



*The Language Exchange, Inc.*  
*GSA Language Services Catalog*

**Federal Supply Service**  
**Authorized Federal Supply Schedule List**

**Schedule Title: Language Services**

**Federal Supply Group: 738 Classes R499**

**Contract Number: GS-10F-0249R**

**Business Size: Small, Women Owned, HUBZone**

**Contract Period 3/23/2005 through 3/22/2010**

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

The Language Exchange, Inc.  
P.O. Box 750, Burlington, WA 98233  
Tel: 360 755 9910 Fax: 360 755 9919  
[langex@langex.com](mailto:langex@langex.com) [www.langex.com](http://www.langex.com)



*The Language Exchange staff take pride in offering personal attention to your translation project.*



*The Language Exchange has the capacity to manage translation projects of almost any scale – from an official letter to corporate contracts.*



*The Language Exchange also offers project management, desktop publishing and proofreading services.*

## Speciality Item 382-1: Translation

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he Language Exchange, Inc. provides multilingual translation services from a wide variety of source materials including business, legal, medical, technical documents, software, manuals, Web sites, video and audio scripts, graphic, electronic, and multi-media information, and many other forms of communication.

We provide high quality translation services in Russian, Spanish, Arabic, Chinese (both simplified and traditional characters), Czech, Farsi, French, German, Hebrew, Italian, Japanese, Korean, Lao, Portuguese (both European and Brazilian), Swedish, Tagalog, Thai, Ukrainian, and Vietnamese.

At the Language Exchange, Inc. our attention to detail guarantees that every translation project is carefully brought through our quality assurance process. Our objective is to produce error-free, linguistically and semantically sound versions of the original material.

The following pages of this catalog describe our services and the translation process in detail. More information can be found on our website at [www.langex.com](http://www.langex.com) or by contacting Connie Price, contract administrator, at

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*Woman-owned and woman staffed, the Language Exchange operates in a HUB-Zone*



# Company Overview



The Language Exchange, Inc. has provided a full range of professional translation services for legal, technical and industry specific documents since 1986. Our services also include graphic design and desktop publishing, consultation, and project management. This comprehensive array of services has enabled us to establish loyal relationships with a broad range of clients including state and local government agencies, community organizations, Fortune 500 firms, and numerous small companies.

*From beginning to end, your translation project is carefully monitored for accuracy, cultural sensitivity and quality.*

We pride ourselves on our ability to deliver prompt and reliable service. We understand that commitment to timeframes is vital to maintaining a long-term client partnership. The Language Exchange, Inc. has an excellent reputation for good turn around time, reporting, and communicating with our clients.

Our attention to detail guarantees that every translation project is carefully brought through our extensive process of quality assurance. Our rigorous quality control procedures ensure the highest standards. Our objective is to produce error-free, linguistically and semantically sound versions of the original material. The accuracy of our work and personal attention you receive are what you'd expect from an owner-operated organization.

The Language Exchange, Inc. is an independent owner-managed company providing the highest caliber of service. To discuss your translation project, call us today.

## Translation Services

From the ordinary letter to the most technical document, we provide translation services in almost every field, including business, law, medicine, science, and manufacturing. We can also provide "localization" translations, in which printed or Web-based materials are translated and reproduced in the target language.



*Put the Language Exchange staff to work for you today.*

### EXPERT TRANSLATIONS

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We provide translation of documents by technically qualified and experienced native speaking language specialists. Other services include proofing and editing. We consult with clients for product assessment, glossary development, and required media format and delivery (such as Microsoft Word documents via email). Our areas of expertise include translation of business, legal, medical and technical documents. We provide quality multilingual translations that are accurate and clear and are also culturally and politically sensitive to the social environment of the target audience. By providing consistent tone and style and matching the desired reading level, our translation process delivers the best possible translation.

### PROFESSIONAL, ACCREDITED TRANSLATORS

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All of the translators we work with have a B.A. or B.S. degree or equivalent and must be accredited by the American Translator Association (ATA) or have other equivalent translation certification.

