



PROFESSIONAL SERVICES SCHEDULE

Contract Period Option I (November 21, 2011 thru November 20, 2016)
Contract Period Option II (November 21, 2016 thru November 20, 2021)

Industrial Group – 00CORP	Class: R608
Contractor:	P & P Language Services, Corp.
Contract Number:	GS10F0055Y / DUNS 82 747 3489
Contract Period:	November 21, 2011 through November 20, 2021
Address:	634 N. Date Street, Mesa, Arizona 85201
Business Size:	Small, Woman Owned
Telephone:	480-969-7124
Fax Number:	480-969-6551
Email:	<u>P-P.Language.Svc@cox.net</u>
Web address:	PANDPLANGUAGESERVICES.COM
Contract Administrator:	Alma J. Pesqueira
Updates:	(Ed.5 04/03/2019), (Ed.4 10/19/2018), (Ed.4 07/05/2018), (Ed.3 12/13/2017), (Ed.2 9/14/2015), (Ed.1: 7/18/2013)

General Services Administration Federal Supply Service Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms, and condition, 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.gsa.gov>.

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



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SCHEDULE PRICELIST & LABOR CATEGORY

SIN	SERVICE PROPOSED	GSA PRICE W/IFF
382-1 & 382-1RC	ENGLISH AUDIO TRANSCRIPTION	\$32.80/hour*
382-1 & 382-1RC	SPANISH TRANSLATION & TRANSCRIPTION	\$34.76/hour*
382-1 & 382-1RC	KOREAN TRANSLATION & TRANSCRIPTION	\$39.90/hour*
382-1 & 382-1RC	ARABIC TRANSLATION & TRANSCRIPTION	\$46.90/hour*
382-1 & 382-1RC	VIETNAMESE TRANSLATION & TRANSCRIPTION	\$46.85/hour*
382-4 & 382-4RC	MONITORING PERSONNEL: TIII (Includes Monitoring, Shift Supervisors, Site Supervisor's and Project Managers)	\$31.86/hour

Please note that additional languages are available, please contact contractor

P & P Language Services, Corp. SCA Matrix

SCA ELIGIBLE CONTRACT LABOR CATEGORY	SCA EQUIVALENT CODE AND TITLE	WD NUMBER
Translator		1987-0989

8“The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices of the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination 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.”



CUSTOMER INFORMATION FOR SCHEDULE NUMBER CLASS R608

1. **SPECIAL ITEM NUMBERS (SINs)**

This Contract covers the following special item numbers (SINs), as described in the Schedule/Pricelist:

SPECIAL ITEM NUMBER 382-1 & 382-1RC	TRANSLATION SERVICES
SPECIAL ITEM NUMBER 382-4 & 382-4RC	COMPREHENSIVE LINGUISTIC ANALYTICAL SUPPORT SERVICES

LABOR CATEGORIES and PRICES available for each SIN are listed and described below in this Schedule/Pricelist.

2. **MAXIMUM ORDER.** The maximum dollar value of any order placed under this Schedule/Pricelist is \$1,000,000.
3. **MINIMUM ORDER.** The minimum dollar value of any order placed under this Schedule/Pricelist is \$100.
4. **GEOGRAPHIC SCOPE OF CONTRACT.** The geographic scope of this contract is the 48 continuous states, the District of Columbia, Hawaii, and Puerto Rico.
5. **POINTS OF PRODUCTION.** Services under this Schedule/Pricelist are available as specified in individual delivery orders.
6. **BULK DISCOUNTS FROM LIST PRICES.** Government net prices with discounts already deducted are included in this Schedule Pricelist. P & P may negotiate additional discounts on orders that exceed the maximum order amount.
7. **QUANTITY DISCOUNTS.** P & P may negotiate discounts on orders that exceed the maximum order value and exceed a twelve (12) month performance period.
8. **PROMPT PAYMENT TERMS.** P & P's terms are net 30 days.
9. **ACCEPTANCE OF GOVERNMENT PURCHASE CARDS.**
 - a. P & P will accept Government purchase cards for orders below the micro-purchase threshold.
 - b. P & P may accept purchase cards for orders that exceed the micro-purchase threshold.
10. **FOREIGN ITEMS (LIST ITEMS BY COUNTRY OF ORIGIN).** None.
11. **DELIVERY**
 - a. **TIME OF DELIVERY.** P & P will deliver or perform services in accordance with the terms negotiated in the agency's order.
 - b. **EXPEDITED DELIVERY.** Available
 - c. **OVERNIGHT AND 2-DAY DELIVERY.** Please contact P & P.
 - d. **URGENT REQUIREMENTS.** Please contact P & P.
12. **F.O.B. POINT(S).** Destination.



