



GENERAL SERVICES ADMINISTRATION



An SBA Certified 8a company and proven provider to government departments and agencies, including: U.S. Department of Education, U.S. Department of Justice, U.S. Library of Congress, NASA, FEMA, U.S. Army, U.S. Marine Corps, U.S. Air Force, U.S. Navy, U.S. Department of Homeland Security, U.S. National Park Service, U.S. Department of Labor, U.S. Department of Agriculture

Trusted Translations, Inc.

Federal Supply Service

Authorized Federal Supply Schedule Price List

Schedule for Language Services

Federal Supply Group: 738 II
Special Item Number (SIN): 382-1, 382-1RC, 382-2, 382-2RC, 382-5, 382-5RC
Contract Number: GS-10F-0245W
Contract Period: July 12, 2010 - July 11, 2020
Pricelist current through Mod. PA-0026, Effective 07/21/2016

Business Size/Classification

8a Certified, Small Disadvantaged,
Minority-Owned Business

Company Information

Trusted Translations, Inc.
108 N Virginia Ave.
Falls Church, VA 22046

66 West Flagler Street, 12th Floor
Miami, FL 33130

<http://www.trustedtranslations.com>

Contract Administration

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T: 786-206-4455

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



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An Overview: Trusted Translations, Inc.

Trusted Translations, Inc. is an SBA certified 8a enterprise and an internationally recognized leader in multilingual translation and interpretation services with over 10,000 expert translators on staff and over 5,000 satisfied clients. Trusted Translations is the choice of top government agencies across all sectors, Fortune 500 companies and non-profit organizations around the world for translation and interpretation solutions. Trusted Translations has expanded to provide quality and accurate language solutions at highly-competitive prices in over 200 languages.

Trusted Translations has provided high-quality, language-related services to countless, highly-respected organizations, including top Federal, State and Local Government Organizations as well as government contractors:

U.S. Department of Education, U.S. Library of Congress, U.S. Department of Justice (DOJ), National Aeronautics and Space Administration (NASA), U.S. Department of Homeland Security (DHS), U.S. Citizenship and Immigration Services (USCIS), U.S. Army, U.S. Marine Corps, U.S. Navy, U.S. Air Force, U.S. National Park Service, Federal Emergency Management Agency (FEMA), Virginia Department of Transportation (VDOT), Lockheed Martin, Halliburton, State of Florida, Miami-Dade County, State of Nebraska, State of New York, University of Maryland, Cornell University, Coca-Cola Company, General Electric, Citibank, Bank of America, Blue Cross Blue Shield, The United Nations, and many more.

Trusted Translations, Inc.: Key Highlights

Guarantee of Quality and Best Rates on GSA Schedule

As an industry leader, we are committed to providing the U.S. Government with the highest quality translations, transcriptions and interpretations at the most competitive price points in the industry.

Proven Multilingual Translation Services Provider

With the ability to translate to and from over 200 languages, Trusted Translations is a full-service multilingual translation and interpretation service provider (MLP). Therefore, we are the one-stop solution for any company seeking superior translations at highly competitive rates.

Our Three-Step Quality Assurance Process

As a full-service agency, our service includes translation, edition and proofreading by different translators. If you are not satisfied, we will work with your team to modify each translation until it meets your final approval.

Certifications and Awards

SBA Certified 8a Company: Trusted Translations is an approved vendor to the United States Federal Government and is an SBA certified 8a company. Trusted Translations is a minority-owned, small disadvantaged business.



American Translators Association Member / Certified Translators: Trusted Translations is a corporate member of the American Translators Association. We are actively involved in the Association and attend annual meetings to stay abreast of all the latest developments in linguistics. This also allows us to verify the status of ATA-Certified translators who work on our projects.



ISO Certification: Trusted Translations has received a Certificate of Registration for meeting and exceeding ISO 9001:2008 standards in the areas of interpretation and translations. Trusted Translations' Certificate was issued by one of the top independent ANAB approved registrars. A copy of our Certificate of Registration is available upon request.



Top 500 Hispanic Business: Trusted Translations was named as one of the Top 500 Hispanic-American Owned Businesses in the U.S., selected from over 650,000 businesses. Trusted Translations is one of the fastest-growing translation companies in the industry.



