



Trusted Translations®

Capabilities Statement

An SBA self-certified small disadvantaged company and proven provider to government departments and agencies, including: U.S. Department of Education, U.S. Department of Agriculture, U.S. Department of Justice, National Aeronautics and Space Administration, Federal Emergency Management Agency, U.S. Army, U.S. Marine Corps, U.S. Air Force, etc.

Trusted Translations, Inc.

Government Capabilities Statement

GSA Schedule for Document Translation Services

Federal Supply Group: 738 II
Special Item Number (SIN): 382-1, 382-1RC,
382-2, 382-2RC, 382-5, 382-5RC
Contract Number: GS-10F-0245W
Contract Period: July 12, 2010 - July 11, 2020
Pricelist current through Mod. PA-0026/Effective 07/21/2016

Business Size/Classification

Self-certified Small Disadvantaged
Minority-Owned Business

Company Information

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Our Mission

At *Trusted Translations*, our mission is to grow an organization with a solid foundation of great people, incentives and communication with the clear objective of providing extraordinary customer service and professional, high-quality language-related solutions that connect our clients to the world.

An Overview: Trusted Translations, Inc.

Trusted Translations, Inc. is an SBA self-certified small disadvantaged and Hispanic-American minority-owned enterprise, as well as an internationally recognized leader in multilingual language services, including English/Spanish translation services with over 10,000 expert translators on staff and over 7,500 satisfied clients. *Trusted Translations* has provided quality and accurate translation services at highly-competitive prices in over 150 languages. Further, *Trusted Translations* is a long-time awarded GSA Schedule contractor (GS-10F-0245W) with the most competitive prices listed on the entire language Schedule. Our services include:

- ✦ Document Translation (150+ language pairs)
- ✦ Simultaneous/Consecutive On-site Interpretations (150+ language pairs)
- ✦ Over-the-Phone Interpretations (200+ language pairs)
- ✦ Transcription Services (All languages)
- ✦ Website Translations, Development and Support (English and multilingual)
- ✦ Video Dubbing and Subtitling
- ✦ Desktop Publishing and Design Services
- ✦ Content/Document Management Systems

Due to our hands-on managerial control over our linguistic centers and experienced teams of top linguists, designers and IT experts, we can assemble professional translation, post-production and localization teams with the skills necessary to satisfy even the most complex request.

Trusted Translations has provided language-related services to highly-respected organizations, including top Federal, State and Local Government Organizations as well as government contractors:

U.S. Department of Education, U.S. Department of Agriculture, U.S. Department of Justice, U.S. Department of the Treasury, National Aeronautics and Space Administration (NASA), U.S. Army, U.S. Marine Corps, Federal Emergency Management Agency (FEMA), Virginia Department of Transportation (VDOT), The Centers for Disease Control and Prevention, Lockheed Martin, Halliburton, State of Florida, Miami-Dade County, State of Nebraska, State of New York, University of Maryland, Cornell University, Coca-Cola Company, General Electric, Citibank, Bank of America, Blue Cross Blue Shield, The United Nations, and many more.

Trusted Translations, Inc.: Key Highlights

🔄 Guarantee of Quality and Best Government Rates

As an industry leader, we are committed to providing the U.S. Government with the highest quality translations at the most competitive price points in the industry. If you are not satisfied, we will work with your team to modify each translation until it meets your final approval.

🔄 Proven Multilingual Language Services Provider

With the ability to translate to and from over 200 languages, *Trusted Translations* is a full-service Multilingual Language Services Provider (MLSP). Therefore, we are the one-stop solution for any company seeking superior translations at highly competitive rates.

🔄 Multiple workflows to provide multiple types of service

One-stop solution means not only covering all possible language combinations, but also the chance to offer several types of services by combining steps such as **machine translation, post-editing, translation, localization, transcreation, editing** and **proofreading**.

🔄 A multiple-step Quality Assurance process

Along with flexibility when designing workflows as described above, and as part of our Quality Assurance strategy, our Project Managers abide by our policy to have those different steps performed by different language experts.

🔄 Large volumes in shorter turnaround times

At the first step, whether it is **post-editing** of a machine translation output or **human translation**, a funnel-like workflow design allows large volumes to be split and swiftly processed by more linguists. Additional review steps as described above (**editing, proofreading, quality control**) are always performed by fewer of our best qualified resources.

