Site:** [www.conduitlanguage.com](http://www.conduitlanguage.com)  
**E-mail:** [vmyers@conduitlangauge.com](mailto:vmyers@conduitlangauge.com)  
**Contract Administration:** Victoria Villegas-Myers, VP/GM  
**Business Size:** Other than small business

Pricelist current as of Modification #PS-A812, effective February 4, 2020



## CORPORATE PROFILE

Diana Villegas and Victoria Villegas-Myers founded conduit Language Specialists 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, interpretation, translation, and transcription from both audio and document files. CLS has supported a number of agencies' efforts, including:

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

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 Number(s) with appropriate cross-reference to page numbers:

SIN	Recovery	SIN Description
541930	541930-RC	Translation and Interpretation Services
OLM	OLM-RC	Order-Level Materials (OLM)

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.

2. Maximum Order: \$350,000.00

3. Minimum Order: \$100.00

4. Geographic Coverage (delivery Area): CONUS

5. Point(s) of production (city, county, and state or foreign country): HQ Office: Conduit Language Specialists 110  
Augusta Way Paris, KY 40361

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

7. Quantity discounts: N/A

8. Prompt payment terms: Net 30 days; no discount. "Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions."

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: Will accept

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

11a. Time of Delivery (Contractor insert number of days): Regular Turnaround Time is specified on the task order.

11b. Expedited Delivery. The Contractor will insert the sentence "Items available for expedited delivery are noted in this price list." under this heading. The Contractor may use a symbol of its choosing to highlight items in its price list that have expedited delivery: Items available for expedited deliveries are noted in this price list.

11c. Overnight and 2-day delivery. The Contractor will indicate whether overnight and 2-day delivery are available. Also, the Contractor will indicate that the schedule customer may contact the Contractor for rates for 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. The Contractor will note in its price list the “Urgent Requirements” clause of its contract and advise agencies that they can also contact the Contractor’s representative to effect a faster delivery: 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
12. F.O.B Points(s): Destination
- 13a. Ordering Address(es): Conduit Language Specialists  
110 Augusta Way  
Paris, KY 40631  
Phone: 859-299-3178  
Fax: 859-299-1571
- 13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA’s) are found in Federal Acquisition Regulation (FAR) 8.405-3.
14. Payment address(es): Same as ordering address
15. Warranty provision: None
16. Export Packing Charges (if applicable): N/A
17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):
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. contractor’s website or other location.) The EIT standards can be found at: [www.Section508.gov/](http://www.Section508.gov/).
25. Data Universal Numbering System (DUNS) number: 005065946
26. Notification regarding registration in System for Award Management (SAM) database. Registered
27. Final Pricing:

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%



SCLS Eligible Labor Category	SCLS Equivalent Code and Title	WD Number
Foreign Language Translator	30110 Foreign Language Translator	1987-0989
Clerical Assistant	01113 -General Clerk III	2015-4281
Court Certified Linguist	30110 Foreign Language Translator	1987-0989
Telecommunications Specialist	23931 – Telecommunications Mechanic I	2015-4281
Computer Operator	14044 – Computer Operator IV	2015-4281
Sign Language Interpreter	30130 – Interpreter Sign Language	1988-0742
Site Supervisor – Analytic	Analytic Linguist	2015-4281
Shift Supervisor – Analytic	Analytic Linguist	2015-4281
Spanish Linguist – Analytic	Analytic Linguist	2015-4281
Common Linguist – Analytic	Analytic Linguist	2015-4281
Exotic Linguist – Analytic	Analytic Linguist	2015-4281
Linguist (Court Certified) – Analytic	Analytic Linguist	2015-4281
Investigative Linguist / CDEP	Analytic Linguist	2015-4281

The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule and all services provided. While no specific labor categories have been identified as being subject to Service Contract Labor Standards due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract



## Languages Supported

Category I – Common	Category II – Common Exotic	Category III – Exotic
Spanish and Dialects: <ul style="list-style-type: none"><li>- Castillian</li><li>- Caribbean</li><li>- Colombian</li><li>- Cuban</li><li>- Dominican</li><li>- Mexican</li><li>- Puerto Rican</li></ul>	Albanian	Afaan Ormo  Afrikaans  Akan (Ghana)  Algerian
English  (including Urban Street Slang dialects  North Ireland/Wales/Scottish English Dialects	Arabic and Dialects: <ul style="list-style-type: none"><li>- - General Arabic</li><li>- - Chaldean</li><li>- - Dari</li><li>- - Gulf</li><li>- - Iraqi</li><li>- - Lebanese</li><li>- - Levantine</li><li>- - Palestinian</li><li>- - Egyptian</li><li>- - Yemeni</li></ul>	Amharic/Assyrian  Arabic Balanda  Arabic Sudanese  Arabic  Azeri
	Armenian	Bahsha  Balkan  Baltic States/Lativan/Lithuanian  Balochi (Baloch)/Baluchi
	Bosnian	Belarusian  Bengali