At U.S. Licensed Bilingual Attorneys: At Trusted Translations, we have US licensed bilingual attorneys on-staff who will ensure that each translation of a legally sensitive document uses the correct legal terminology in the target language. We are qualified to provide legal certifications for every translated document. Bar certificates can be provided upon request.



Federally-Approved Court Translation Experts: One of our unique qualifications at Trusted Translations is that we have federally-approved court translation experts on-staff ready to stand behind any translation. These highly qualified members of our team verify and review legally sensitive documentation and ensure that each translation can stand up to any legal challenge.



Customer Information

- 1a. **Table of Awarded Special Item Number(s):**
 - 382-1 Translation Services
 - 382-2 Interpretation Services
 - 382-5 Services for the Visual and Hearing Impaired

- 1b. **Lowest Priced Model Number and Lowest Unit Prices.**

Prices Shown in the Price List Are Net.

- 1c. **Labor Category Descriptions.**

See Price List

2. **Maximum Order.**

\$1,000,000.

3. **Minimum Order.**

\$100

4. **Geographic Coverage.**

FOB Domestic and Overseas

5. **Points of Production.**

Same as Company Address

6. **Statement of Net Price.**

Prices Shown in Price List Are Net.

7. **Quantity Discounts.**

None

8. **Prompt Payment Terms.**

None, Net 30 Days

9. **Acceptance of Government Purchase Cards Below Micro-Purchase Threshold.**

Yes

Acceptance of Government Purchase Cards Above Micro-Purchase Threshold.
Yes

10. **Foreign Items.**

None

11a. Time of Delivery.

Specified in the Task Order

11b. Expedited Delivery.

Contact Contractor

11c. Overnight and Two-Day Delivery.

Contact Contractor

11d. Urgent Requirements.

Contact Contractor

12. F.O.B. Points.

Destination

13a. Ordering Address.

Trusted Translations, Inc.
66 West Flagler Street, 12th Floor
Miami, FL 33130

Phone: (786) 206-4455

Fax: (202) 350-0512

Email: richard@trustedtranslations.com

13b. Ordering Procedures.

For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment Address.

Trusted Translations, Inc.
108 N. Virginia Ave.
Fall Church, VA 22046
Phone: (202) 345-1986
Fax: (202) 350-0512
Email: gsa@trustedtranslations.com

15. Warranty Provision.

Contractor's Standard Commercial Warranty

16. Export Packing Charges.

N/A

17. **Terms and Conditions of Government Purchase Card Acceptance.**
Contact Contractor
18. **Terms and Conditions of Rental, Maintenance, and Repair.**
N/A
19. **Terms and Conditions of Installation.**
N/A
20. **Terms and Conditions of Repair Parts Indicating Date of Parts Price Lists and any Discounts from List Prices.**
N/A
- 20a. **Terms and Conditions for any Other Services.**
N/A
21. **List of Service and Distribution Points.**
N/A
22. **List of Participating Dealers.**
N/A
23. **Preventive Maintenance.**
N/A
- 24a. **Special Attributes to Include Environmental Attributes.**
N/A
- 24b. **Section 508 Compliance.**
Available
25. **Data Universal Number System (DUNS).**
142063333
26. **Notification Regarding Registration in SAM Database.**
Trusted Translations, Inc. is registered in the System for Award Management (SAM) database.
Contractor will accept LH and FFP.

