

GENERAL SERVICES ADMINISTRATION

TRANSLATION SERVICES

Federal Acquisition 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 is available through **GSA Advantage!**[™], a menu-driven database system. The INTERNET address for **GSA Advantage!**[™] is: <http://www.GSAAdvantage.gov>

Schedule for - Language Services

Federal Supply Group: 738ii Class: R608

Contract Number: GS-10F-0245X

For more information on ordering from Federal Supply Schedules click on the FSS Schedules button at <http://www.gsa.gov/schedules-ordering>

Contract Period: 05/13/2011 through 05/12/2016

Contractor: International Communications by Design, Inc.
13040 West Lisbon Road, Suite 600
Brookfield, Wisconsin 53005

Business Size: Small, Woman Owned Business

Telephone: (262) 781-1644

FAX Number: (262) 781-1654

Web Site: www.icdtranslation.com

E-mail: translate@icdtranslation.com

Contract Administration: Catherine Deschamps-Potter



GSA Contract Holder

DISAST
RECOV

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COMPANY BACKGROUND

Since 1991, International Communication by Design, Inc. (ICD) has provided quality communication services to international industries. ICD is a comprehensive translation and localization agency with a proven record of fulfilling customer needs – at a reasonable cost and with confidentiality.

Our expert production team – working closely with our highly experienced desktop publishing professionals – have extensive experience in meeting specific or out-of-the-ordinary client requests. ICD takes pride in developing the most efficient techniques for rendering final products in the required format.

ICD not only uses American Translators Association native speaking, certified translators, but also selects those accredited translators based on their extensive experience with the subject matter of source documents across a variety of concentrations and industries.

ICD has been in business for 20 years, has served over 700 clients – from small companies to large Fortune 500 firms - and has the experience to handle multiple platforms and processes. As such, ICD is big enough to handle the challenge of working with complex file formats and tight turnarounds, and small enough to provide personalized and professional customer service. With a global network of linguistic experts providing linguistic services into 50+ languages, GSA clients can rest assured they will get top-quality customer service and that their projects will be handled promptly and professionally.



Translate to EvolveSM

GENERAL CONTRACT INFORMATION

1a. Table of Awarded Special Item Number(s) (SINs):

382-1 Translation Services

DISAST
RECOV

382-1RC Under the Disaster Recovery Purchasing program, state and local government entities may purchase products and services to facilitate recovery from a major disaster, terrorism, biological, chemical, or radiological attack. For further information, visit [GSA eLibrary](#)

1b. Lowest Priced Model Number and Lowest Unit Price: Please refer to rates beginning on page #10

1c. Labor Category Descriptions: Not applicable

2. Maximum Order: \$1,000,000.00

3. Minimum Order: \$100.00

4. Geographic Coverage (Delivery Area): Domestic only

5. Point of production: Same as company address

6. Discount from list prices: Government net prices (discounts deducted)

7. Quantity discounts: Volume discount of 10% if ten or more languages are ordered in a potential task order at once

8. Prompt payment terms: Net 30 days

9a. Government purchase cards ARE accepted up to micro-purchase threshold

9b. Government purchase cards are accepted above the micro-purchase threshold (over \$2,500)

10. Foreign items: None

11a. Time of Delivery: Negotiable with Ordering Agency

11b. Expedited Delivery: Negotiable with Ordering Agency

11c. Overnight and 2-day delivery: Negotiable with Ordering Agency

11d. Urgent Requirements: Negotiable with Ordering Agency

12. F.O.B Points(s): Destination

13a. Ordering Address: Same as company address

13b. Ordering procedures: For supplies and services, ordering procedures, Blanket Purchase Agreement (BPA) information, and a sample BPA can be found at <http://fss.gsa.gov/schedules>