13. **ORDERING**

- a. **ORDERING ADDRESS.** P & P Language Services, Corp.
634 N. Date Street
Mesa, Arizona 85201
Attention: GSA Contract Administrator, Alma Pesqueira
- b. **ORDERING PROCEDURES.** For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPAs), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. **PAYMENT ADDRESS.** P & P Language Services, Corp.
634 N. Date Street
Mesa, Arizona 85201
Attention: Accounts Receivable
Phone: (480) 969-7124
Fax: (480) 969-6551

15. **WARRANTY PROVISION.** P & P's standard commercial warranty applies.

16. **EXPORT PACKING CHARGES.** Not applicable.

17. **TERMS AND CONDITIONS OF GOVERNMENT PURCHASE CARD ACCEPTANCE.** Please contact P & P.

18. **TERMS AND CONDITIONS OF RENTAL, MAINTENANCE, AND REPAIR.** Not applicable.

19. **TERMS AND CONDITIONS OF INSTALLATION.** Not applicable.

20. **TERMS AND CONDITIONS OF REPAIR PARTS INDICATING DATE OF PARTS PRICE LISTS AND ANY DISCOUNTS FROM LIST PRICES.** 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. **SPECIAL ATTRIBUTES SUCH AS ENVIRONMENTAL ATTRIBUTES (E.G., RECYCLED CONTENT, ENERGY EFFICIENCY, AND/OR REDUCED POLLUTANTS).** Not applicable.

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 NUMBER SYSTEM (DUNS) NUMBER.** 82-747-3489

26. **NOTIFICATION REGARDING REGISTRATION IN SYSTEM FOR AWARD MANAGEMENT (SAM) FORMERLY THE CENTRAL CONTRACTOR REGISTRATION (CCR) DATABASE.**
P & P is registered



About P & P Language Services

Since 1988 P&P Language Services, Corp. has provided language translation and interpretation services to Municipal, State, and Federal clients; with the specialized knowledge and experience to deliver what matters most to Government Organizations and Law Enforcement Agencies:

- Consistent Translations of Written and Audio Material from Expert Linguists
- Strict Document Editing and Review Protocols to Ensure Accuracy
- Discount Pricing and Cost Controls to serve our Government Clients
- Practices & Efficiencies to provide Best Customer Service and Satisfaction
- Quality Control Standards to meet our Clients Expectations
- Use of New Technologies for Optimal Work Flow and Production

The founding partners of P & P Language Services, Corp. with their unique backgrounds and advanced language degrees, having the sensitivity and understanding for the demands of law enforcement, have specialized the role of the translator to meet that demand:

- **Department of Justice (DOJ)**
 - United States Attorney's Office (USAO)
 - United States Marshals Service (USMS)
 - Federal Bureau of Investigation (FBI)
 - Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF)
 - Drug Enforcement Administration (DEA)
 - Office of the Inspector General (OIG)
- **Department of Treasury**
 - Internal Revenue Service Criminal Investigations Division (IRS-CID)
- **U.S. Dept. of Homeland Security (DHS)**
 - U.S. Immigration and Customs Enforcement (ICE)
 - U.S. Citizen and Immigration Services (USCIS)
 - U.S. Customs and Border Protection (CBP)
- **Department of Interior (DOI)**
 - National Park Service (NPS)
 - United States Fish and Wildlife Service (FWS)
- **High Intensity Drug Trafficking Areas (HIDTA)**
- **State Attorney General's Office**
- **County Sheriff's Offices & Local Police Departments**