Federal Rates – GSA Schedule Price List

Document Translations – SIN 382–1, 382–1RC

LABOR CATEGORY NAME	Unit	Price
Spanish	WORD	\$ 0.09
Hindi	WORD	\$ 0.11
Portuguese (Brazil)	WORD	\$ 0.11
Urdu	WORD	\$ 0.11
Turkish	WORD	\$ 0.11
Chinese Simplified	WORD	\$ 0.14
Arabic	WORD	\$ 0.17
Creole	WORD	\$ 0.17
Dutch	WORD	\$ 0.17
French	WORD	\$ 0.17
Greek	WORD	\$ 0.17
Hebrew	WORD	\$ 0.17
Hungarian	WORD	\$ 0.17
Italian	WORD	\$ 0.17
Korean	WORD	\$ 0.17
Polish	WORD	\$ 0.17
Portuguese (Europe)	WORD	\$ 0.17
Romanian	WORD	\$ 0.17
Russian	WORD	\$ 0.17
Slovak	WORD	\$ 0.17
Thai	WORD	\$ 0.17
Ukrainian	WORD	\$ 0.17
Czech	WORD	\$ 0.17
Chinese Traditional	WORD	\$ 0.20
Danish	WORD	\$ 0.20
Finnish	WORD	\$ 0.20
German	WORD	\$ 0.20
Indonesian	WORD	\$ 0.20
Japanese	WORD	\$ 0.20
Norwegian	WORD	\$ 0.20
Swedish	WORD	\$ 0.20
Vietnamese	WORD	\$ 0.20

*Rush rates may apply

LABOR CATEGORY NAME	Unit	Price
DTP w/Source Files– Simple	PAGE	\$ 3.02
DTP w/Source Files– Complex	PAGE	\$ 4.03
DTP w/out Source Files– Simple	PAGE	\$ 5.04
DTP w/out Source Files– Complex	PAGE	\$ 8.06
DTP Recreation	HOURL	\$ 35.26

*Rush rates may apply

Description: Trusted Translations offers high-quality translation services at the best rates on the entire GSA schedule. We use only tested and proven linguistic resources to provide translation services to and from over 200 languages. Further, we utilize the latest technologies in translation memory to ensure accuracy, consistency and lower costs. Our translations are quality checked to ensure every translation meets and exceeds the expectations of our clients.

Certification/Experience: Resources are certified by a reputable association or institution, which may include American Translators Association (ATA) and have more than three years of proven expertise.

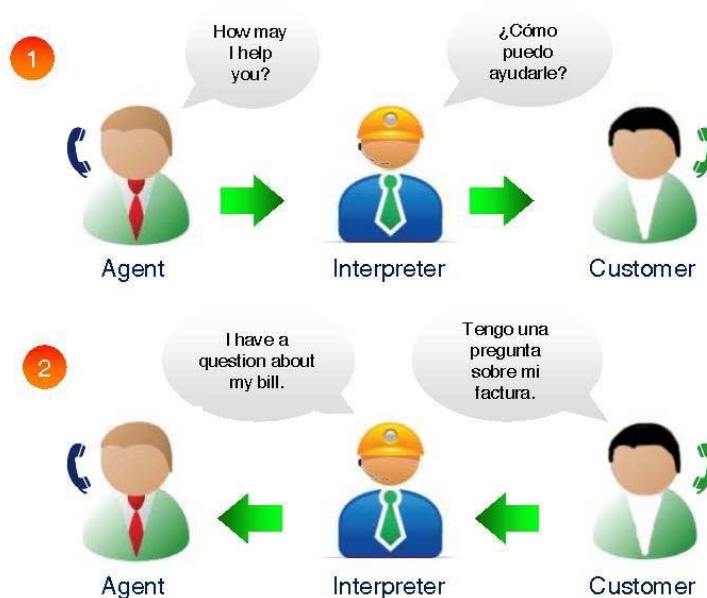


Telephonic Interpretation Services – SIN 382–2, 382–RC

LABOR CATEGORY NAME	Unit	Price
Telephonic Interpretation Services	MINUTE	\$ 1.61

Description: Trusted Translations provides high-quality over-the-phone interpreting utilizing the latest technology. A video component can also be added if required. The interpreter will be chosen from a large pool of qualified linguists that, in aggregate, speak over 200 languages, and who specialize in a variety of subject matters; this includes medical and federally-certified linguists. This service can be "on demand" or scheduled.

Certification/Experience: Resources are certified by a reputable association or institution, which may include American Translators Association (ATA) and have more than three years of proven expertise.