		Berber-Amazi  Berber Dialects  Burma  Burmese  Byelorussian Hungarian/Belarusian  Cameroon  Canadian  Caribbean English Patois  Caribbean Creole  Chamorro  Chichewa  Chimora  Chin
	Bulgarian	Chinese and Dialects: <ul style="list-style-type: none"><li>- Fukinese</li><li>- Fuzhou Dialect</li><li>- Hakka</li><li>- Hunan</li><li>- Shanghainese</li><li>- Toisan</li><li>- Toishanese</li><li>- Fookien</li></ul>
	Cambodian and Dialects: <ul style="list-style-type: none"><li>- Hmong</li><li>- Khmer</li></ul>	Chuk-Micronesian  Chuukees  Czechoslovakian
	Chinese <ul style="list-style-type: none"><li>- Mandarin</li><li>- Cantonese</li><li>- Taiwanese</li></ul>	Dari  Daril  Dinka  Dutch/Danish  Dutch/Flemish



		Ebo/Ibo/Igbo
	Creole and Dialects: <ul style="list-style-type: none"><li>- French</li><li>- Haitian</li><li>- Patois</li><li>- Belizean</li></ul>	Ethiopian Estonian
	Croatian (Serbo Croatian)	Finnish Flemish Fulani/Hasuanbo
	Farsi and Dialects: <ul style="list-style-type: none"><li>- Afghani</li><li>- Iranian</li><li>- Persian</li></ul>	Ga- Ghana-Ghanian- Gann and Dialects: <ul style="list-style-type: none"><li>- Ewe</li><li>- Fante</li><li>- Twi</li></ul>
	French	Georgian Ghana Grebo
	German Guyanese	Greek Hausa
	Hebrew	Hindi and Dialects: <ul style="list-style-type: none"><li>- Gujarati/Gujarat/Ghzaratti</li><li>- Pasto/Pashtu</li><li>- Punjabi/Punjab</li><li>- Urdu</li></ul> Hungarian Icelandic
	Indonesian/Bahasa	Jamaican Patois
	Indonesia	
	Italian	Japanese
	Polish	Kachin
	Portuguese (Brazilian)	Kanjobal
	Romanian	Kashmiri



		Kazakh  Keren Sgaw (Burma)  Khirghiz  Kiknogo/Kingiona  Kikongo  Kinyarwanda  Korean  Krahn  Krio
	Russian	Kurdish
	Serbian	Lao- Laotian  Lapp  Latavian  Lingla
	Slavic/Slovak	Liberian and Dialects:  - Daun - Kissi - Krahn-Crown-Qrohn - Vai
	Tagalog and Dialects:  - Cebuano - Ilocano	Lithuanian  Luxembourgish
	Thai	Macedonian  Madingo  Malayo-Ploynesian  Maltese  Mandalay  Marathi  Malaysian



		Mincbi-Fuzhou
		Minnan Hokkien Taiwanese
		Moldovan
		Mongolian
		Moshi-Dagomba
		Malayalam
		Malagasy
	Vietnamese	Mandingo
	Yue (Cantonese)	
		Masshalles
		Nepalese-Nepali
		Norwegian
		Pashai
		Philippine Tagalog
		Romanian
		Slovenian
		Somali
		Samoan
		Sanskrit
		Shan
		Shona
		Sindhi
		Sindhaiese
		Sinhala



		Sotho
		Suriname Tongo
		Swahilli
		Swedish
		Tadjik
		Tajik
		Taki Taki
		Tamil
		Telugu
		Tibetan
		Tigrinya
		Tongan
		Turkic
		Turkish
		Turkmen
		Ukranian
		Uzbek
		Visayan Nisayan (Cebuano)
		Yiddish
		Yoruba/Nigerian
		Yue/Cantonese
		Yugoslavian
		Yunnanese
		Wenzhou
		Wolof
		Wu (Shanghainese)



		Xhosa
		Xlang
		Zulu



## GSA PRICING

### **Translation Services:**

#### **Special Item 541930 and 541930RC**

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 are 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	Year 16 9/3/2019- 9/2/2020 w/ IFF	Year 17 9/3/2020- 9/2/2021 w/ IFF	Year 18 9/3/2021- 9/2/2022 w/ IFF	Year 19 9/3/2022- 9/2/2023 w/ IFF	Year 20 9/3/2023- 9/2/2024 w/ IFF
541930	Translation CAT I - Rush	Word	0.2015	0.2053	0.2093	0.2132	0.2173
541930	Translation CAT I - Non Rush	Word	0.1679	0.1711	0.1744	0.1777	0.1811
541930	Translation CAT II - Rush	Word	0.3135	0.3194	0.3255	0.3317	0.3380
541930	Translation CAT II - Non Rush	Word	0.2799	0.2852	0.2906	0.2961	0.3018
541930	Translation CAT III - Rush	Word	0.3247	0.3308	0.3371	0.3435	0.3501
541930	Translation CAT III - Non Rush	Word	0.2911	0.2966	0.3023	0.3080	0.3138
"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 541930 and 541930RC**

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**

#### *Functional Responsibilities:*

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. Readily able to translate non-English written materials into English, and from English into their designated foreign language.

