

**GENERAL SERVICES ADMINISTRATION  
GSA FEDERAL SUPPLY SERVICE**

**GSA** Contract Holder

AUTHORIZED FEDERAL SUPPLY SCHEDULE PRICE LIST

**LANGUAGE SERVICES**

Federal Supply Group: 738 II Class: R608

**SIN 382-1/1RC Translation Services  
SIN 382-2/2RC Interpretation Services**

Contract Number: **GS-10F-034AA**

Period of Performance: November 5, 2012 to November 4, 2022

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!**<sup>™</sup>, a menu-driven database system. The INTERNET address for **GSA Advantage!**<sup>™</sup> is: <http://www.GSAAdvantage.gov>. Prices Shown Herein are Net (discount deducted; IFF included).

**Contractor:** TRUELANGUAGE LLC  
1355 Terrell Mill Rd., Bldg. 1476, Suite 250  
Marietta, Georgia 30067-5496

**Telephone:** (770) 850-1205  
**FAX Number:** (908) 345-4196  
**Web Site:** [www.truelanguage.com](http://www.truelanguage.com)  
**E-mail:** [uli@truelanguage.com](mailto:uli@truelanguage.com)  
**Contract Administration:** Uli Dendy

**Business Size:** Small Business  
Economically Disadvantaged Women-Owned Small Business



Language Services Contract Number GS-10F-034AA

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## COMPANY INFORMATION

TrueLanguage, LLC is a Women-Owned Small Business established in 2006 in the State of Georgia. The company has more than 7 years of proven success in performing translation and interpretation services, as detailed under SIN 382 1 and SIN 382 2, and is **ISO 9001:2015 certified**. Our centralized customer service and project management ensure that exceptional translation and interpretation services are provided with attention to accuracy, reliability, authenticity and compatibility.

TrueLanguage is a full-service professional localization company that provides cost-effective translation, interpretation and localization services based on each client's specific needs. We offer clients a strong combination of professional language experts, centralized project management and outstanding customer service to ensure accurate, compatible, reliable and authentic translation and interpretation into more than 60 languages worldwide.

Our 4 lines of business cover: 1.) **Translation:** Documentation, Website Localization, Software Localization, E-Learning. 2.) **Interpretation:** Consecutive, Simultaneous, Telephone Interpretation Services, Technical Services. 3.) **Project Management:** Terminology Management, Translation Memory Management, Terminology Consultancy, Process Consultancy. 4.) **Language Services:** Voice-over, Subtitling, Desktop Publishing, TransCreation.

We translate Product documentation - Operating manuals, safety manuals, technical specifications, data sheets etc.; Training material - E-learning, computer-based training (CBT), train the trainer documentation, etc; Legal documentation - Contracts, patents, agreements, and more; Software localization - Using SDL Passolo, software testing; Audio and voice-over; Marketing material and collateral.

We understand how important it is to make sure that words are not only translated or interpreted accurately, but also in a manner that is **linguistically and culturally appropriate to the target locale**. Our company and employee certifications include certification as an Economically Disadvantaged Women-Owned Small Business, WBE through the Women's Business Enterprise National Council (WBENC), ISO 9001:2008 Certification, and SDL Studio 2011 certification.

The managing directors, Uli Dendy and Ingrid Hurtubise, have a combined total of over fifty (50) years of experience in the field, with access to commonly used translation tools and experienced developers who can help customize approaches where necessary.

Credentials, Certifications & Codes	
ISO 9001:2015 certified	DUNS #: 826344355
WBENC certified	CAGE code: 53R62
EDWOSB	Tax ID: 76-0837022
Association of Language Companies – Member	NAICS Code #: 541930
ATA – Member	
SDL LSP Partner	
Plunet – Technology Partner	

## QUALITY CONTROL

- \* ISO certification: all processes are defined and fully documented
- \* Quality Management according to ISO 9001:2015
- \* TrueLanguage only works with **native** translators who are **subject matter experts**
- \* All projects are assigned a project manager, lead translator and a team of translators who collaborate throughout the project
- \* 4 eyes principle = one translator translates, a second translator proofreads
- \* Engineering support; file preparation and formatting are an essential step in quality assurance
- \* Thorough review of credentials and strict testing of translators, periodic evaluation of translators (as required by our ISO procedures)
- \* Continuous QA checks
- \* Defined and fully documented complaint tracking
- \* Fix once at source and use for all - to reduce errors and costs

## Track Record – Independent Review

The 2011 Open Ratings from Dun & Bradstreet demonstrates outstanding overall customer satisfaction (97/100).

