



LANGUAGE ON DEMAND, INC.

Language Services | Staffing | ASL | CART | Language Instruction | Conference Equipment

General Services Administration Contract No. GS-10F-0231X

Federal Supply Schedule for Translation and Interpretation Services

Contractor: Language on Demand, Inc.
Size: Small, Disadvantaged

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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!: <http://www.fss.gsa.gov>

Federal Supply Group: 00CORP
The Professional Services Schedule
Contract Number: GS-10F-0231X
Contract Period: 5/4/2016 through 5/3/2021

SIN 382-1/RC: Translation Services
SIN 382-2/RC: Interpretation Services
SIN 382-3/RC: Training and Educational Materials
SIN 382-5/RC: Services for the Visual and Hearing Impaired

Pricelist current through Modification #PS-0020, dated August 20, 2018

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1. COMPANY OVERVIEW

Language on Demand, Inc. (LOD), a SBA-certified 8(a), minority-owned, Top Secret facility cleared, small disadvantaged business (SDB) has been in the business of providing high quality language services to federal agencies since 2008. The president of LOD, Mr. Seung Rowe, has served in the Army Reserve as a Combat Engineer and currently holds a Top Secret Clearance and conference rating from the U.S. Department of State, which is the highest rating given to interpreters. LOD specializes in Language Services, Bilingual Staffing, ASL Interpretation, Communications Access Real-time Translation (CART) Reporting, Language Instruction, and Conference Equipment.

LOD builds its solution on the foundation of a trusted partnership with multiple government clients and years of experience providing support solutions to the Federal Government for such high-ranking events as the Six-Party Talks, G-20 Summit Meetings, APEC Summits, Secretarial meetings, and other annual events. LOD employs linguists that possess the

optimal combination of native linguistic skill, cultural knowledge, industry certifications, academic credentials, and practical experiences in respective fields. Over 85% of our linguists have a Master's degree in translation and/or interpretation from Monterey Institute and other graduate schools accredited for linguistic programs. In addition, many of our language specialists have security clearances with the U.S. Department of State that enable them to carry out vital missions for the U.S. Government as well as for private sector clients.

LOD adheres to the ASTM International F2575-14 Standard Guide for Quality Assurance in Translation. ASTM International is one of the largest standards development organizations in the world, known for its best-in-class practices for both standards and delivery. ASTM International's Translation Standards Guide represents an important new standard for the translation industry and its clients.

Our Premier Team of Linguists Offers Technical Excellence

- ✓ *Directly-Related Education & Training in Translation, Interpretation, Transcription*
- ✓ *85% have Master's Degrees in Translation*
- ✓ *Years of Related Technical Experience*
- ✓ *Proficiency with Latest Translation Software & Technology*
- ✓ *Secret & Top Secret Clearance*

2. CUSTOMER INFORMATION

- 1a.** Awarded Special Item Numbers:
SIN 382-1/RC: Translation Services
SIN 382-2/RC: Interpretation Services
SIN 382-3/RC: Training and Educational Materials
SIN 382-5/RC: Services for the Visual and Hearing Impaired
- 1b.** Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment or any other concession affecting price.
- 2.** Maximum Order: \$1,000,000 per task
- 3.** Minimum Order: \$100
- 4.** Geographic Coverage: Domestic
- 5.** Point of Production: VA, DC, MD and other Domestic areas
- 6.** Discount/Prices: N/A
- 7.** Quantity Discounts: N/A
- 8.** Prompt Payment Terms: Net 30 days
- 9a.** Government Purchase Cards: Yes, up to the micro-purchase threshold.
- 10.** Foreign Items: None
- 11a.** Time of Delivery: Specified on the Task Order
- 11b.** Expedited Delivery: Yes. Please contact contractor
- 11c.** Overnight and 2-day delivery: Yes. Please contact contractor
- 11d.** Urgent Requirement: Yes. Please contact contractor
- 12.** FOB Point: Destination

13. **Ordering Address:** Language on Demand, Inc.
 4207 Fox Lake Dr. Fairfax, VA 22033
 Phone: (703) 691-2852
 Fax: (703) 691-4299
 Web: <http://www.visitlod.com>