#### *Minimum Education:*

Qualified Interpreter must have a Bachelor's Degree from an accredited college or university

#### *Minimum Experience:*

Qualified Interpreters must have a minimum of four years' experience in language translation and interpretation.

SIN	Service or Labor Category Title	Unit Of Issue	Year 16 9/3/2019- 9/2/2020 w/ IFF	Year 17 9/3/2020- 9/2/2021 w/ IFF	Year 18 9/3/2021- 9/2/2022 w/ IFF	Year 19 9/3/2022- 9/2/2023 w/ IFF	Year 20 9/3/2023- 9/2/2024 w/ IFF
541930	Interpreter - Qualified CAT I - Hourly	Hour	\$64.38	\$65.60	\$66.85	\$68.12	\$69.41
541930	Interpreter - Qualified CAT I - 1/2 Day	1/2 Day	\$193.13	\$196.80	\$200.54	\$204.35	\$208.23
541930	Interpreter - Qualified CAT I -Full Day	Full Day	\$386.24	\$393.58	\$401.06	\$408.68	\$416.45
541930	Interpreter - Qualified CAT II - Hourly	Hour	\$109.15	\$111.23	\$113.34	\$115.50	\$117.69
541930	Interpreter - Qualified CAT II - 1/2 Day	1/2 Day	\$327.48	\$333.70	\$340.04	\$346.50	\$353.08
541930	Interpreter - Qualified CAT II -Full Day	Full Day	\$654.94	\$667.39	\$680.06	\$692.98	\$706.15
541930	Interpreter - Qualified CAT III - Hourly	Hour	\$142.74	\$145.45	\$148.22	\$151.03	\$153.90
541930	Interpreter - Qualified CAT III - 1/2 Day	1/2 Day	\$428.23	\$436.37	\$444.66	\$453.11	\$461.71
541930	Interpreter - Qualified CAT III -Full Day	Full Day	\$856.46	\$872.73	\$889.31	\$906.21	\$923.43

\* Full and Half Day rates require mandated rest breaks and lunch

**State Registered/Certified Interpreter***Functional Responsibilities:*

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 either 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.

Performs all the responsibilities of a Qualified Interpreter.

*Minimum Education:*

Qualified Interpreter must have a Bachelor's Degree from an accredited college or university.

*Minimum Experience:*

Qualified Interpreters must have a minimum of four years' experience as a State Registered/Certified Interpreter in language translation and interpretation.

SIN	Service or Labor Category Title	Unit Of Issue	Year 16 9/3/2019- 9/2/2020 w/ IFF	Year 17 9/3/2020- 9/2/2021 w/ IFF	Year 18 9/3/2021- 9/2/2022 w/ IFF	Year 19 9/3/2022- 9/2/2023 w/ IFF	Year 20 9/3/2023- 9/2/2024 w/ IFF
541930	Interpreter - State Cert CAT I - Hourly	Hour	\$85.82	\$87.45	\$89.12	\$90.81	\$92.53
541930	Interpreter - State Cert CAT I - 1/2 Day	1/2 Day	\$257.47	\$262.36	\$267.35	\$272.43	\$277.60
541930	Interpreter - State Cert CAT I -Full Day	Full Day	\$431.03	\$439.22	\$447.56	\$456.06	\$464.73
541930	Interpreter - State Cert CAT II - Hourly	Hour	\$145.54	\$148.30	\$151.12	\$153.99	\$156.92
541930	Interpreter - State Cert CAT II - 1/2 Day	1/2 Day	\$436.62	\$444.92	\$453.37	\$461.99	\$470.76
541930	Interpreter - State Cert CAT II -Full Day	Full Day	\$727.71	\$741.54	\$755.63	\$769.98	\$784.61
541930	Interpreter - State Cert CAT III - Hourly	Hour	\$171.29	\$174.55	\$177.86	\$181.24	\$184.69
541930	Interpreter - State Cert CAT III - 1/2 Day	1/2 Day	\$513.88	\$523.64	\$533.59	\$543.73	\$554.06
541930	Interpreter - State Cert CAT III -Full Day	Full Day	\$916.92	\$934.34	\$952.09	\$970.18	\$988.61

\* Full and Half Day rates require mandated rest breaks and lunch



### 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.

Performs all the responsibilities of a Qualified Interpreter.

*Minimum Education:*

Qualified Interpreter must have a Bachelor's Degree from an accredited college or university.

*Minimum Experience:*

Qualified Interpreters must have a minimum of four years' experience as a Federally or State Registered/Certified Interpreter in language translation and interpretation.