Face-to-Face Interpretation Services – SIN 382-2, 382-2RC Services for the Visual and Hearing Impaired – SIN 382-5, 382-5RC

LABOR CATEGORY NAME	Unit	Price
Simultaneous interpreting within the continental U.S. for common languages	HOURL	\$201.51
Consecutive interpreting within the continental U.S. for common languages	HOURL	\$120.90
Sign Language Interpretation		
Emergency Rates/Nights & Weekends below.		
Region 1: ASL, SEE, PSE, CDI, Cued Speech, Signed English – Emergency Rates/Nights & Weekends	HOURL	\$79.34
Region 2: ASL, SEE, PSE, CDI, Cued Speech, Signed English – Emergency Rates/Nights & Weekends	HOURL	\$109.99
Region 3: ASL, SEE, PSE, CDI, Cued Speech, Signed English – Emergency Rates/Nights & Weekends	HOURL	\$89.99
Region 4: ASL, SEE, PSE, CDI, Cued Speech, Signed English – Emergency Rates/Nights & Weekends	HOURL	\$94.99
Region 5: ASL, SEE, PSE, CDI, Cued Speech, Signed English – Emergency Rates/Nights & Weekends	HOURL	\$103.89
Region 5: ASL, SEE, PSE, CDI, Cued Speech, Signed English – Emergency Rates/Nights & Weekends	HOURL	\$119.98

*Please refer to page 13 for Region location.

Description: Trusted Translations provides live person-to-person interpreting at physical locations as specified by the client. The interpreter will be chosen from a large pool of interpreters that together speak over 200 languages including Sign Languages (e.g., ASL and English Sign Language), and who specialize in a variety of subject matters; this includes medical and federally-certified linguists for a variety of settings. Interpreters are quality tested and verified prior to being placed on one of our projects. Our interpreter will fluently interpret the languages necessary so as to enable the parties to communicate and achieve all performance goals.

Certification/Experience: Certified by a reputable association, which may include American Translators Association (ATA) / Registry for Interpreters for the Deaf (RID) and have at least 3 years of experience.

TypeWell and Cart Services – SIN 382–5, 382–5RC

REGION	LABOR CATEGORY NAME	Unit	Price
1	TypeWell Service	HOUR	\$172.99
1	ON–Site CART Service	HOUR	\$172.99
1	Remote TypeWell/Cart Service	HOUR	\$99.99
1	TypeWell Service Emergency Rates/Nights & Weekends	HOUR	\$185.49
1	ON–Site CART Service Emergency Rates/Nights & Weekends	HOUR	\$185.99
1	Remote TypeWell/Cart Service Emergency Rates/Nights & Weekends	HOUR	\$109.99
2	TypeWell Service	HOUR	\$155.99
2	ON–Site CART Service	HOUR	\$155.99
2	Remote TypeWell/Cart Service	HOUR	\$89.99
2	TypeWell Service Emergency Rates/Nights & Weekend	HOUR	\$162.99
2	ON–Site CART Service Emergency Rates/Nights & Weekends	HOUR	\$162.99
2	Remote TypeWell/Cart Service Emergency Rates/Nights & Weekends	HOUR	\$99.99
3	TypeWell Service	HOUR	\$149.99
3	ON–Site CART Service	HOUR	\$149.99
3	Remote TypeWell/Cart Service	HOUR	\$84.99
3	TypeWell Service Emergency Rates/Nights & Weekends	HOUR	\$159.98
3	ON–Site CART Service Emergency Rates/Nights & Weekends	HOUR	\$159.98
3	Remote TypeWell/Cart Service Emergency Rates/Nights & Weekends	HOUR	\$94.99
4	TypeWell Service	HOUR	\$159.99
4	ON–Site CART Service Standard Notice	HOUR	\$152.99
4	ON–Site CART Service Short Notice	HOUR	\$175.99
4	Remote CART Service Standard Notice	HOUR	\$92.99
4	Remote CART Service Short Notice	HOUR	\$99.99
4	Remote TypeWell/Cart Service	HOUR	\$94.95
4	TypeWell Service Emergency Rates/Nights & Weekends	HOUR	\$169.98
4	ON–Site CART Service Emergency Rates/Nights & Weekends	HOUR	\$169.98
4	Remote TypeWell/Cart Service Emergency Rates/Nights & Weekends	HOUR	\$103.89
5	TypeWell Service	HOUR	\$175.99
5	ON–Site CART Service	HOUR	\$175.99
5	Remote TypeWell/Cart Service	HOUR	\$109.99
5	TypeWell Service Emergency Rates/Nights & Weekends	HOUR	\$185.93
5	ON–Site CART Service Emergency Rates/Nights & Weekends	HOUR	\$185.99
5	Remote TypeWell/Cart Service Emergency Rates/Nights & Weekends	HOUR	\$119.98
All	VRI – First 15 Minutes	HOUR	\$39.99
All	VRI – First 15 Minutes Per Minute Thereafter	HOUR	\$2.89
All	Onsite CART support (Short Notice)	HOUR	\$175.99
All	Onsite CART support (Standard Notice)	HOUR	\$152.99
All	Remote Cart Support (Short Notice)	HOUR	\$99.99
All	Remote Cart Support (Standard Notice)	HOUR	\$92.99