14. **Payment Address:** Language on Demand, Inc.
 4207 Fox Lake Dr. Fairfax, VA 22033
 Tel. (703) 691-2852
 Fax. (703) 691-4299

15. **Warranty Provision:** Commercial Standard Warranty

16. **Export Packaging Charge:** N/A

17. **Terms and conditions of Government purchase card Acceptance:** N/A

18. **Terms and conditions of rental, maintenance & 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 discount from list prices:** N/A

21. **List of services and distributions points:** N/A

22. **List of Participating dealers:** N/A

23. **Preventive Maintenance:** N/A

24. **Environmental attributes, e.g. recycled content, energy efficiency, and/or reduced Pollutants:** N/A

25. **Data Universal Numbering System (Duns) Number:** 139-892-702

26. **Notification regarding registration in Central Contractor Registration (CCR) Database:** Yes

27. **Uncompensated Overtime:** No

3. SERVICES

3.1. SIN 382-1 & 382-1RC: TRANSLATION SERVICES

About two-thirds of our translation projects deal with highly technical documents such as patent, legal and military documents. LOD has a wealth of experience in providing technical document translation for submission to United States Patent and Trademark Office and for use during patent infringement depositions and for government. LOD has handled over 27,000 pages of patent document translations for law firms such as Finnegan Henderson, Fish & Richardson, and McDermott, Will, and Emory over the past seven years. As a subcontractor, LOD translated 400 pages of documents on missile defense systems for Raytheon Corporation and also provided document translation services to the Department of Justice for more than 56 extradition cases that required formatting and using camera-ready tools.

- Document Review
- Document Translation
- Transcription (Open Market Item)
- On-Site Translation

3.2. SIN 382-2 & 382-2RC: INTERPRETATION SERVICES

LOD provides interpretation services to help federal and local governments conduct domestic and international missions involving interpretation services. LOD employs linguists that possess the optimal combination of native linguistic skill, cultural knowledge, industry certifications, academic credentials, and practical experience in respective fields. We not only have experts in each field, but we offer experts with top-notch interpersonal skills to put clients at ease in any situation. Over 85% of our linguists have a Master's degree in translation and/or interpretation from Monterey Institute and other graduate schools accredited for linguistic programs. In addition, many of our language specialists have security clearances with the U.S. Department of State that enable them to carry out vital missions for the U.S. Government as well as for private sector clients.

- Simultaneous Interpreters
- Consecutive Interpreters
- Court Interpreters
- Escort Interpreters
- Conference Interpretation Equipment Services (Open Market Item)

3.3. SIN 382-3 & 382-3RC: TRAINING AND EDUCATIONAL MATERIALS

Our services include customized or standardized off-the-shelf Foreign Language training courses at on and off site locations in classroom, private, semi-private, tutorial and in-country immersion forums. Instructional training for various language proficiency levels and testing is included. Educational material in publication, software, audio and video formats are provided.

- On & Off site language training
- Primary Asian languages
- Assessment and Testing included
- Supports US Military students around the world

3.4. SIN 382-5 & 382-5RC: AMERICAN SIGN LANGUAGE & CART SERVICES

LOD provides ASL & CART services to help federal and local governments conduct domestic and overseas missions. ASL interpreters possess ability to interpret in clear and concise grammatically correct statement while providing ASL interpretation. CART reporters provide aide to the hearing impaired in order for the participant to actively engage in the conversation and meeting.

- Conferences
- Meetings requiring TS & Secret cleared personnel
- Agency meetings
- Able to travel

4. LANGUAGES

Language On Demand, Inc. offers the following languages for Translation, Transcription and Interpretation Services:

4.1. Group I: Primary Asian Languages

Korean, Chinese, Japanese

4.2. Group II: Secondary Asian Languages

Amdo, Armenian, Assamese, Azerbaijani/Azeri, Bahasa, Bengali, Bihari, Cebuano/Visayan, Chamorro, Chavacano, Chittagonian, Dhundhari, Gujarati, Hindi, Hmong, Ilocano, Indonesian, Jarai, Javanese, Kannada, Khmer, Konkani, Lao, Madurese, Malay/Malaysian, Malayalam, Marathi, Mongolian, Nepali, Oriya, Sanskrit, Saraiki, Tagalog, Taiwanese, Tamang, Telegu, Thai, Tibetan, Vietnamese

