



HUMAN TOUCH
— TRANSLATIONS —

Human Touch Translations Ltd.

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Professional Service Schedule
Industrial Group: 00CORP
Contract Holder No. 47QRAA18D001K

Contract Period: November 17, 2017 through November 16, 2022

Business Size: Small, Woman Owned Business

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



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TABLE OF CONTENTS

- Human Touch Translations.....4
- Customer Information.....5
- SIN 382-1 Translation Services.....8
 - Document Translation Fees.....10
 - Document Translation | DTP.....11
- Turnaround Times.....12
 - Document Translation..... 12
 - Desktop Publishing (DTP).....13
- SIN 382-2 Interpretation Services.....14
 - Consecutive Interpreting Fees.....16
 - Simultaneous Interpreting Fees.....17
- HUMAN TOUCH TRANSLATION | Security Policy.....18

Human Touch Translations

4

A COMPANY WITH THE HUMAN TOUCH

With over 7 years of experience in the government sector, Human Touch Translations is a premier provider of language services to governing agencies in the US.

Government agencies trust Human Touch Translations because we guarantee them a seamless chain of custody and confidentiality for their source material, ISO 9001:2015 certified quality management system, 24/7 client support, and we are a registered supplier to the GSA Federal Supply Schedule 738 II. We can offer our government clients the ideal multilingual solutions to meet their needs because we have the talent, resources, exacting standards, experience and can deliver their projects on-time and within budget.



Some of the key differentiators that makes us an ideal language service provider to our Federal, state and local government clients:

Trusted Experience – Human Touch Translations is woman owned, ISO 9001:2015 certified, and GSA approved language services supplier who has provided linguistic services to numerous federal, state and local government agencies.

Human Touch – Our very name - Human Touch Translations, reflects our commitment to our philosophy. We are committed to capturing your personal voice and the nuances of your material, and ensuring that your message is properly conveyed across cultures and with the subtleties required by your audience. A translation or interpretation in any field and in any language pair inevitably requires a strong human component. This, we believe, is truly the Human Touch.

Security - There is a seamless end-to-end chain of custody from the moment you upload your documents to Human Touch Translations' secure network until they are back in your domain.

24/7 Client support – We are there for you to meet requests from our government clients 24 hours a day seven days a week. Our worldwide team is always awake regardless of your time-zone.

Quality Assurance – Our government clients benefit in various ways from using our ISO certified services. Due to our demonstrated commitment to quality, we will provide them with the confidence that they are partnering with a company dedicated to their best interest. Our quality policy is founded on principles of excellence, superior client service and quality deliverables, with a focus on thoroughly understanding and always meeting their requirements.

Customer Information



1. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN	Recovery	SIN Description	Page No.
382-1	382-1RC	Translation Services	8
382-2	382-2RC	Interpretation Services	14

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

3. Minimum Order: \$100.00

4. Geographic Coverage (delivery Area): Domestic and Overseas

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).

7. Quantity discounts: None

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 \$3,500

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 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).

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/.

25. **Data Universal Numbering System (DUNS) number:** 032073873

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

27. **The Service Contract Act (SCA) is applicable to this contract and the SCA matrix and narrative below are incorporated into this contract and must be included in the Contractor’s price catalog on GSA Advantage.**

SCA Eligible Contract Labor Category	SCA Equivalent Code Title	WD Number
Interpreter/Translator/ Foreign Language	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 WD 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.

SIN 382-1

Translation Services

8

Class 1

SERVICE CATEGORY DESCRIPTIONS

Class 1 - Document translation based on large volumes (excludes editing)

The document is translated by a professional linguist who is a native speaker of the target language, has a minimum of five years of translation experience, possess a Bachelor's degree in translation or its equivalent from non-US educational institutions and demonstrable experience in the specialized field. HTT linguists translate the source text to the target text, communicating the meaning and intent of the source language in the required target language. After the translation is completed, our translators proofread their work to ensure that the translated material reads well, as if it were originally written in the target language, while conveying linguistic and cultural nuances and producing accurate and high-quality translations. Class 1 projects are based on document translation of 300,000 words or more per single order and do not include editing.

Class 2 – Document Translation of less than 300,000 words (excludes editing)

The document is translated by a professional linguist who is a native speaker of the target language, has a minimum of five years of translation experience, possess a Bachelor's degree in translation or its equivalent from non-US educational institutions and demonstrable experience in the specialized field.