SIN	Service or Labor Category Title	Unit Of Issue	Year 16 9/3/2019- 9/2/2020 w/ IFF	Year 17 9/3/2020- 9/2/2021 w/ IFF	Year 18 9/3/2021- 9/2/2022 w/ IFF	Year 19 9/3/2022- 9/2/2023 w/ IFF	Year 20 9/3/2023- 9/2/2024 w/ IFF
541930	Interpreter - Federal Cert CAT III - Hourly	Hour	\$125.95	\$128.34	\$130.78	\$133.26	\$135.80
541930	Interpreter - Federal Cert CAT III - 1/2 Day	1/2 Day	\$377.85	\$385.02	\$392.34	\$399.80	\$407.39
541930	Interpreter - Federal Cert CAT III -Full Day	Full Day	\$755.70	\$770.06	\$784.69	\$799.60	\$814.79

\* Full and Half Day rates require mandated rest breaks and lunch



## **Comprehensive Linguistic Analytical Support Services:** **Special Item 541930 and 541930RC**

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.

SIN	Service or Labor Category Title	Unit Of Issue	Year 16 9/3/2019- 9/2/2020 w/ IFF	Year 17 9/3/2020- 9/2/2021 w/ IFF	Year 18 9/3/2021- 9/2/2022 w/ IFF	Year 19 9/3/2022- 9/2/2023 w/ IFF	Year 20 9/3/2023- 9/2/2024 w/ IFF
541930	Program Manager	Hour	\$58.57	\$59.68	\$60.81	\$61.97	\$63.15
541930	Program Manager (Overtime)	Hour	\$80.98	\$82.52	\$84.09	\$85.69	\$87.31
541930	Site Manager	Hour	\$52.20	\$53.20	\$54.21	\$55.24	\$56.29
541930	Site Manager(Overtime)	Hour	\$72.18	\$73.56	\$74.95	\$76.38	\$77.83
541930	Shift Manager	Hour	\$50.08	\$51.03	\$52.00	\$52.98	\$53.99
541930	Shift Manager (Overtime)	Hour	\$69.24	\$70.56	\$71.90	\$73.26	\$74.65
541930	Spanish Linguist	Hour	\$47.96	\$48.87	\$49.80	\$50.75	\$51.71
541930	Spanish Linguist (Overtime)	Hour	\$66.31	\$67.57	\$68.86	\$70.17	\$71.50
541930	Court Registered/Certified Linguist	Hour	\$76.57	\$78.03	\$79.51	\$81.02	\$82.56
541930	Court Registered/Certified Linguist (Overtime)	Hour	\$105.88	\$107.89	\$109.94	\$112.03	\$114.15
541930	Clerical Assistant	Hour	\$39.49	\$40.24	\$41.01	\$41.79	\$42.58
541930	Clerical Assistant (Overtime)	Hour	\$54.61	\$55.64	\$56.70	\$57.78	\$58.88
541930	Telecommunications Specialist	Hour	\$69.14	\$70.45	\$71.79	\$73.16	\$74.55
541930	Telecommunications Specialist (Overtime)	Hour	\$95.60	\$97.42	\$99.27	\$101.16	\$103.08
541930	Computer Operations	Hour	\$56.44	\$57.51	\$58.60	\$59.71	\$60.85
541930	Computer Operations (Overtime)	Hour	\$78.03	\$79.52	\$81.03	\$82.57	\$84.14
541930	Other Language Linguist*	Hour	\$64.91	\$66.15	\$67.40	\$68.68	\$69.99
541930	Other Language Linguist* (Overtime)	Hour	\$89.76	\$91.46	\$93.20	\$94.97	\$96.78

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

## Program Manager



The Program 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 Program Manager acts as the principle point of contact for the Government's representative responsible for technical administration of the awarded projects. The Program 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 Program 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.

*Minimum Education:*

The Program Managers must have a Bachelor's Degree from an accredited college or university and a significant major course study in program management or other related experience.

*Minimum Experience:*

The Program Manager must have 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, a minimum of five years' experience in managing language services monitoring and developing compliance programs. Must have a good knowledge of program management principles and techniques.

**Site Manager**

*Functional Responsibilities:*

The Site Manager 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 Manager acts as the principle point of contact for the Government's site. The Site 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 Site 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. Insures completion of all administrative activities associated with site activities.

*Minimum Education:*

The Site Managers must have a Bachelor's 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 Manager 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.

***Minimum Experience:***

The Site Manager 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 Manager*****Functional Responsibilities:***

The Shift Manager is an experienced linguist who serves as an adjunct for the Site Manager. In addition to the general monitoring responsibilities of a linguist, the Shift Manager 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 Manager is to provide Language Services support to Conduit customers and clients. In addition to Language Services, the Shift Manager will provide administrative support. The Conduit Shift Manager acts as the principle point of contact for the Government's investigative representative, usually a law enforcement agent. The Shift Manager acts as the lead linguist for that particular shift and is the primary technical point of contact with the agent in regard to the ongoing content and status of the active linguists.

***Minimum Education:***

The Shift Manager must have a Bachelors' degree, 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.

***Minimum Experience:***

Must have three 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 in a Title III environment. Should have experience that demonstrates an ability to effectively manage resources to satisfy project objectives and ensure completion of assigned tasks.

**Linguist (Spanish and Other Language)*****Functional Responsibilities:***

The TITLE III Linguist is to provide 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.