4.3. Group III: European Languages

Albanian, Aramaic, Basque, Belarusian, Bosnian, Bulgarian, Catalan, Chaldean, Circassian, Creole, Croatian, Czech, Danish, Dutch, Estonian, Finnish, French, Frisian, Gaelic, German, Grebo, Greek, Hungarian, Icelandic, Italian, Latin, Latvian, Lebanese, Lithuanian, Macedonian, Moldovan, Norwegian, Polish, Portuguese, Romanian, Russian, Serbian, Serbo-Croatian, Sicilian, Slovak, Slovenian, Spanish, Swedish, Syriac, Tatar, Ukrainian, Welsh, Yiddish

4.4. Group IV: Middle Eastern Languages

Arabic, Balochi, Chechen, Dari, Dyula, Farsi, Hebrew, Hindko, Kashmiri, Kurdish, Pashto, Persian, Punjabi, Turkish, Urdu, Uzbek

4.5. Group V: African & Exotic Languages

Amharic, Cakchiquel, Cherokee, Georgian, Haitian Creole, Hausa, Kurdish, Malagasy, Mayan, Navajo, Samoan, Sango, Somali, Swahili, Tagrina/Tigrinya, Tajik, Tamil, Turkmen, Twi/Akan, Wolof

5. PRICING

5.1. Translation Services

Group Number	Group Description (Foreign Language <> English)	Government Rate (w/IFF)
I	Primary Asian Languages	\$0.27 per word
II	Secondary Asian Languages	\$0.29 per word
III	European Languages	\$0.22 per word
IV	Middle Eastern Languages	\$0.29 per word
V	African & Exotic Languages	\$0.29 per word

5.2. Interpretation Services

Group Number	Group Description (Foreign Language <> English)	Government Rate (w/IFF)
I(a)	Primary Asian Languages: Korean	\$1,289.69 per day
I(b)	Primary Asian Languages: Chinese	\$1,103.27 per day
I(c)	Primary Asian Languages: Japanese	\$1,299.75 per day
II	Secondary Asian Languages	\$1,007.58 per day
III	European Languages	\$906.81 per day
IV	Middle Eastern Languages	\$856.42 per day
V	African & Exotic Languages	\$705.29 per day

5.3. Transcription Services

Group Number	Group Description (Foreign Language <> English)	Government Rate (w/IFF)
I	Primary Asian Languages	\$0.17 per word
II	Secondary Asian Languages	\$0.17 per word
III	European Languages	\$0.17 per word
IV	Middle Eastern Languages	\$0.17 per word
V	African & Exotic Languages	\$0.17 per word

5.4. Training and Educational Materials

Labor Category	Government Rate (w/IFF)
Language Instructor: Japanese	\$78.99 per hour

5.5. Services for the Visual and Hearing Impaired

Labor Category	Government Rate (w/IFF)
American Sign Language Interpreter	\$834.96 per day
Communication Access Real-Time Translation	\$195 per hour

5.5. The Service Contract Act

The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the cited SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.

SCA Eligible Labor Category	SCA Equivalent Code Title	Wage Determination No.
American Sign Language Interpreter	30130 – Interpreter (Sign Language)	1988-0742
Communication Access Real-time Translation (CART) Reporter	30110 - Foreign Language Translator	1987-0989
Language Instructor	30110 – Foreign Language Translator	1987-0989
Translator (All Languages)	30110 - Foreign Language Translator	1987-0989
Interpreter (All Languages)	30110 - Foreign Language Translator	1987-0989

6. LABOR CATEGORY DESCRIPTION

6.1. American Sign Language

ASL interpreters must possess the appropriate level of expertise in American Sign Language. The minimum qualification for LOD ASL Interpreters are as follows:

- Possess current, documented certification as recognized by the National Registry of Interpreters for the Deaf (RID) and the National Association for the Deaf (NAD)
- Possess ability to capture and convey attitudes and cultural nuances to the listening audience
- Adherence to the tenets of the RID-NAD Code of Professional Conduct which include:
 - Interpreters adhere to standards of confidential communication
 - Interpreters possess the professional skills and knowledge required for the specific interpreting situation
 - Interpreters conduct themselves in a manner appropriate to the specific interpreting situation
 - Interpreters demonstrate respect for consumers
 - Interpreters demonstrate respect for colleagues, interns, and students of the profession
 - Interpreters maintain ethical business practices
 - Interpreters engage in professional development