14. Payment address: Same as company address

15. Warranty provision: Contractor's standard commercial warranty

- | | |
|--|---------------------------------|
| 16. Export Packing Charges: | Not applicable |
| 17. Terms & Conditions of Government Purchase Card Acceptance: | Negotiable with Ordering Agency |
| 18. Terms & Conditions of rental, maintenance, and repair: | Not applicable |
| 19. Terms & Conditions of installation: | Not applicable |
| 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): | Not applicable |
| 20a. Terms and conditions for any other services: | Not applicable |
| 21. List of service and distribution points: | Not applicable |
| 22. List of participating dealers: | Not applicable |
| 23. Preventive maintenance: | Not applicable |
| 24a. Environmental attributes, e.g., recycled content: | Weekly recycling in office |
| 24b. Section 508 compliance information: | Not applicable |
| 25. Data Universal Numbering System (DUNS) number: | 79-6716348 |
| 26. Central Contractor Registration (CCR) database: | Registered |

CONTRACT OVERVIEW, ADMINISTRATORS, AND USE

Contract Overview

GSA awarded International Communication by Design, Inc., a GSA Federal Supply Schedule contract for Language Services (GS-10F-0245X). The contract was awarded on May 13, 2011; the current contract period is May 13, 2011 to May 12, 2016. GSA may exercise one additional 5 year option period. The contract allows for the Firm Fixed Price defined within.

Contract Administrator(s)

Catherine Deschamps-Potter, Vice President
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Contract Use

This contract is available for use by all federal government agencies, as a source for translation services.

SPECIAL ITEM NUMBER (SIN) DESCRIPTION

SIN 382-1/382-1RC: Translation Services

Translation Services: includes translation of written material in various file formats (i.e., .doc, .pdf, html/xml, .indd files) both to and from the English language. ICD focuses on the translation of:

- Technical/Instruction Manuals
- Specification Sheets
- Legal Documentation
- Training/Educational Materials
- Brochures
- Websites
- Software
- Catalogs

ICD also provides full-service website translation services in order to produce multilingual website localized for the culture of target audiences. We have experience in developing a range of multilingual websites – from very basic to sophisticated multimedia sites that integrate voice, video, and streaming or scripting technologies. To accomplish this, ICD uses a variety of tools, such as Adobe Macromedia Dreamweaver and Sun Java applications.

ICD uses SDLX/Trados for translation memory maintenance and MultiTerm Software to manage terminology. With SDLX, we preserve your translation memory, allowing us to leverage your previous translation for each new translation project, which increases consistency and decreases turnaround times.

Related Services:

Rush Translation Services: Depending on the size, subject matter, and formatting of a given project, rush translation services may be available. If applicable, 50% of the per word translation cost is applied to jobs requiring a 24 hour turnaround (from quote acceptance). 100% of the per word translation cost is applied to jobs requiring a 12 hour turnaround (from quote acceptance).

Desktop Publishing/Formatting: includes formatting the layout and graphic design of foreign language collateral in a way that the target product is a mirror image of that of the source language document/files. File formats supported, but not limited to, include the following:

- Adobe FrameMaker
- InDesign
- CorelDRAW
- AutoCAD
- Articulate
- FreeHand
- Pagemaker
- Interleaf
- Quark Xpress
- Captivate
- Illustrator
- Photoshop
- MS Office Suite
- InCopy
- QuickSilver

Definitions:

"Standard": Source documents created in software such as InDesign or Microsoft Excel, and supported by translation tools. These files require only minor adjustments to images (i.e., to fit translated text that has expanded as a result of translation).

"Complex": Source documents created in outdated software such as PageMaker, Quark 4 and 5, CorelDRAW, or Interleaf and/or not supported by translation tools. Also includes source documents in complex formats with multiple complex diagrams such as CAD drawings, electrical drawings, or schematics.

Transcription: includes the transcription of written and recorded media into written form, with the source and target languages being one and the same, into file formats specified (i.e., .doc, .xls, etc.) for a variety of subject material, including the medical, legal, and marketing fields.