 **Independently certified quality of service – ISO 9001: 2015**

Our processes and procedures adhere to the highest level of quality in the industry. *Trusted Translations* is one of the few companies in the world with quality service processes that have been independently certified by an ANSI-ASQ National Accreditation Board accredited registrar to meet and exceed ISO's strict international quality standards.

 **Committed and unparalleled customer service**

Trusted Translations is dedicated to providing our clients with unparalleled customer service and attention. Our friendly and knowledgeable experts are available for consultations 18 hours a day, including weekends and major holidays. We train our staff to make each client's goals our own and we work with the client to make the translation process effortless.

Certifications and Awards



General Service Administration Schedule: *Trusted Translations* was awarded a five-year contract with the GSA, renewed in 2015, and for an additional five-year term. (Contract Number: GS-10F-0245W, Contract Federal Supply Group: 738 II, Special Item Number (SIN): 382-1, 382-1RC, 382-2, 382-2RC, 382-5, 382-5RC. Contract Number: GS-10F-0245W. Contract Period: July 12, 2010 – July 11, 2020.



American Translators Association Member/Certified Translators: *Trusted Translations* is a corporate member of ATA. We are actively involved in the Association and attend annual meetings to stay abreast of all of the latest developments in linguistics. This also allows us to verify the status of ATA-certified translators that work on our projects.



ISO Certification (Issued Per Project): *Trusted Translations* has received a Certificate of Registration for meeting and exceeding ISO 9001:2008 standards in the areas of interpretation and translations. *Trusted Translations'* Certificate was issued by one of the top independent ANAB approved registrars. A copy of our Certificate of Registration is available upon request.



SBA Company: *Trusted Translations* is an approved vendor to the United States Federal Government and is an SBA self-certified small-disadvantaged company.



Top 500 Hispanic Business: *Trusted Translations* was named as one of the Top 500 Hispanic-American Owned Businesses in the U.S., selected from over 650,000 businesses. *Trusted Translations* is one of the fastest-growing translation companies in the industry.



U.S. Licensed Bilingual Attorneys: At *Trusted Translations*, we have U.S. licensed bilingual attorneys on-staff who make sure that each translation of a legally sensitive document uses the correct legal terminology in the target language. We are qualified to provide legal certifications for every translated document. Bar certificates can be provided upon request.



Federally-Approved Court Translation Experts: One of our unique qualifications at *Trusted Translations* is that we have federally-approved court translation experts on-staff ready to stand behind any translation. These highly-qualified members of our team verify and review legally sensitive documentation and ensure that each translation can stand up to any legal challenge.

Government Rates

Document Translations – SIN 382–1, 382–1RC

English To and From Target Language Listed Below (Net Prices)		
LABOR CATEGORY NAME	Unit	Price
Spanish	WORD	\$ 0.09
Hindi	WORD	\$ 0.11
Portuguese (Brazil)	WORD	\$ 0.11
Urdu	WORD	\$ 0.11
Chinese Simplified	WORD	\$ 0.14
Arabic	WORD	\$ 0.17
Creole	WORD	\$ 0.17
Dutch	WORD	\$ 0.17
French	WORD	\$ 0.17
Greek	WORD	\$ 0.17
Hebrew	WORD	\$ 0.17
Hungarian	WORD	\$ 0.17
Italian	WORD	\$ 0.17
Korean	WORD	\$ 0.17
Polish	WORD	\$ 0.17
Portuguese (Europe)	WORD	\$ 0.17
Romanian	WORD	\$ 0.17
Russian	WORD	\$ 0.17
Slovak	WORD	\$ 0.17
Thai	WORD	\$ 0.17
Ukrainian	WORD	\$ 0.17
Czech	WORD	\$ 0.17
Chinese Traditional	WORD	\$ 0.20
Danish	WORD	\$ 0.20
Finnish	WORD	\$ 0.20
German	WORD	\$ 0.20
Indonesian	WORD	\$ 0.20
Japanese	WORD	\$ 0.20
Norwegian	WORD	\$ 0.20
Swedish	WORD	\$ 0.20
Vietnamese	WORD	\$ 0.20
<i>Other</i>	<i>Please contact us for pricing</i>	

Desktop Publishing for Documents and Websites Listed Below (Net Prices)

LABOR CATEGORY NAME	Unit	Price
DTP w/Source Files – Simple	PAGE	\$ 3.00
DTP w/Source Files – Complex	PAGE	\$ 4.00
DTP w/out Source Files – Simple	PAGE	\$ 5.00
DTP w/out Source Files – Complex	PAGE	\$ 8.00
DTP Recreation	HOUR	\$ 35.00

Language Services

Our professional translation services include language translations of all types of documents, websites and software in all formats, volumes and languages. *Trusted Translations, Inc.* offers fast, accurate and reliable professional translation services in over 150 languages.