Education: B.A. Degree

Experience: Minimum of 3 years of relevant experience

Certification: Registry of Interpreters for the Deaf (RID) and the National Association of the Deaf (NAD)

Security Clearance: Personnel with Top Secret & Secret clearances available upon request

6.2. Communication Access Real-time Translation

CART Reporters provide aid to the hearing impaired community to assist participants to actively engage in conferences and meetings. The minimum qualification for LOD CART Reporters are as follows:

- Ability to quickly and accurately comprehend and transcribe onto a visual medium meeting content and discussions
- Provide real-time written translation of spoken English to written English

Education: H.S. Diploma

Experience: Minimum 2 years active real-time reporting

Certifications: National Court Reporters Association Member (NCRA), RPR, CCR

Security Clearance: Personnel with Top Secret & Secret clearances available upon request

6.3. Foreign Language Interpreters

Interpreters must have a native language proficiency and an ability to quickly and accurately convert foreign languages into English or vice versa. The minimum qualifications for LOD Foreign Language Interpreters are as follows:

- Ability to interpret both simultaneously and consecutively
- Ability to capture and convey attitudes and cultural nuances to the listening audience
- Ability to speak in clear and concise grammatically correct statements
- Perform clear and accurate interpretation from English into the foreign language and from the foreign language into English
- Ability to work under pressure and provide accurate interpretation Education: B.A. Degree

Experience: Minimum of 6 years of relevant experience

Certification: American Translator's Association (ATA)

Security Clearance: Personnel with Top Secret & Secret clearances available upon request

6.4. Foreign Language Translators

Translators must have a native language proficiency and an ability to quickly and accurately convert foreign languages into English or vice versa. The minimum qualifications for LOD Foreign Language Translators are as follows:

- Ability to speak and clearly write using concise grammar and punctuation in the foreign and English languages
- Provide written translations of both general and technical materials
- Translate foreign speech into standard dialects
- Write effectively in both formal and informal exchanges without errors in comprehension or translation.
- Capable of writing materials in a variety of styles to include technical specifications and government documents
- Tailor translation to fit the understanding level of audience

Education: B.A. Degree

Experience: Minimum of 6 years of relevant experience

Certification: American Translator's Association (ATA)

Security Clearance: Personnel with Top Secret & Secret clearances available upon request

6.5. Language Instruction

Language Instructors must have a native language proficiency and an ability to communicate in English proficiently as well. Instructional courses are set according to different varied levels of proficiency starting from beginners to advanced classes. Language Instructors must be located in the designated area where the contract is to be performed. The minimum qualifications for LOD Language Instructors are as follows:

- Ability to provide instruction to enhance the learning of a foreign language Culture and Language Familiarization.
- English language skills- Working level skills in English; general professional proficiency preferred
- Ability to use technology to effectively prepare and deliver language instruction (i.e. video and audio media, material from Internet, use of Microsoft Office suite).
- Previous experience as an instructor of a foreign language at a recognized government or academic instruction
- Native or extensive knowledge and experience in a foreign language

Education: B.A. Degree or higher

Experience: Minimum 4 years of relevant experience

Certification: Instructor's Certificate

Security Clearance: N/A

6.6. Transcription (Foreign Language to English)

Transcribers must have the capability to quickly and accurately transcribe materials from an auditory source onto a written word file. The minimum qualifications for LOD Transcribers are as follows:

- Be able to transcribe from foreign language to the English language working with all software and media including but not limited to: tapes, CDs, DVDs, digital and analog voice files, Microsoft Office Suite, and Adobe PDFs
- Possess the ability to transfer voice files and documents via a secure means that meets the needs of government Information Technology requirement
- Have the proficiency to fill rush requests, as transcription projects are often time-sensitive requests
-

Education: B.A. Degree/Transcription Certification

Experience: Minimum 6 years of relevant experience/Native FL Proficiency

Certifications: AAERT's CET / CERT / ATA Certification

Security Clearance: Personnel with Top Secret & Secret clearances available on request