***Minimum Education:***

The Linguist has a Bachelors' 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. Many of our Analytic Linguists (and all those performing efforts in CA) are also certified by the State of California with a *State Certification for Electronic Surveillance*.

***Minimum Experience:***

Must have at least two 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 in a Title III environment.

**Court Registered/Certified Linguist**

The Court 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."

***Functional Responsibilities:***

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.

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.

*Minimum Education:*

Qualified Interpreter must have a Bachelor's Degree from an accredited college or university.

*Minimum Experience:*

Qualified Interpreters must have a minimum of four years' experience as a Federally or State Registered/Certified Interpreter in language translation and interpretation.

**Clerical Assistant**

*Functional Responsibilities:*

The 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. 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.

*Minimum Education:*

The Clerical Assistant has a High School Diploma or G.E.D.

*Minimum Experience:*

The Clerical Assistant has at least one year of related work experience

**Telecommunications Specialist**

*Functional Responsibilities:*

The 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; establishing interfaces and integrations; following industry standards; activating remote access tools. Verifies service by testing and re-programming circuits, equipment, and alarms; identifying and correcting problems; conferring with engineers. Documents network by recording configuration diagrams and programming. Maintains network by troubleshooting and repairing outages; testing network back-up procedures; updating documentation. Maintains



customer rapport by listening to and resolving concerns; answering questions. Maintains safe work environment by following standards and policies. Ability to comprehend technical language of operating instructions and equipment manuals and to clearly explain any operating problems and difficulties. Has specialized knowledge of, and 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.

***Minimum Education:***

The Telecommunications Specialist has a High School Diploma or G.E.D. supplemented with at least one year of coursework in applicable Computer Science.

***Minimum Experience:***

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.

**Computer Operator**

***Functional Responsibilities:***

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.

***Minimum Education:***

The Computer Operator has a High School Diploma or G.E.D. supplemented with one year of coursework in Computer Science

***Minimum Experience:***

Requires 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.



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541930	Project Manager - Analytic	Hour	\$81.66	\$83.21	\$84.80	\$86.41	\$88.05
541930	Project Manager - Analytic (Overtime)	Hour	\$112.92	\$115.06	\$117.25	\$119.48	\$121.75
541930	Site Supervisor– Analytic	Hour	\$71.33	\$72.68	\$74.06	\$75.47	\$76.90
541930	Site Supervisor– Analytic (Overtime)	Hour	\$98.64	\$100.51	\$102.42	\$104.36	\$106.35
541930	Shift Supervisor– Analytic	Hour	\$64.33	\$65.55	\$66.80	\$68.07	\$69.36
541930	Shift Supervisor– Analytic (Overtime)	Hour	\$88.96	\$90.65	\$92.38	\$94.13	\$95.92
541930	Spanish Linguist-Analytic	Hour	\$60.87	\$62.03	\$63.21	\$64.41	\$65.63
541930	Spanish Linguist- Analytic (Overtime)	Hour	\$84.17	\$85.77	\$87.40	\$89.06	\$90.75
541930	Linguist (Court Certified) Analytic	Hour	\$86.87	\$88.52	\$90.20	\$91.92	\$93.66
541930	Linguist (Court Certified)- Analytic (Overtime)	Hour	\$120.11	\$122.40	\$124.72	\$127.09	\$129.51
541930	Common Linguist – Analytic*	Hour	\$67.80	\$69.09	\$70.40	\$71.74	\$73.10
541930	Common Linguist – Analytic (Overtime)*	Hour	\$93.76	\$95.54	\$97.35	\$99.20	\$101.09
541930	Exotic Linguist – Analytic*	Hour	\$74.73	\$76.15	\$77.60	\$79.07	\$80.58
541930	Exotic Linguist – Analytic (Overtime)*	Hour	\$103.34	\$105.31	\$107.31	\$109.35	\$111.42
541930	Investigative Linguist - CDEP	Hour	\$78.97	\$80.47	\$81.99	\$83.55	\$85.14
541930	Investigative Linguist - CDEP (Overtime)	Hour	\$109.18	\$111.26	\$113.37	\$115.53	\$117.72
* See language categories II and III on pages 6-7.							

**Program Manager – Analytic***Functional Responsibilities:*

The Program 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 -- however, one of the programs must be a Title III program that requires the use of Analytic Linguists. The Program manager, in addition to all the other qualifications listed above for a Program Manager, must also be a qualified Analytic Linguist. All other position responsibilities cited for a Program Manager will also apply for this position

*Minimum Education:*

The Program Managers must have a Bachelor's Degree from an accredited college or university and a significant major course study in program management or other related experience

*Minimum Experience:*

The Program Manager must have 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, a minimum of five years' experience in managing language services monitoring and developing compliance programs. Must have a good knowledge of program management principles and techniques. Must be Analytic Linguist Qualified.

**Site Manager – Analytic***Functional Responsibilities:*

The Site Manager manages and oversees the day-to-day operations for a single active site where Conduit Language Specialists is providing TITLE III language services with assigned Analytic Linguists. The Site Manager—Analytic, in addition to all the other qualifications listed above for a Site Manager, must also be a qualified Analytic Linguist. All other position responsibilities cited for a Site Manager will also apply for this position.