SERVICES DESCRIPTIONS PER PS0008 FOR THE PROFESSIONAL SERVICES SCHEDULE (LANGUAGE SERVICES)

SIN 382-1 TRANSLATION SERVICES

Services include the translation of written, electronic and multi-media material from source text into target text. Languages include English and Foreign languages as specified on Schedule/Pricelist. Fields of expertise include but are not limited to: business, legal, medical and technical documents; Software; Localization for Internet and Intranet websites; Subtitling; and Transcripts produced from Title III Monitoring. Translation services include client consultation; project management; formatting; proofreading; text adaptation; editing; and desktop publishing.

(A) Detailed description of SIN 382 1 --- Translation Services. P&P provides the following services:

As material for translation is received the following procedures are employed. Direct communication with the client is established and maintained for clear understanding and transparency of the 5 Step process described below. Documents and/or audio materials are received from the client and are reviewed for content, quality, quantity (volume), and level of language (accent / syntax / dialect / degree of difficulty). The client is then given a report providing the analyses of the material, the cost and delivery confirmation. A specialized translation team is assigned to the project to meet the specific needs of the job; they will collaborate, draft, edit, and proof the output. The team prepares the first draft, creating glossaries of specialized terms, they research terminology and localize, and may use translation memory software and other such tools to aid in the translation drafting process. A second review of source material and translation output is carried out, this process scrutinizes the content, intent and meaning, the best word choice and flow, checking for grammar, idiom and accuracy. Before sending the document back to the client a third proofing and read-through is conducted to further ensure accuracy and formatting precision. The fourth step is the client review to ensure due diligence. The client reviews the documents for specialized language and particulars with regards to the case, identification of speakers, and may confer with their P & P Project Manager for clarification and/or questions. In the fifth step, upon client approval, the final transcript is prepared, making any final changes and editing, and noting with signatures and dates the editing and review process. The five step approach described above and further detailed in section (B) below, has the effect of preparing the evidence and documents as required by the government client to meet the demands of trial and/or court presentation with a high rate of success for the government client.

(B) Methodology, tools, and/or processes utilized in performing the work: Client may request that side by side transcripts are produced and the procedure below details the methodology for this style of transcription and translation format.

First: Drafting of side by side transcript and translation: Audio material is converted to a WAV program from which transcriber will access and listen to the recording and type the draft of the foreign language text from the audio recording(s) into one, sole transcript. When more than one recording is available for the same instance, each recording used is cited within the body of

the transcript to maintain a clear differentiation between the recordings used in the production of the translated and transcribed document.

Second: Translation of transcript: Translator will listen to the recording and simultaneously review the foreign language draft transcript and translate into English on a second column, matching the format to align with the foreign language text. In this step of the process the translator has both the audio and the written text in the foreign language from which translation into English is done. Discrepancies between the spoken and the written word in the foreign language are clarified and corrected at this time with the first draft translator/transcriptionist. This step ensures accuracy of the audio content heard and provides for a system of checks and controls as the English translation is being drafted.

Third: Editing & Proofing: Transcript is edited and proofed for accuracy, content of translation, identification of speakers, grammar, word usage, intent and meaning conveyed, idiomatic expressions and the correctness of equivalent idiomatic translations used. Several readings in this third step of the process will scrutinize the document for errors, omissions, and strive to preserve the language level. The third level reviewer listens to the recording while reading through the translated document to ensure the accuracy of the transcription/translation as specified above and further typesets to meet the proper formatting as requested by the client.

Fourth: Case Agent Review and Approval of transcript: Case Agent, U/C Agent's or client designated Foreign Language/English reviewer listens to the audio and reviews the transcript to ensure due diligence for the final preparation of the transcript. Corrections may be made to the hard page transcript or electronically by using the software's editing tool. Agent's sign and date the reviewed transcript and return it to P & P for the final preparation in order to be used in evidence at disclosure, hearings and court trials.