As we specialize in professional translation document services, we frequently translate documents in Arabic, Chinese (Simplified and Traditional), Creole, Czech, Danish, Dutch, Finnish, French, German, Greek, Hebrew, Hindi, Hungarian, Indonesian, Italian, Japanese, Korean, Norwegian, Polish, Portuguese (for Brazil and Europe), Romanian, Russian, Slovak, Spanish, Swedish, Thai, Ukrainian, Urdu, Vietnamese, and other languages using native, experienced, industry-specific language translators.

Our **areas of industry expertise** in language services include: advertising, aerospace, automotive, business, chemical, contracts, defense, e-learning, education, entertainment, energy, financial, globalization, government, immigration, legal, litigation, localization, manufacturing, marketing, media, medical, patents, religion, retail, software, technical, telecommunications, user manuals and websites.

The following are professional language services that we provide on a regular basis:

- 📄 Document Translation
- 📄 Website Translation
- 📄 Software Translation
- 📄 Multimedia Translation
- 🗣️ Interpretation
- 📞 Phone Interpretation
- 📄 Localization
- 📄 Globalization
- 📄 Desktop Publishing
- 📄 Transcription
- 📄 Dubbing/Subtitling/Voice-Over
- ✂️ Edition
- 📄 Certified Translation

(*) For a specific description of each service please go to:
<http://www.trustedtranslations.com/translation-services/>

Trusted Translations Quality Assurance (QA) Process

Trusted Translations' projects will be staffed with the most qualified individuals in the field of translations and localization. One of our expert **Account Managers** will manage your project request and ensure your translation is delivered on-time with the highest level of quality in the industry.

A dedicated **Project Manager** takes charge of the planning, leads the execution and oversees the control of the project. When applicable, an **IT Manager** is used to review all technical requirements of the project. The **Desktop Publishing (DTP) Manager** ensures completion of any artwork or formatting, if required, for the translated document to mirror the original source document to the last detail.

Our unique **Quality Assurance Process** is designed to ensure that each translation is verified by three separate expert resources: **Translator, Editor and Proofreader**. As a result, our final output reaches the highest level of quality.

Once the proofreading step is complete, all deliverables must pass the Project Manager's final quality assessment test before they are sent on in their final version to the client. In other words, three consecutive quality verification checkpoints follow the initial step of translation in order to ensure the highest quality output possible.

The end result of this process is an output that meets and exceeds international quality standards, including those specified by the International Standard Organization (ISO 9001:2015).

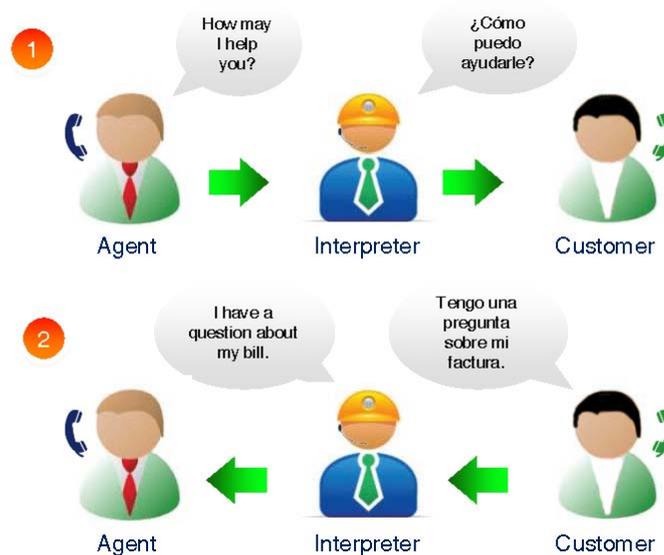


Over-The-Phone Language Interpretation

Trusted Translations, in its mission to provide a full suite of services to fulfill all of your language needs, includes live, over-the-phone language interpretation services among its service offering. This service provides our clients with the unique possibility of calling a secure private line and accessing our on-call live interpreters capable of interpreting to and from over 200 languages. The service is simple: all you do is call our toll-free interpretation number and within seconds one of our live attendants will have an expert interpreter on the phone to help you with your communication. It is that easy.