*Minimum Education:*

The Site Managers must have a Bachelor's 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 Manager 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.

*Minimum Experience:*

The Site Manager 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. Must be Analytic Linguist



## **Shift Manager – Analytic**

### *Functional Responsibilities:*

The Shift Manager is an experienced Analytic Linguist who serves as an adjunct for the Site Manager for projects that require a Linguist--Analytic. The Shift Manager—Analytic, in addition to all the other qualifications listed above for a Shift Manager, must also be a qualified Analytic Linguist. All other position responsibilities cited for a Site Manager will also apply for this position.

### *Minimum Education:*

The Shift Manager must have a Bachelors' degree, 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 be Analytic Linguist Qualified.

### *Minimum Experience:*

Must have three 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 in a Title III environment. Should have experience that demonstrates an ability to effectively manage resources to objectives and ensure completion of assigned tasks. Must be Analytic Linguist Qualified.

## **Analytical Linguist (Spanish and Other Languages)**

### *Functional Responsibilities:*

The TITLE III Linguist provides the standard linguist Language Services support to Conduit customers and clients (as specified above) but has additionally been cross-trained in investigative and data analysis techniques. Our Analytical Linguists provide initial level of analysis and data correlation from various forms of source data. This means that the Analytical Linguist helps provide the Agent with:

- i. an "instant" analysis of the value of data collected;
- ii. early identification of time-sensitive actionable intelligence;
- iii. assurance in preventing any data from "falling through the cracks" while being transferred to the Analyst or legal staff;
- iv. preliminary results so that their time can be best spent on productive avenues; and,
- v. greater productivity, and thus the ability to cover other investigative procedures or additional targets/investigations.

Beyond the baseline duties of a regular Title III Linguist, the Analytic Linguist will analyze the information being monitored and provide first tier and "quick look" analysis of the intercepted data. This analysis will include, but is not limited to: identification of sources by slang, voice, or speech patterns; correlate to voice recognition libraries and update such libraries as appropriate; correlate transcript information to locations or events associated with the target(s); identify time-sensitive actionable intelligence and provide notification to the law enforcement agents in charge. The Analytical Linguist will also provide deconfliction analysis between targets on the case as well as other on-going separate or historical cases Timeline. The Analytical Linguist will help maintain various investigative libraries in addition to the Voice



Library (including, but not limited to: Code/Slang Index (a comprehensive list of codes and slang used by subjects of organizations during wiretaps, post arrest debriefings and agent's case reports), Key Location Tracker, Illicit Drug Price Updates, Drug Trafficking Organization (DTO) Flow charts, and Event Timelines, et.al.).

*Minimum Education:*

The Linguist has a Bachelors' 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. Many of our Analytic Linguists (and all those performing efforts in CA) are also certified by the State of California with a *State Certification for Electronic Surveillance*.

*Minimum Experience:*

Must have at least two 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 in a Title III environment

**Court Registered/Certified Linguist**

The Court 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."

*Functional Responsibilities:*

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.

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.

*Minimum Education:*

Qualified Interpreter must have a Bachelor's Degree from an accredited college or university.

*Minimum Experience:*

Qualified Interpreters must have a minimum of four years' experience as a Federally or State



## **Analytical Investigative Linguist/CDEP Linguist**

### **Functional Responsibilities:**

An Analytical Linguist that is trained in the use of the Conduit Data Expediency Program (CDEP). The CDEP is Conduit's answer to the T2S2 data deluge. Our most knowledgeable and reputable Analytic Linguists have combined their collective experience and knowledge of the job to create the CDEP, a software program specifically designed to track and analyze all noteworthy information generated in the T2S2 environment to include non-intercept information. The CDEP includes features that facilitate deconfliction and information analysis.

The CDEP system allows a properly trained Conduit Investigative Linguist to perform investigative analysis and data correlations, streamlining the complex and multifaceted Title III environment. The Analytical Investigative Linguist with the CDEP program, captures and extracts in detail information that is coming in and also circulating around the wire room from other sources and marries the translated information to the data collection (cells sites, surveillances, meet place, etc) in an expeditious manner. The information becomes actionable and expedites pertinent information to the DEA agent and allows a quicker response for further investigation and/or timely law enforcement actions. The CDEP adds an additional layer of deconfliction analysis by acting as a centralized information processing system. We provide all of these services and tools at NO COST TO DEA. We can make it so agents and intelligence analysts spend less time mining for data, and more time analyzing the data that matters to them. View a short clip on CDEP: <http://www.youtube.com/watch?v=Mw4AjuT7tzk>

### **Minimum Education:**

The Linguist has a Bachelors degree, 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.

### **Minimum Experience:**

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 in a Title III environment. Must be Analytic Linguist Qualified.



## **Services for the Visual and Hearing Impaired:** **Special Item 541930 and 541930RC**

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**

#### **Functional Responsibilities:**

ASL interpreters translate spoken English into American Sign Language, and vice versa.