HTT linguists translate the source text to the target text, communicating the meaning and intent of the source language in the required target language. After the translation is completed, our translators proofread their work to ensure that the translated material reads well, as if it were originally written in the target language, while conveying linguistic and cultural nuances and producing accurate and high-quality translations.

Class 2 projects are based on document translation of less than 300,000 words per single order and do not include editing.

Class 2

Class 3 – Document Translation: Restricted documents to be translated by US-based linguists (excludes editing)

The document is to be strictly translated by US-based linguists working in a highly secured environment. HTT understands the importance of security compliance and maintains highly secured procedures with restricted password-protected access to protect HTT client's files. HTT will specifically work with linguists located in the United States who are required to sign and comply with confidentiality client agreements and treat all documents as highly confidential by using a password-protected and encrypted email system where files are sent to and returned by linguists via a secure email to prevent unintended third-party access and maintain utmost security of the electronically submitted files. Class 3 projects do not include editing.

Class 3

9

Desktop Publishing

Desktop Publishing (DTP) is an essential service and a critical element of a complex translation process. HTT has expert typesetters and use various desktop publishing and graphic design software to recreate the layout of the source documents. The most commonly used software includes, Adobe Creative Cloud (Adobe InDesign, Adobe PageMaker, Adobe Photoshop, Adobe Illustrator, etc.), Corel Draw Suite, QuarkXPress, among others. Our desktop publishing team specializes in high-quality design services, including typesetting and graphic design, precisely mirroring the layout of the source documents utilizing the DTP applications mentioned above.

DTP

Document Translation Fees

Document Translation | All Classes

10

Translation Services Per Word					
Language Combination	Class 1	Class 2	Class 2 (Legal)	Class 2 (Medical)	Class 3
English into Chinese Traditional	\$0.1209				
Chinese Simplified into English			\$0.2317		
English into French	\$0.1209	\$0.1612			
French into English				\$0.1864	
English into Haitian Creole	\$0.1209				
English into Italian	\$0.1209				
Italian into English				\$0.1562	
English into Korean	\$0.1209	\$0.1864			
English into Russian	\$0.1209	\$0.1612			
English into Spanish	\$0.1209	\$0.1461			\$0.2015
Croatian into English				\$0.1562	
English into Arabic		\$0.1612			
English into Chinese Mandarin		\$0.1864			
English into Gujarati		\$0.2267			
English into Hindi		\$0.2116			

Document Translation | All Classes

11

Translation Services Per Word					
Language Combination	Class 1	Class 2	Class 2 (Legal)	Class 2 (Medical)	Class 3
English into Korean		\$0.1864			
English into Polish		\$0.1864			
English into Russian		\$0.1612			
Spanish into English				\$0.1562	\$0.2217
English into Tagalog		\$0.2468			
English into Urdu		\$0.1965			

Desktop Publishing

DESKTOP PUBLISHING - per hour	
All languages	\$34.76

Turnaround Times

HTT estimated turnaround times are for standard document translation. Additional time might be needed in the case of specialized subject matter.

12

Document Translation

Size	Delivery Deadline
<= 2,000 words	3 business days
2,001 - 5,000 words	6-8 business days
5,001 - 10,000 words	7-9 business days
10,001 - 15,000 words	8-11 business days
15,001 - 50,000 words	16-19 business days
50,001 - 300,000 words	25 business days
300,001 - 550,000 words	35+ business days



Desktop Publishing (DTP)

Time Increments applicable for DTP in addition to turnaround times indicated for document translation.

Size	Delivery Deadline
Number of pages of documents subject to DTP	Days (normal terms of delivery in business days based on number of pages)
1-10 Pages	3 business days
11-30 Pages	5-6 business days
31-50 Pages	7-8 business days
51 Pages or more	9+ business days



SIN 382-2

Interpretation Services

14

Normal terms for ordering interpreting services is a minimum of 4 business days for consecutive interpreting and 7 days for simultaneous interpreting.