Trusted Translations utilizes a proven approach for providing high-quality telephone interpretation services. Our process involves the use of experienced interpreters coupled with best-of-breed telecommunications technology. *Trusted Translations'* commitment to its customers is to provide uninterrupted telephone interpretation service on a 24/365/7 basis. At your request, we will staff your conference with an interpreter specialized in a particular subject matter. *Trusted Translations'* telephone interpretation services are built on a solid foundation of human resources with experience in specialized fields and with a proven track record of interpreting in a professional environment.

Trusted Translations can have every call recorded, transcribed and emailed to you for your records.



Over-the-Phone Language Interpretation Pricing

Trusted Translations' phone interpretation rates are based on a price-per-minute model that may vary depending on the language and the complexity of the subject matter.

Trusted Translations, we understand that while you and your organization have clear objectives, you also have budget constraints. Hence, we have structured our over-the-phone interpretation service so that it is not only easy to use but also extremely cost effective.

On-Site Language Interpretation

Trusted Translations is one of the few companies in the world to have its interpretation quality processes independently-certified to meet and/or exceed the ISO 9001:2015 international quality standards. Our onsite interpretation services will send top trained and certified interpreters to the location of your choice to interpret from English into over 200 languages (including ASL and other sign languages) and vice versa. Our services can easily accommodate simultaneous interpretation and its requisite technology.

Trusted Translations works with onsite interpreters who have undergone some of the most rigorous language training in the industry. We understand the strict standards necessary to provide accurate onsite interpretations, which is why we will only work with interpreters who have the qualifications you require. We work with over 12,000 interpreters worldwide, who are trained in over 200 languages and specialized in all industries. *Trusted Translations* will only send interpreters who are prepared to provide the professional, precise, and reliable interpretation services your organization needs.

Over our 15+ years in the language services industry *Trusted Translations* has developed a multifaceted resource evaluation program. At *Trusted Translations* we do not believe that self-certification of interpreters is a valid or ethical practice. We thoroughly evaluate our interpreters to ensure high standards of proficiency. We measure our interpreters' knowledge, skills and abilities against known standards to determine their strengths and weaknesses. This allows us to suggest training to remedy any shortcomings that we identify. To carry out the assessment, we take a multi-tiered approach to testing, guaranteeing that interpreters will be evaluated quickly and effectively.

Whether you require simultaneous or consecutive interpretation in any of the 200 languages we offer, *Trusted Translations* has the knowledge, the experience, and the human resources and technology to help facilitate effective communication for you and your organization.

Recent Government Awards and Projects



The United States Department of Education

Trusted Translations was recently awarded a 5-year contract to handle the translation of important documentation for the United States Department of Education. In particular, we are translating written, electronic, and multimedia materials for the Federal Student Aid, managing the *translation memory* and *glossary* of Student Financial Aid and providing *project management support* for the entire translation process.



The United States Department of Agriculture

We were recently awarded a long-term contract to provide high-quality translation services to over 30 languages, including Chinese and other Asian languages. Our teams of translators have worked on numerous projects with *highly technical terminology* involving agriculture, food safety and health-related topics.



The U.S. Marine Corps

We have worked closely with the U.S. Marine Corps for both document translation and interpretation services. Subject matters have ranged from Strategic Military Planning to Assessment Packages and Executive Presentations for the International Marine Corps.



Centers for Disease Control and Prevention (CDC)

In October of 2014 we were awarded a long-term contract with the Centers for Disease Control and Prevention for a dollar amount of \$1,663,457.00. This started during the Ebola outbreak of 2014, and we were required to translate medical and healthcare related material from English into several languages, including several tribal African languages. It was very large volume, technical language, and required the fastest possible turnaround time. When the initial period of performance ended, we continued working closely with the CDC providing on-site interpretation services until October of 2019.

Federal Emergency Management Agency (FEMA)



FEMA

We were awarded a project by FEMA to translate all the documents for the procurement division of the Puerto Rican Fire Department when the department was being audited in 2003 due to a request for more funds. These documents included all contracts, purchase orders, etc., with any document originally composed in Spanish needing to be translated into English for the team of auditors.