QUALITY ASSURANCE AND WORKFLOW

Because ICD believes in a strong quality assurance process, all translation and localization projects that we complete undergo two proofing cycles. After the first round of translations is completed, our internal reviewers at ICD production proof the translation before it is sent to the client. This proofing phase involves checking for such aspects as proper layout and alignment, graphic placement and other layout aspects. At that point, either a customer review of the translation will take place, after which ICD will incorporate changes from the client.

The following chart illustrates the quality measures and workflow of a typical translation project:

Stage and Process Steps	ICD Staff
Preparation	
1. Provide a quotation.	Sales Specialist
2. Review quotation and accept project.	Translation Coordinator
3. Prepare project plan with assignments and schedules.	Project Manager
4. Pre-process files for translation (using Project Wizard).	Localization Engineer
5. Establish Translation Memory (TM) or pre-translate files to ensure consistency.	Localization Engineer
Translation	
6. Assign pre-processed files to translators.	Project Manager
7. Translate pre-processed files.	Translators
8. Conduct copy-editing, proofreading and QA reviews. <ul style="list-style-type: none"> - Fail QA review? Return to Step 7. - Pass QA review? Proceed to DTP stage. 	Reviewers and Project Managers
Desktop Publishing (DTP)	
9. Convert translated files back to source format.	Localization Engineers
10. Conduct DTP or localization of translated source files and create PDF documents.	Desktop Publishers
11. Proof translated PDFs against the source language PDFs and conduct a QA review for formatting and translation. <ul style="list-style-type: none"> - Fail QA review? Return to DTP. - Pass QA review? Proceed to Step 12. 	Reviewers and Project Managers
12. Send translated PDFs to client for review.	Project Manager

Stage and Process Steps	ICD Staff
13. Conduct internal QA reviews. Note: If an in-country review is desired, it should be conducted at this point. <ul style="list-style-type: none"> - Fail QA review? Return comments to ICD, who will repeat appropriate steps. - Pass QA review? Notify ICD, who will proceed to Delivery and Maintenance. 	Project Manager
Delivery and Maintenance	
14. Send final source files in the translated language to client.	Project Manager
15. Maintain translation memory.	Localization Engineers