Americans with Disabilities Act (ADA), the Congress of the United States legally defined "qualified interpreter" this way (28 C.F.R. § 104, retrieved 20090525): "... an interpreter who is able to interpret effectively, accurately and impartially both receptively and expressively, using any necessary specialized vocabulary.

"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.

#### **Minimum Education:**

Qualified interpreter's minimum education level is a Bachelor's Degree.

#### **Minimum Experience:**

Four years experience as an ASL interpreter

### **ASL State Registered/Certified Interpreter**

#### ***Functional Responsibilities:***

ASL interpreters translate spoken English into American Sign Language, and vice versa.

"Certified sign language interpreter" means an interpreter who uses sign language to convey information and who holds a minimum education of Bachelor's Degree, four years' experience and who was certified by an organization RID (Registry of Interpreters for the Deaf), or NAD (National Association for the Deaf) 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



Conduit Language Specialists GSA Contract GS10F0547P  
ability to interpret between American Sign Language (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.

***Minimum Education:***

State Registered/Certified minimum education level is a Bachelor's Degree. Must be certified by accredited organizations such as the Registry of Interpreters for the Deaf (RID), National Association of the Deaf (NAD), and National Court Reporters Association (NCRA).

***Minimum Experience:***

Four years' experience as an ASL interpreter.

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541930	ASL Interpreter "Qualified"	Hour	\$104.49	\$106.47	\$108.50	\$110.56	\$112.66
541930	ASL Interpreter "Certified"	Hour	\$130.60	\$133.08	\$135.61	\$138.19	\$140.81

Minimum booking for two hours

Assignments over two continuous hours require a second linguist.

Assignments over 4 hours requires lunch break.



**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](http://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.

<b>Ratings:</b>  <b>0=Unsatisfactory 1=Poor 2=Fair 3=Good</b>  <b>4=Excellent 5=Outstanding</b>	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, Contract, Report Period, Point of Contact, Phone					
DHS/ICE/Homeland Security Investigations, HQ, ACL-4-P0099,12/03-Present, Tracy J. Cormier, Chief of Staff, 202-732-0268	5	5	5	5	Yes
DEA, Tucson, MQ-15-0011, 06/22/16 to Present SA Damon Kunnemann, 520-573-5500	5	4	5	5	Yes
DEA, Bakersfield, RZ-17-0001, 02/23/2017 to 03/24/2017, SA Ryan Olson, 661-396-3736	5	5	5	4	Yes
HSI/SAC El Paso, EP13CR15EP0504, 02/28/2016 to 01/30/2017, SA Jesus Rangel, 915-204-6287	5	5	5	5	Yes
DEA, Tucson, MQ-13-0022, 04-2013 to 02/2017, SA Fairbanks, 520-573-5500	4	4	5	5	Yes
DEA, Caper/Cheyenne, MV-17-0008, 2/7/2017 to 2/28/2017, SA, Brian Mix, 307-778-1542	5	5	5	5	Yes
NMTF, North Metro Task Force, NM15-80152, 06/16 to 8/17/16, SA Jessica Godres, 303-961-1152	5	5	5	5	Yes
DEA, Phoenix, MN-14-00015, 06/18/2015 to 02/08/2017, SA Ryan Bull, 602-291-3118	5	5	5	5	Yes
DEA, Tucson, MQ-15-0127, 11/15 to 05/16, SA Cristina Moreno, 520-573-5646	5	4	5	4	Yes
DEA, Phoenix, MK-16-0003, 11/18/15 to 04/16/16, SA Tony Collett, 720-895-4290	5	5	5	5	Yes
ARIZONA, ATTORNEY GENERAL, TIMKUK 2, 09/20/16 to 12/05/2016, SA Ron Perreira, 602-882-9909	5	5	5	5	Yes
ICE, Homeland Security Investigations, WR-0057-16-HSIT3, 09/21/2016 to 11/26/2016, SA Daron Babcock, 317-716-7616	5	5	5	5	Yes
DHS/ICE/Homeland Security Investigations, LA-02B501LA0004, 03/04-Present, SA Ronald Liljedahl, 562-624-3934	5	5	5	5	Yes
DEA, Yakima, RT-15-2015, 10-23-15 to 12/20/15, SA Matthew Petty, 509-728-3427	3	4	5	3	Yes