## Localization Process



**A dedicated team** will manage your translations:

- **Project Manager** – your single point of contact. He will manage all communication between you and your translators, editors, and reviewer. He will handle:
  - ☑ Translation Memory Management
  - ☑ Terminology Management (Glossary)
- **Lead Translator/Translator**. The project manager will assign resources to your project. He will choose a Lead translator (**proof reading**) and translator(s) to manage your translation with regards to subject matter, volume and deadlines.
- DTP resources will be assigned when needed.

## Cutting Edge Technology

TrueLanguage utilizes the latest and most widely used CAT (computer aided translation) tools that are currently on the market.

Using a CAT tool assures Translations benefit from former translation. This leads to:

- ☑ Quick updates and turn-around time
- ☑ Quality assurance
- ☑ Same style and terminology
- ☑ Consistency
- ☑ Reduction of volume through re-use

## SIN 382-1/1RC TRANSLATION SERVICES

- Translation (into 120+ target languages by translators who are native speakers)
- Website Localization
- Software Localization
- Validation
- Terminology Management
- Translation Memory Management
- Project Management
- Process and Terminology Consulting
- Desktop Publishing
- Voice Over
- Cross cultural consulting and workshops

## SIN 382-1 TRANSLATION SERVICES AWARDED GSA RATES:

SIN(s)	Service	Unit of Issue	GSA Price
	<b>Translation (to and from English)</b>		
	<b>Languages of the Americas</b>		
382 1	French for Canada	Word	\$0.22
382 1	Spanish	Word	\$0.18
382 1	Creole	Word	\$0.18
382 1	Portuguese	Word	\$0.18
	<b>Western European Languages</b>		
382 1	French	Word	\$0.22
382 1	German	Word	\$0.22
382 1	Italian	Word	\$0.22
382 1	Spanish	Word	\$0.18
382 1	Dutch	Word	\$0.22
	<b>Eastern European Languages</b>		
382 1	Albanian	Word	\$0.22
382 1	Azerbaijani	Word	\$0.22
382 1	Baltic Languages	Word	\$0.25
382 1	Belorussian	Word	\$0.22
382 1	Bosnian	Word	\$0.22
382 1	Bulgarian	Word	\$0.24
382 1	Croatian	Word	\$0.22
382 1	Czech	Word	\$0.22
382 1	Georgian	Word	\$0.22
382 1	Hungarian	Word	\$0.22
382 1	Kazak	Word	\$0.22
382 1	Moldavian	Word	\$0.22
382 1	Polish	Word	\$0.24
382 1	Romanian	Word	\$0.22
382 1	Russian	Word	\$0.24
382 1	Serbian	Word	\$0.22
382 1	Slovak	Word	\$0.25
382 1	Ukrainian	Word	\$0.22
382 1	Uzbek	Word	\$0.22

	<b>Nordic Languages</b>		
382 1	Danish	Word	\$0.24
382 1	Finnish	Word	\$0.24
382 1	Norwegian	Word	\$0.24
382 1	Swedish	Word	\$0.24
	<b>Mid-Eastern Languages</b>		
382 1	Arabic	Word	\$0.24
382 1	Amharic	Word	\$0.24
382 1	Greek	Word	\$0.24
382 1	Hebrew	Word	\$0.25
382 1	Somali	Word	\$0.25
382 1	Turkish	Word	\$0.22
	<b>Asian Languages</b>		
382 1	Cantonese (Hong Kong)	Word	\$0.24
382 1	Cambodian	Word	\$0.24
382 1	Hmong	Word	\$0.24
382 1	Japanese	Word	\$0.24
382 1	Korean	Word	\$0.24
382 1	Laotian	Word	\$0.24
382 1	Malay	Word	\$0.24
382 1	Chinese	Word	\$0.24
382 1	Tagalog	Word	\$0.24
382 1	Thai	Word	\$0.24
382 1	Vietnamese	Word	\$0.24
	<b>Indo-Iranian Languages</b>		
382 1	Farsi	Word	\$0.23
382 1	Gujarati	Word	\$0.23
382 1	Hindi	Word	\$0.23
382 1	Kurdish	Word	\$0.23
382 1	Pashto	Word	\$0.23
382 1	Punjabi	Word	\$0.23
382 1	Urdu	Word	\$0.23

## Service Contract Act (SCA) Matrix

SCA Eligible Labor Category	SCA Equivalent Code Title	Wage Determination No.
Translator	30110 – Foreign Language Translator	1987-0989

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 and above. 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.