Class 1

SERVICE CATEGORY DESCRIPTIONS

Consecutive Interpreting

In consecutive interpretation, the interpreter waits for the speaker to finish a sentence, an idea or pause for interpreting, and then renders the speaker's message into the target language. Interpreting skills include note-taking and memory techniques to reconstruct the message. In general, no specialized equipment is necessary for this mode of interpretation. Consecutive interpretation is usually bi-directional, i.e. between two languages where each one functions as both source and target language and is best suited for business meetings, interviews, teleconferences, educational setting or any type of one-on-one communication.

Class 1 – Consecutive Interpretation – Non-Technical

General subject matter consecutive interpreters are highly qualified linguists with extensive background knowledge and at least five (5) years of experience in the interpreting industry. Class 1 refers to non-technical interpretations where no specialization is required. It can be performed in various settings, but is mainly used in the educational setting - for parent teacher conferences, special education meetings and exams – regular business meetings, escort interpretations or general presentations at diverse institutions, among others.

Class 2 – Consecutive Interpretation – Technical

Consecutive interpretations requiring highly qualified linguists with industry-specific expertise with extensive specialized vocabulary and techniques. Interpreters under this class are experts in the field of specialization with a solid academic foundation in interpreting and +10 years of practice in the field. Areas of specialization include but are not limited to pharmaceutical, medical, engineering, legal and financial. Interpreters work in settings that require advanced interpreting competence and in depth understanding of the field of interpreting such as legal, business and medical settings.

Simultaneous Interpretation

In simultaneous interpretation, the interpreter renders the speaker's message into the target language in real-time, as he or she is speaking. Owing to the tremendous level of concentration required to perform this type of interpretation, simultaneous interpreters always work in teams of two or more. Usually, the interpreters work in a sound-proof booth that enables everyone involved to focus on their work without the distraction of hearing another language. This mode of interpretation requires special equipment such as sound-proof booth, headphones and audio equipment and is mostly used in international conferences, seminars, lectures or any event involving a large number of participants.

Class 2

15



Consecutive Interpreting Fees

16

Consecutive Interpreting - Per Hour		
Language Combination	Class 1 (Non-Technical)	Class 2 (Technical)
English <> Arabic	\$120.91	
English <> Bengali	\$120.91	
English < > Chinese Cantonese	\$94.71	
English <> Chinese Mandarin	\$120.91	
English <> French	\$125.94	
English <> German		\$177.58
English <> Haitian Creole	\$120.91	
English <> Hebrew	\$120.91	
English <> Hungarian	\$120.91	
English <> Korean	\$94.71	
English <> Lakota	\$94.71	
English <> Lingala	\$94.71	
English <> Malayalam	\$120.91	
English <> Polish	\$120.91	
English <> Punjabi	\$120.91	
English <> Russian	\$94.71	

Consecutive Interpreting - Per Hour		
Language Combination	Class 1 (Non-Technical)	Class 2 (Technical)
English <> Spanish	\$70.03	
English <> Tagalog	\$94.71	
English <> Tamil	\$94.71	
English <> Telugu	\$120.91	\$142.07
English <> Ukrainian	\$120.91	
English <> Urdu	\$120.91	
English <> Vietnamese	\$104.79	

Simultaneous Interpreting Fees

Simultaneous Interpreting Services		
Language Combination	Half Day (4 Hours Per Day)	Full Day (8 Hours Per Day)
English <> Arabic	\$352.64	\$544.08
English <> Dari (Afgan Persian)	\$352.64	\$564.23
English <> French	\$352.64	\$544.08
English <> Portuguese (Brazilian)	\$302.27	
English <> Russian	\$352.64	\$544.08
English <> Spanish	\$403.02	\$574.31



HUMAN TOUCH TRANSLATION | SECURITY POLICY

TRAINED PERSONNEL

Only Human Touch Translations' authorized personnel are granted viewing or editing rights, limited and exclusively to the files that they have been authorized for. All employees are required to install Internet security software on their client PCs, including Symantec Endpoint Protection antivirus.

FILE MANAGEMENT

Inbound and outbound file access is facilitated through secure socket encrypted data transmission and virtual private network with double authentication factor.

DATA CENTERS

Multiple data centers ensure a high level of availability and provide a fault-tolerant design for disaster recover.

CONTROL USER ACCESS

To access applications residing on our platform, Human Touch Translations utilizes virtual private network and https network and https protocols, and requires multiple levels of authentication by Human Touch Translations' internal systems. Files are rest are stored in the ES3-AWS Cloud and are encrypted with advancedStandard AES-256.

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