*Please refer to page 13 for Region location.

Geographic Regions	
Region	States
Region 1: NORTHEAST/MID ATLANTIC	WV, VA, DC, MD, NY, VT, DE, NJ, ME, PA, NH, CT, RI, MA
Region 2: GREAT LAKES/SOUTHEAST	MN, WI, MI, IL, IN, OH, KY, FL, TN, NC, SC, GA, AL, MS
Region 3: CENTRAL PLAINS	KS, MO, NE, IA
Region 4: SOUTHWEST/ROCKY MTNS	OK, AR, LA, TX, NM, CO, UT, WY, SD, ND, MT
Region 5: PACIFIC, ALASKA & HAWAII	CA, NV, AZ, WA, OR, ID, AK, HI

Service Descriptions

Labor Category Title	Functional Responsibilities	Education/Experience
Translation	As a full-service agency, our service includes translation, edition and proofreading by different translators, as well as the translation of all types of documents to and from all file formats. Out on staff desktop publishing and IT experts have worked with virtually every design software and software programming language, and can ensure the seamless and effortless delivery of even the most complex and high volume projects.	Certified by a reputable association, which may include American Translators Association (ATA) and Registry for Interpreters for the Deaf (RID) and at least 5 years of experience.
Phone Interpretation	Provide a person to perform interpreting over the phone, brought in on a means suitable to client including a conference bridge provided by us or another party. A video component can also be added. The person will be chosen from a large pool of interpreters that together speak over 200 languages as well as Sign Languages, and who specialize in a variety of subject matters; this includes medical and federally certified linguists. Interpreters are quality tested to be professional and fit in to the environment rather than stick out. This person will fluently interpret the languages necessary so as to enable the parties to communicate optimally and achieve all other performance goals. This service can also be “on demand” and can include a video aspect, which would be especially crucial in Sign Language environments.	Certified by a reputable association, which may include American Translators Association (ATA) and Registry for Interpreters for the Deaf (RID) and at least 3 years of experience.
Face to Face Interpretation-Simultaneous	Provide a person to perform interpreting face to face to a physical location as specified by the client. The person will be chosen from a large pool of interpreters that together speak over 200 languages as well as Sign Languages, and who specialize in a variety of subject	Certified by a reputable association, which may include American Translators Association (ATA) and Registry for

	<p>matters; this includes medical and federally certified linguists for a variety of settings. Interpreters are quality tested to be professional and fit in to the environment rather than stick out. Choice will be based on a variety of factors including languages, specialties, proximity to the location. This person will fluently interpret the languages necessary so as to enable the parties to communicate optimally and achieve all other performance goals. This service is face to face and only interpreters tested who prove to have the mental dexterity necessary to perform simultaneous interpretation will be chosen.</p>	<p>Interpreters for the Deaf (RID) and at least 3 years of experience.</p>
<p>Face to Face Interpretation– Consecutive</p>	<p>Provide a person to perform interpreting face to face to a physical location as specified by the client. The person will be chosen from a large pool of interpreters that together speak over 200 languages as well as Sign Languages, and who specialize in a variety of subject matters; this includes medical and federally certified linguists for a variety of settings. Interpreters are quality tested to be professional and fit in to the environment rather than stick out. Choice will be based on a variety of factors languages, specialties, and proximity to the location. This person will fluently interpret the languages necessary so as to enable the parties to communicate optimally and achieve all other performance goals. This service is face to face and only interpreters tested who prove to have the mental dexterity necessary to perform consecutive interpretation will be chosen.</p>	<p>Certified by a reputable association, which may include American Translators Association (ATA) and Registry for Interpreters for the Deaf (RID) and at least 3 years of experience.</p>