## LABOR CATEGORY DESCRIPTIONS

## 382-1 TRANSLATION SERVICES

Labor Category	Major Position Responsibilities	Minimum Education & Certification Requirements	Certification Requirements
<b>Translator</b>	<ul style="list-style-type: none"> <li>▪ Our linguists translate into their native language and are Subject Matter experts</li> <li>▪ “4 Eyes” principal = one translator translates, a second translator proofreads</li> <li>▪ All projects have a lead translator per language</li> <li>▪ Thorough review of credentials and continuous testing of translators</li> </ul>	Fluency in Several languages or six years of experience working with languages	None required  Preferred: American Translators Association (ATA) Certification, Qualifications verified in ProZ, SDL Trados Certification





BUSINESS TRANSLATION SERVICES

## SIN 382-2/2RC INTERPRETATION SERVICES

TrueLanguage strives to meet the needs of corporations, state and local government, and federal agencies for multi-lingual communications by providing highly accurate and cost-effective interpretation services in six (6) languages under our GSA awarded schedules contract for interpretation services.

### SIN 382-2 INTERPRETATION SERVICES AWARDED GSA RATES:

	<b>Interpretation - Always both languages</b>		
382 2	Simultaneous (day time) English to Japanese and then Japanese to English	Hour	\$131.49
382 2	Chinese (Consecutive, day time on site)	Hour	\$90.68
382 2	Russian (consecutive, day time on site)	Hour	\$90.68
382 2	Korean (consecutive, day time on site)	Hour	\$90.68
382 2	Vietnamese (consecutive, day time on site)	Hour	\$90.68
382 2	Spanish (consecutive, day time on site)	Hour	\$58.94

## LABOR CATEGORY DESCRIPTIONS SIN 382-2 INTERPRETATION SERVICES

<b>Labor Category</b>	<b>Major Position Responsibilities</b>	<b>Minimum Education &amp; Certification Requirements</b>	<b>Certification Requirements</b>
<b>Interpreter</b>	TrueLanguage employs highly qualified, trained and experienced interpreters to provide clients with accurate and professional <b>consecutive</b> and <b>simultaneous</b> interpretation services. Our interpreters are subject matter experts as well as native speakers in the target language. Our project managers request the necessary information from you to carefully select interpreters whose skill set best matches the assignment. We will work with you to securely supply each interpreter with documents and	Bachelor degree, training and six years of experience in the interpretation field.	None required  Preferred: Court Certified, Special training in medical interpretation Experience in legal interpretation

	<p>background information relevant to your meeting to ensure the interpreters are fully prepared to handle the unpredictable turns a natural conversation may take. This also ensures that the conversation will remain seamless and all nuances of the conversation are accurately conveyed with respect to subject matter and culture. Our interpreters are <b>available for travel abroad</b> and TrueLanguage will assist in making travel arrangements. TrueLanguage also partners with experienced audio technicians to provide the equipment often required for simultaneous interpretation.</p>		
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**CONTRACT**

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- 1a. **Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:**  
382-1, 382-2 and RCs
  
- 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. 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.**
  
- 1c. **If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate "Not applicable" for this item.**
  
2. **Maximum Order:** \$1,000,000.00
  
3. **Minimum Order:** \$100.00
  
4. **Geographic Coverage (delivery Area):** Domestic only
  
5. **Point(s) of production (city, county, and state or foreign country):** Same as company address
  
6. **Discount from list prices or statement of net price:** Government net prices (discounts already deducted). See Attachment.
  
7. **Quantity discounts:**
  - 8% discount for orders equal to or exceeding \$150,000
  - 5% discount for orders equal to or exceeding \$100,000
  
8. **Prompt payment terms:** Net 30 days
  
- 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 over \$3,000

10. **Foreign items (list items by country of origin):** None
- 11a. **Time of Delivery (Contractor insert number of days):** 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: Contact Contractor
- 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: Contact Contractor
- 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: Contact Contractor
12. **F.O.B Points(s):** Destination
- 13a. **Ordering Address(es):** Same as Contractor
- 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](http://fss.gsa.gov/schedules)).
14. **Payment address(es):** Same as company address
15. **Warranty provision:** Contractor’s standard commercial warranty.
16. **Export Packing Charges (if applicable):** N/A
17. **Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level):** Contact Contractor
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. 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. contactor'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:** 82-6344355

**26. Notification regarding registration in Central Contractor Registration (CCR) database:** Registered

**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 and above. 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.