TRANSLATION, DESKTOP PUBLISHING, AND TRANSCRIPTION PRICING AND RUSH FEES

INTERNATIONAL COMMUNICATION BY DESIGN, INC PROPOSED PRICING EFFECTIVE 7-12-2010								
Languages Offered	Commercial Rates to Translate into English	Commercial Rates to Translate from English	UNIT OF ISSUE	DISCOUNT OFFERED TO GSA (%)	PRICE OFFERED TO GSA EXCLUDING IFF- Translate into English	PRICE OFFERED TO GSA to Translate into English (including IFF) .75%	PRICE OFFERED TO GSA EXCLUDING IFF- Translate from English	PRICE OFFERED TO GSA to Translate from English (including IFF) .75%
	SIN 382-1							
Albanian	\$0.29	\$0.26	Per word	10%	\$0.26	\$0.26	\$0.24	\$0.24
Arabic	\$0.31	\$0.29	Per word	10%	\$0.28	\$0.28	\$0.26	\$0.26
Chinese Traditional	\$0.26	\$0.24	Per word	10%	\$0.24	\$0.24	\$0.22	\$0.22
Chinese Simplified	\$0.26	\$0.24	Per word	10%	\$0.24	\$0.24	\$0.22	\$0.22
Croatian	\$0.26	\$0.24	Per word	10%	\$0.24	\$0.24	\$0.22	\$0.22
Czech	\$0.22	\$0.24	Per word	10%	\$0.20	\$0.20	\$0.22	\$0.22
Danish	\$0.31	\$0.29	Per word	10%	\$0.28	\$0.28	\$0.26	\$0.26
Dari	\$0.29	\$0.26	Per word	10%	\$0.26	\$0.26	\$0.24	\$0.24
Dutch	\$0.31	\$0.29	Per word	10%	\$0.28	\$0.28	\$0.26	\$0.26
Estonian	\$0.29	\$0.26	Per word	10%	\$0.26	\$0.26	\$0.24	\$0.24
Farsi	\$0.31	\$0.29	Per word	10%	\$0.28	\$0.28	\$0.26	\$0.26
Finnish	\$0.31	\$0.29	Per word	10%	\$0.28	\$0.28	\$0.26	\$0.26
Flemish	\$0.29	\$0.26	Per word	10%	\$0.26	\$0.26	\$0.24	\$0.24
French Canadian	\$0.26	\$0.24	Per word	10%	\$0.24	\$0.24	\$0.22	\$0.22
French France	\$0.26	\$0.24	Per word	10%	\$0.24	\$0.24	\$0.22	\$0.22
German	\$0.26	\$0.24	Per word	10%	\$0.24	\$0.24	\$0.22	\$0.22
Greek	\$0.26	\$0.26	Per word	10%	\$0.24	\$0.24	\$0.24	\$0.24
Haitian Creole	\$0.29	\$0.26	Per word	10%	\$0.26	\$0.26	\$0.24	\$0.24
Hebrew	\$0.31	\$0.29	Per word	10%	\$0.28	\$0.28	\$0.26	\$0.26
Hindi	\$0.29	\$0.26	Per word	10%	\$0.26	\$0.26	\$0.24	\$0.24
Hungarian	\$0.22	\$0.24	Per word	10%	\$0.20	\$0.20	\$0.22	\$0.22
Indonesian	\$0.26	\$0.26	Per word	10%	\$0.24	\$0.24	\$0.24	\$0.24
Italian	\$0.26	\$0.24	Per word	10%	\$0.24	\$0.24	\$0.22	\$0.22
Japanese	\$0.31	\$0.31	Per word	10%	\$0.28	\$0.28	\$0.28	\$0.28
Korean	\$0.24	\$0.24	Per word	10%	\$0.22	\$0.22	\$0.22	\$0.22
Lithuanian	\$0.29	\$0.26	Per word	10%	\$0.26	\$0.26	\$0.24	\$0.24
Maltese	\$0.31	\$0.31	Per word	10%	\$0.28	\$0.28	\$0.28	\$0.28
Norwegian	\$0.29	\$0.31	Per word	10%	\$0.26	\$0.26	\$0.28	\$0.28
Polish	\$0.29	\$0.24	Per word	10%	\$0.26	\$0.26	\$0.22	\$0.22
Portuguese Brazilian	\$0.24	\$0.24	Per word	10%	\$0.22	\$0.22	\$0.22	\$0.22
Portuguese Portugal	\$0.24	\$0.24	Per word	10%	\$0.22	\$0.22	\$0.22	\$0.22
Romanian	\$0.24	\$0.24	Per word	10%	\$0.22	\$0.22	\$0.22	\$0.22
Russian	\$0.22	\$0.24	Per word	10%	\$0.20	\$0.20	\$0.22	\$0.22