Fifth: Final Court Transcript is Prepared: In this fifth step, final clarification of any discrepancies found from the client's review are tackled. P & P translators and final reviewers will call and verify information with the client reviewer if necessary to ensure a clear understanding of content and translation. The audio is re-listened to, the written foreign language transcript is reviewed, and finally the translation is corroborated. The client will receive final court transcript in both hard page and electronic copy for either PC or Mac systems in the format requested by the client: MS Office, PageMaker, QuarkXPress, InDesign, Acrobat PDF, HTML, with available typesetting and/or special formatting services.

C) Compliance with any and all applicable laws, regulations, Executive Orders, OMB Circulars, professional standards, etc.: The translators of P & P Language Services are professionals with membership in the various professional associations and organizations. All translators and transcribers adhere to the confidentiality rules and sign a Non-Disclosure agreement where applicable before starting any case. Monitor/Translators follow strict guidelines of the minimization regulations as presented by the prosecuting attorneys at the start of each high security assignment. All translators and transcribers engaged in high security assignments possess an active secret or top secret security clearance with DEA, DHS or FBI.



(D) Project Assignment and Delivery: Translators are selected upon careful analysis of the task requirements and their skills assessment to match the assignment with the translator(s) who best possesses the competency for the execution of the project. Upon selection, translators are briefed and provided with information necessary for a clear understanding of the case, the client's expectations in the fulfillment of the order and the delivery schedule. Hours are adjusted following patterns of production for meeting the deadline requirements based on assessments and ratios of the translator's performance. The time-line and schedule is set for the output of the draft, the editing of the translation, the proofing and the final delivery to the client.

(E) Statement of Experience and Qualifications: With 30 years of providing our government clients translation services on the open market, P&P now supports the GSA with its inclusion and our proven ability to provide our extensive professional experience and knowledge in translation and transcription. As our listing of federal government clients demonstrates, we have served in this arena satisfactorily over a long and sustained period of time. From the in-house organizational and administrative framework of our company, to the level of competency and professionalism of our translators, to the scope and extended geographical reach of our government clients, our qualifications and experience have a proven track record.

**SIN 382-4 COMPREHENSIVE LINGUISTIC ANALYTICAL SUPPORT SERVICES
(CLASS)**

Comprehensive Language Services to support local and national requirements in the missions of military, law enforcement, homeland and national security organizations among others. Services include but are not limited to: Collecting, translating/interpreting and delivering mission related data; performing data analysis; cultural consulting; role-playing; Title III monitoring and intercepts; interview support, preparing related reports and assessments; forensic processing; screening/gisting; related project/program management and control for linguist screening and recruitment; logistical coordination; site supervision and quality control of all related services. Linguists with security clearances are included in the above mentioned services.

(A) Detailed description of SIN 382 4 --- Comprehensive Linguistic Analytical Support Services.

P&P provides the following services: Monitors are briefed and informed on procedure and best practices (privileged information and minimization processes). Monitors collect telephonic voice intercepts using Voice Box, translating and transcribing into written document format from the source language to the target language. Monitors collect information from these communications and relay it to case agents and field surveillance verbally to assist in mission operations, providing written documentation and preserving critical data. Monitor/Analysts collect and classify information according to the level of pertinence and assist case agents with subsequent vital data analysis and research, voice comparison, voice recognition and identification, time lines and ten day report preparation from information gathered, translated and transcribed from the recorded telephonic communications intercepts and consensual meeting recordings.



(B) Methodology utilized in performing the TIII Translation/Transcription:

First: Drafting of Transcript. (Transcriber will listen to the recording and type the Spanish language text from the various audio recordings into one, sole transcript, citing each of the different audio recordings.)