<p>Sign Language Interpretation Services</p>	<p>We are able to provide all services under this SIN, as outlined by GSA: ASL/English, Manually Coded English, Pigeon Signed English (PSE), Contact Sign, International Sign Other services include Closed Captioning, Voice-Overs, Textbook or Audio Script Translation, Website (HTML) and Online Document Translation with typesetting services, Telephone Services (TDD and TTY), Close-Captioning, Deaf Interpreting, Tactile, and Cued English Transliteration. Braille, Text Adaptation, and Section 508 Compliant Language Services. These services may take place at a physical location as specified by the client, or through various platforms including VTEL, Videophone and more. The interpreter(s) will be chosen from a large pool based on a variety of factors as specified by the client - including type of service, subject matter, and proximity- in order to achieve all of the client performance goals.</p>	<p>Certified by a reputable association, which may include American Translators Association (ATA) and Registry for Interpreters for the Deaf (RID) and at least one (1) year of experience</p>
<p>TypeWell Services</p>	<p>TypeWell services consist of real time transcription of speech-to-text. This service can be provided on-site or remotely. Provider will translate all speech, into English text, simultaneously, as close to verbatim as possible.</p> <p>Onsite TypeWell Services: Utilizes two laptop computers. One laptop computer will allow the provider to transcribe, in real time, the speech to text, meaning for meaning. The second laptop computer will be used by the customer, in order to read, and type in questions or comments for the provider to say. Upon completion of the services, a transcript of the assignment can be requested. The provider will utilize a computer, stenotype machine and real-time software. The text is displayed as full screen of dialogue.</p> <p>Remote TypeWell Services: The provider transcribes, in real time, the speech to text, meaning for meaning and speech is transmitted over the internet to the customer.</p>	<p>Bachelor's degree and at least three (3) years' experience.</p>

	<p>The transcription is sent back over the internet to the reader. This service uses secure software and website (ex. StreamText and Go To Meeting) that are compatible with government systems be viewed on numerous computers or projection screens.</p>	
CART Services	<p>CART services will translate all speech, into English text, simultaneous, as close to verbatim as possible. The service is sometimes referred to as captioning. The formatting is acceptable by court reporters in legal settings. The Captioner will utilize a computer, stenotype machine and real-time software.</p> <p>On-Site CART: services: the text is displayed as full screen of dialogue.</p> <p>Remote CART: uses a secure website that can be viewed on numerous computers or projection screens.</p>	<p>Bachelor's degree and at least three (3) years' experience.</p>
Video Remote Interpreting (VRI)	<p>VRI is a sign language interpreting service, provided over the internet via video. Providers have extensive experience and hold the necessary certifications with the NCRA. They possess the experience and knowledge to provide high quality and accurate services to include all the spoken words and environmental sounds empowering the consumer to decide what is important to them. We perform a rigorous screening to ensure that our reporters provide our clients with professional, detailed and dependable service. Trusted Translations can provide services with both standard and short notice requests. See contract for minimum hourly requirements, and required notice.</p>	<p>Certified by the Registry for Interpreters for the Deaf (RID) and at least two (2) years' experience.</p>

The Service Contract Act (SCA) is applicable to this contract as it applies to the entire 738 II: Language Schedule and all services provided. While no specific labor categories have been identified as being subject to SCA due to exemptions for professional employees (FAR 22.1101, 22.2201 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCA eligible labor categories.

If and/or when the contractor adds SCA labor categories/ employees to the contract through the modification process, the contractor must inform the CO and establish a SCA matrix identifying the GSA labor category titles, the occupational code, SCA labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.

Interpretation Commitment

All interpretation requests are subject to a minimum commitment of 2 hours.