Serbian	\$0.31	\$0.26	Per word	10%	\$0.28	\$0.28	\$0.24	\$0.24
Slovakian	\$0.24	\$0.26	Per word	10%	\$0.22	\$0.22	\$0.24	\$0.24
Slovenian	\$0.24	\$0.26	Per word	10%	\$0.22	\$0.22	\$0.24	\$0.24
Spanish LA	\$0.20	\$0.20	Per word	10%	\$0.18	\$0.18	\$0.18	\$0.18
Spanish Europe	\$0.24	\$0.24	Per word	10%	\$0.22	\$0.22	\$0.22	\$0.22
Swedish	\$0.31	\$0.29	Per word	10%	\$0.28	\$0.28	\$0.26	\$0.26
Tagalog	\$0.31	\$0.29	Per word	10%	\$0.28	\$0.28	\$0.26	\$0.26
Thai	\$0.26	\$0.24	Per word	10%	\$0.24	\$0.24	\$0.22	\$0.22
Turkish	\$0.31	\$0.29	Per word	10%	\$0.28	\$0.28	\$0.26	\$0.26
Ukrainian	\$0.29	\$0.26	Per word	10%	\$0.26	\$0.26	\$0.24	\$0.24
Vietnamese	\$0.31	\$0.29	Per word	10%	\$0.28	\$0.28	\$0.26	\$0.26
Desktop Publishing/Formatting								
Arabic, Dari, Farsi, Hebrew, Hindi	\$25.00 (standard) \$40.00 (complex)	\$25.00 (standard) \$40.00 (complex)	Per Page	10%	\$22.50 (standard) \$36.00 (complex)	\$22.67 (standard) \$36.37 (complex)	\$22.50 (standard) \$36.00 (complex)	\$22.67 (standard) \$36.37 (complex)
Chinese (Traditional & Standard), Croatian, Czech, Danish, Dutch, Estonian, Finnish, Flemish, French (Canada & France), German, Haitian Creole, Hungarian, Indonesian, Italian, Lithuanian, Maltese, Norwegian, Polish, Portuguese (Brazil & Portugal), Romanian, Serbian, Slovakian, Slovenian, Spanish (LA & Europe), Swedish, Tagalog	\$15.00 (standard) \$25.00 (complex)	\$15.00 (standard) \$25.00 (complex)	Per Page	10%	\$13.50 (standard) \$22.50 (complex)	\$13.61 (standard) \$22.67 (complex)	\$13.50 (standard) \$22.50 (complex)	\$13.61 (standard) \$22.67 (complex)
Albanian, Greek, Turkish, Vietnamese	\$15.00 (standard) \$30.00 (complex)	\$15.00 (standard) \$30.00 (complex)	Per Page	10%	\$13.50 (standard) \$22.50 (complex)	\$13.61 (standard) \$22.67 (complex)	\$13.50 (standard) \$22.50 (complex)	\$13.61 (standard) \$22.67 (complex)
Japanese, Korean, Russian, Thai, Ukrainian	\$17.00 (standard) \$30.00 (complex)	\$17.00 (standard) \$30.00 (complex)	Per Page	10%	\$15.30 (standard) \$27.00 (complex)	\$15.42 (standard) \$27.21 (complex)	\$15.30 (standard) \$27.00 (complex)	\$15.42 (standard) \$27.21 (complex)
Transcription								
Albanian, Arabic, Chinese Traditional, Chinese Simplified, Czech, Danish, Dutch, Farsi, Finnish, French Canadian, French France, German, Greek, Hebrew, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese Brazilian, Portuguese Portugal, Romanian, Russian, Slovakian, Slovenian, Swedish, Thai, Turkish, Vietnamese, Croatian, Dari, Estonian, Flemish, Haitian Creole, Hindi, Lithuanian, Maltese, Serbian, Tagalog, Ukrainian	\$44.00	\$44.00	Per Hour	10%	\$39.60	\$39.90	\$39.60	\$39.90

Spanish LA, Spanish Europe	\$33.00	\$33.00	Per Hour	10%	\$29.70	\$29.92	\$29.70	\$29.92
Transcription Set Up								
Set Up	\$44.00	\$44.00	Per Hour	10%	\$39.60	\$39.90	\$39.60	\$39.90
Rush Fees								
Delivery within 24 hours of project approval	50% of per word translation cost	50% of per word translation cost	Per word	10%	45% of per word translation cost	45% of per word translation cost	45% of per word translation cost	45% of per word translation cost
Delivery within 12 hours of project approval	100% of per word translation cost	100% of per word translation cost	Per word	10%	90% of per word translation cost	90% of per word translation cost	90% of per word translation cost	90% of per word translation cost
Definitions:								
"Standard": Source documents created in software such as InDesign or Microsoft Excel, and supported by translation tools. These files require only minor adjustments to images (i.e., to fit translated text that has expanded as a result of translation).								
"Complex": Source documents created in outdated software such as PageMaker, Quark 4 and 5, Corel Draw, or Interleaf and/or not supported by translation tools. Also includes source documents in complex formats with multiple complex diagrams such as CAD drawings, electrical drawings, or schematics.								