# The Translation Process

This section describes the basic steps that we follow in order to provide you with the highest quality translation possible.

## 1. REQUEST A PROPOSAL

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Send your Request for Proposal by mail, fax or e-mail. A sample is adequate if the document is large. The Language Exchange, Inc. will review the project for formatting, technical requirements, and legibility. We will give you a bid on the cost of translation based on word-count, technical content, formatting, and output requirements. Additional fees apply for “rush jobs.” Our proposal will include a target deadline and an expiration date.

It is important that you specify your target audience. If a particular dialect or national group is your target, inform us of that in advance. You may want to specify, for example, Canadian French or Latin American Spanish. We cannot, however, modify the reading level or register in the process of translating. For example, if you wish to revise college-level material so that it is understandable to those who read at an elementary-reading level, you must make those revisions before we translate. Our translators add nothing and omit nothing.

## 2. TRANSLATION

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Once you approve our proposal, the translation process will begin. Smaller projects that do not require layout and design can be completed in as few as three to five days. Larger projects and those requiring design services will take more time. Keep in mind that our translations are proofed and edited by a translation team, which takes more time than an unedited translation. It assures a quality translation, important to your future and ours!



*Our professional graphic design and layout capabilities can help to make the visual impact of the translated materials as dramatic as the original.*

Time and quality are directly linked in translation. It may have taken you and your team months to prepare a document. Please allow time for a quality translation to be made, including time for proofreading once your document is made press-ready.

If your material is technical in nature, please provide a glossary for the translation team. Translators will contact you if there is any doubt about the meaning of specific terms.

Translation is an art, not a science. There are equally correct ways to translate any given segment in another language. We reserve the right to let our translation team’s stylistic choices govern.

## 3. REVISIONS

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If, during the course of the translation, you find that you would like to make revisions or additions to the project, we will review your request, and provide dates in writing by which revisions – whether technical or stylistic – must reach us for inclusion in the final translation. We will also advise you of the new translation delivery date. If you revise and/or wish to add or delete material from a translation already in progress, we will assess a minimum revision fee for each page to which revisions are made.

We need to see a final proof before printing since many printers and typesetters cannot read the target language if it is other than English.

## 4. FINAL DELIVERY

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We will deliver your project on your preferred media and in your preferred file format.

## OTHER CONSIDERATIONS

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- If you send us a translated document into which you would like other translated material inserted, we reserve the right to bid to edit or re-translate the entire document. Our reputation for quality requires that all materials included in the final product represent our work.



*The Language Exchange staff is committed to completing your translation project accurately and on time.*

- We ordinarily commit to a two week deadline for most projects. If we subsequently determine that it is not feasible to provide the translation within this timeframe, we will ask for written approval for an extension.
- In the case of disputes about a translation, an additional qualified translator will be hired to arbitrate. If the dispute is over stylistics, your company pays for the arbitrator. If resolution hinges on technical changes we pay for final translation to your satisfaction.

• Our translations bear our seal and are accepted by U.S. Department of Immigration, police, courts and foreign governments. We include in brackets a report of the presence of seals, signatures and logos. Please note that The Language Exchange, Inc. cannot determine the authenticity of any documents.

## Translation Rates

Translation charges are calculated by multiplying the total number of words or characters in all documents by the per-word rate as indicated in the table on the right. We bill by the total number of words in the source documents for most languages. “Source” refers to the language in which the material is written when submitted for translation. The “target” language word count is used for ideographic languages like Chinese and Japanese, and for languages that may use a single string of characters to represent what in English would be a large number of words, such as Thai or Lao. Our bid will indicate which rate we are using to calculate the total charge.