ICE, Homeland Security Investigations, WRA-0057-16-HSIT3, 09/21/2016 to 11/26/2016, SA Daron Babcock, 317-716-7616	5	5	5	5	Yes
ICE, Homeland Security Investigations, CL13CR16CL0013, SA 05/12/2016 to 06/10/2016, Michael J. Grote, 216-214-7402	5	5	5	5	Yes
DEA, Tucson, MQ-15-0053, 01/08/2016 to 02/06/2016, SA Israel Joseph, 520-260-3371	5	5	5	5	Yes
DEA, San Jose, MK-15-0052, 11/20/2015 to 04/20/2016, SA Nick Sprague, 720-895-4224	5	5	5	5	Yes
DEA, Colorado Springs, KM-15-0041, 5/2015 to 4/7/2016, SA Marc DeFusco, 719-262-3000	5	5	5	5	Yes
HIS, St Paul, MS02BS15MS0019, (no dates given) SA Steven Robinson, 612-843-8888	5	5	5	5	Yes
ATF, Indianápolis, Operation Landlord, 10/6/15 to 12/1/15, SA Todd Bevington, 317-954-2980	5	5	5	5	Yes
DEA, Denver/Front range, MK-15-0064, 8/2015 to 11/2016, SA Scot DuFour, 720-895-4255	5	5	5	5	Yes
ATF, Fresno, 786010-15-0042, 11/8/2015 to 12/18/2015, SA George Jusino, 559-341-5140	5	5	5	5	Yes
DHS/ICE/Homeland Security, Deputy Director, ACL-4-P0099  08/05-Present, Kibble Kumar, 303-721-3000	5	5	5	5	Yes
DHS/ICE/Homeland Security Investigations, LA-02B501LA0005  08/05-Present, SA Douglas R. Freeman, 202-732-3857	5	5	5	5	Yes
Bureau of ATF, DJA10C000320  06/10-06/11, James Huff, 202-648-9117	4	4	4	4	Yes
San Jose Police Department, 08-144-0822  02/11-02/12, Sgt. Erin Fong, 408-277-5283	4	4	4	4	Yes
Bureau of ATF, 765040-07-0009  12/11-Present, SA Seth Mastropaolo, 718-552-1630	4	4	4	4	Yes
DEA Sacramento, BNE-FR2011-00149H  4/11 – 9/11, SA Spencer Savage, 559-351-5125	5	5	4	5	Yes
DEA Bakersfield, DJDEA-06-C-0026  06/11-Present, SA Jay Both, 661-396-3875	5	5	5	5	Yes
CA. Dept. of Justice, 09-7135  06/10-Present, Chief Jerry Hunter, 916-319-8297	5	5	5	5	Yes



El Mirage PD, CWT-403  08/12-Present, Det. Jerry Laird, 623-433-9522	5	5	5	5	Yes
DEA Colorado, DJD-09-HQ-A-0037  2/11-11/11, SA Christopher Dowland, 801-509-1518	5	4	5	5	Yes
Scottsdale PD, CWT-406  8/1/11-Present, Det. Damien Mendoza, 480-312-8604	5	5	5	5	Yes
Fresno Meth Task Force, BNE-FR-2011-00149H  11/1/11-Present, Sgt. Steve McComas, 559-351-5125	5	5	5	5	Yes
DEA Colorado, DJD-09-HQ-A-0037  12/03-Present, Task Monitor Kelly Rhoades, 720-895-4141	5	5	5	5	Yes
Maricopa Sheriff's Office, PG1150010761  1/11-6/11, Det. Michael DeSimone, 602-885-4021	5	4	5	5	Yes
Phoenix PD, 122752  12/07-Present, Lt. Vincent Piano, 602-426-0212	5	5	5	5	Yes
DEA Bakersfield, DJDEA-06-C-0026  3/11-7/11, SA Trent O'Neill, 661- 979-7067	4	5	5	5	Yes
DEA Santa Rosa, DJDEA-06-C-0026  11/10-3/11, SA Joshua Craven, 707-565-5453	4	4	5	5	Yes
ATF Glendale, DJA10C000358  07/10-5/11, SA Hercules G. Fandino, 213-864-9064	5	5	5	5	Yes
San Jose PD, 06-014-0540  01/11-2/11, Sgt. Erin Fong, 408-219-6729	5	4	5	5	Yes
Metro Gang Task Force, 1-467AUR  03/10 – 07/23/10, SA Todd Wilcox, 303-472-8784	5	5	5	5	Yes
Bureau Narcotics Enforcement, 09-7135  05/05 – 07/19/10, Chief Jerry Hunter, 916-319-8297	5	5	5	5	Yes
DEA San Francisco, DJDEA-06-C-0026  3/06-07/15/10, Mark Nelson, 415-436-8677	4	5	5	5	Yes



DEA San Francisco, DJDEA-06-C-0026  03/26/09-03/25/10, Mark Nelson, 415-436-8677	4	3	4	4	Yes
Phoenix Police Dept., Contract #122752  11/06-Present, Lt. Vince Piano, 602-435-3499	5	5	4	5	Yes
DEA Phoenix, DJDEA-PX-08-0060  01/06- 8/09, SA Dennis Dawson, 602-471-4338	5	5	5	5	Yes
DEA San Francisco, DJDEA-06-C-0026  03/26/07-09/25/07, Task Monitor Mark Nelson, 415-436-8677	3	N/A	4	3	Yes
DEA Atlanta, DJDEA-AT-07-0012  06/22/07- Present, ASAC Steve Comer, 404-893-7500	5	5	5	5	Yes
DEA Rocky Mountain, DEA04C0006  06/05/07-12/04/07, Task Monitor Kelly Rhoades, 720-895-4215	4	3	5	4	Yes