Second: Translation of Transcript. (Transcriber will listen to the recording, simultaneously review the draft Spanish transcript and translate into English on a second column, to match with the Spanish text.)

Third: Editing & Proofing (The editing translator reviews the transcript for accuracy, content translation, language, slang and colloquialisms, and speaker's ID, etc... (Reviewer will listen to the recording and make corrections to ensure the accuracy of transcription/translation, and typeset to proper formatting.)

Fourth: Client/Case Agent Review and Approval of transcript. (Case Agent, U/C Agent's or designated Spanish/English reviewer listens to the audio and reviews the transcript to ensure due diligence in preparation to finalize the transcript. Corrections may be made to the hard page transcript or electronically by using the software's editing tools. Agent's sign and date the corrected transcript and return to P & P for final preparation.)

Fifth: Final Court Transcript is Prepared. (P & P receives the client reviewed transcripts and prepares the final certified court transcript. Client/Case Agent receives the final court transcript in both hard page and electronic copy.)

Statement of Quality Assurance:

Quality Control is handled through the continuous review of pertinent information, summaries, and transcripts for the duration of the TIII project. The Supervising Monitors/Analysts and Linguists are experienced and skilled linguistically and culturally to establish and relate the patterns and relationships between individuals, to decode cryptic language and colloquialisms, to identify pertinent information, to uncover and ensure accurate voice identification, and to advise on social customs and norms in support of law enforcement operations. The Supervising Monitors/Analysts ensure that records of all pertinent data is maintained and up to date with correct summarization and transcription. Additionally, the Supervising Monitors/Analysts coordinate with the Case Agent on a daily basis to ensure that the needs of the case are being met with clear and concise language support.

(C) Compliance with any and all applicable laws, regulations, Executive Orders, OMB Circulars, professional standards, etc.: Linguists/Monitors/Analysts engaged in high security assignments possess an active secret or top secret security clearance with DEA, DHS or FBI. Court ordered wire-tap personnel strictly follow all minimization laws as presented by the prosecuting attorney at the start of the assignment. All monitors adhere to all confidentiality rules and sign a "Rules of Behavior" waiver at the inception of every case.



(D) Project Assignment and Delivery: Linguists/Monitors/Analysts contracted to work meet with all security guidelines, are briefed to have a clear understanding of the case, and are advised of the procedures to be followed. Assignments may initially be contracted for a thirty (30) day period, with possible extensions. The Supervising Monitors ensure that all pertinent data is gathered in order to satisfy the requirements of the court order, and coordinate with Client/Case Agents to ensure the delivery of all critical information on a consistent daily basis. The call summaries are edited, printed and catalogued. Statistical data is collected and compiled together with edited transcripts that are vital for the completion of the Case Agent's ten-day reports. This is time sensitive work and requires that every procedural step is met for the continuation of the project. In high volume cases, the staffing is adjusted to meet the demands with quick response and action to deliver the services for the project.

(E) Statement of Experience and Qualifications: With 30 years in Comprehensive, Linguistic Support Services, P&P brings extensive experience in language translation, transcription, and critical data analysis in support of government intelligence operations.

P & P's background in linguistic support of law enforcement and tactical field operations is bolstered by the expertise of knowledgeable linguists and translators for the successful delivery and servicing of Title III projects. Linguists contracted for these projects are native speakers, fully aware of the culture, geography, language and its variances specific to the region. Linguists are proficient in the use of Voice Box and other tools used in voice interception. Each linguist has received training and has experience in data gathering and analysis, call summarization, and transcript preparation. Supervising Monitors/Linguists have received training and have experience in ensuring that all final data is reviewed, edited and finalized to meet with customer satisfaction.

Our linguists meet all the security requirements of federal law enforcement agencies and work in safeguarding the government client's documents and privileged information with high regard for the security and confidentiality of each assignment. Our linguists are expected to conduct themselves with a high code of ethics and to bestow confidence in the work they produce. As our linguists have the privilege of longstanding work with law enforcement, they possess a clear understanding of what is needed to bring a case to its successful completion.