### RATES PER WORD

*Figures in U.S. dollars*

Language	Non-technical documents	Technical documents
	<i>Basic language</i>	<i>Legal, medical, regulatory, etc.</i>
Russian	.181	.200
Spanish	.181	.200
Arabic	.243	.272
Chinese (simplified or traditional)	.223	.252
Czech	.243	.272
Farsi	.281	.310
French	.252	.281
German	.252	.281
Hebrew	.281	.310
Italian	.233	.262
Japanese	.272	.301
Korean	.272	.301
Lao	.281	.310
Portuguese (European & Brazilian)	.233	.262
Swedish	.272	.301
Tagalog	.291	.320
Thai	.281	.310
Ukrainian	.223	.281
Vietnamese	.272	.301

## Additional Services

### EDITING AND LAYOUT PROOFREADING

The Language Exchange, Inc. provides professional proofing of your design and layout in any of the languages listed above, including those with non-Roman alphabets. Our skilled proofreaders check for grammar, spelling, and punctuation errors, as well as for errors in presentation, such as titles, tables of content, running heads, and pagination. We can also proofread third-party documents (projects translated elsewhere) for accuracy.

**Editing, layout, and proofreading services: \$54.41 per hour**  
**Proofreading-only service: 35% of per- word translation rate**

## PROJECT MANAGEMENT

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For translation projects of a complex nature or of a larger scale, many of our clients look to the Language Exchange for our project management expertise. Contracting with the Language Exchange to oversee overall planning and coordination of a project will help ensure timely completion, keep costs within budget, and meet required quality standards.

**Project Management: \$49.29 per hour**

## DESKTOP PUBLISHING

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We can provide professional layout and design services to convert the translation into the same ready-to-print file format and artwork as the original. We utilize a wide variety of desktop publishing software that supports both PC and Mac platforms.

**Desktop Publishing: \$60.92 per hour**

## FREQUENTLY ASKED QUESTIONS

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### What is the difference between interpreting and translation?

Interpreting is oral, translation is written.

### How do I order translation services from The Language Exchange, Inc.?

Contact us by phone (360-755-9910), fax (360-755-9919) or email ([langex@langex.com](mailto:langex@langex.com)), 24 hours a day, seven days a week.



*The Language Exchange, Inc. works with over 200 translators. Our project managers are available to begin your project today.*

### How do I calculate costs?

To estimate how much it will cost to translate your document with us, first get a total word-count for all files you wish to translate. If you have electronic files in Word, use the Word Count tool located under Tools in the main menu. Then multiply the total word count by the word rate in the table under “Translation Rates.” For large documents, a few sample pages is sufficient for us to create an estimate.

### Which Chinese?

There are two character systems for Chinese (both of which are independent of spoken Chinese). Traditional Chinese, uses more complex characters and is prevalent in Hong Kong, Taiwan and the United States. Simplified Chinese, as the name implies, uses simplified versions of the characters (fewer strokes) and is common in the People’s Republic of China and Singapore.

### How does desktop publishing work in relation to translations?

Desktop publishing is the re-creation of layout and design features, using any number of design programs, so that translated text maintains the look of the original file. Desktop publishing incurs per-hour fees in addition to translation charges.



*Your request for proposal will be handled promptly and professionally – guaranteed!*

## CUSTOMER INFORMATION

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- 1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers: 382-1 (translation services)
- 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.
- Maximum Order: \$1,000,000.00
  - Minimum Order: \$100.00
  - Geographic Coverage (delivery Area): Domestic Only
  - Point(s) of production (city, county, and state or foreign country): Same as company address
  - Discount from list prices or statement of net price: Government net prices (discounts already deducted). See Attachment.
  - Quantity discounts: 100,000–299,999 words 2% and greater than 300,000 words 3%.
  - Prompt Payment terms: Net 30 days
- 9a. Notification that the Government purchase cards are accepted at or below the micro-purchase threshold: Yes
- 9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: will Accept over \$2,500
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 deliveries 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. Point(s): Destination
- 13a. Ordering Address (es):
- P.O. Box 750
  - Burlington, WA 98233
- 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 home page ([fss.gsa.gov/schedule](http://fss.gsa.gov/schedule)).
14. Payment address(es):
- P.O. Box 750
  - Burlington, WA 98233
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. 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/).
- Data Universal Numbering System (DUNS) number: 80-1395526
- Notification regarding registration in Central Contractor Registration (CCR) database: Registered.



*Our translations are checked for accuracy several times during the translation process.*

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