NOTICE OF AWARD OF CONTRACT

TO: VARIOUS VENDORS
(SEE ATTACHED VENDOR LIST)

DATE ISSUED: MARCH 1, 2011
CURRENT REFERENCE NO: 13-11
TRANSLATION AND INTERPRETATION LANGUAGE SERVICES

PRIOR REFERENCE NO: 104-10

THIS IS A NOTICE OF AWARD OF CONTRACT AND NOT AN ORDER. NO WORK IS AUTHORIZED UNTIL THE VENDOR RECEIVES A VALID COUNTY PURCHASE ORDER ENCUMBERING CONTRACT FUNDS.

The contract term covered by this Notice of Award is effective MARCH 1, 2011 and expires on FEBRUARY 29, 2012.

This is the THIRD year award notice of a possible FIVE year contract.

The contract documents consist of the terms, conditions, and specifications of Fairfax County’s Invitation to Bid No. RQ 09-994165-32A-I, the bid of the Contractors incorporated herein by reference and this Notice of Award.

CONTRACT PRICING:
REFER TO FAIRFAX COUNTY NOTICE OF AWARD (ATTACHED)

ATTACHMENTS:
1) FAIRFAX COUNTY NOTICE OF AWARD
2) VENDORS LIST

EMPLOYEES NOT TO BENEFIT:

NO COUNTY EMPLOYEE SHALL RECEIVE ANY SHARE OR BENEFIT OF THIS CONTRACT NOT AVAILABLE TO THE GENERAL PUBLIC.

VENDOR CONTACT: SEE ATTACHED
COUNTY CONTACT: DELPHINE LAMBERT

VENDOR TEL. NO.: COUNTY TEL. NO.: 703-228-4942

CONTRACT AUTHORIZATION DISTRIBUTION

DATE
3/1/11
VENDOR: 1
BID FOLDER: 2

IVETTE GONZALEZ
Procurement Officer
A-AD ASTRA (formerly Advanced Language Systems International)
Waiting issuance of Fairfax County Amendment to Notice of award

B-Corporate Translation Services, Inc. (dba CTS Language Link)
911 Main street, Suite 10
Vancouver, WA 98660
Contact: Camilo Angel, Client Relations Manager
Telephone: 866-610-1338 ext. 781
E-mail: camilo.angel@ctslanguagelink.com
Services awarded: Face to face interpretation, Telephone interpretation
In order to create the account, please email your request to
clientrelations@ctslanguagelink.com

D-VOIANCE LANGUAGE SERVICES, LLC (formerly Language Learning Enterprises)
5780 NORTH SWAN ROAD
TUCSON, AZ 85718
Telephone: (866)-742-9080

REMITTANCE MAILING ADDRESS:
Voiance Language Services, LLC
PO box 975654
Dallas, TX 75397-5654
Services awarded: Telephone Interpretation

E-Language Line Services
1 Lower Ragsdale Drive, Bldg 2
Montery, CA 93940
Contact: Mr. Joe Matthews, Major Account Executive
Telephone: 1-800-316-5493
Email: jmatthews@langugeline.com
Services awarded: Telephone Interpretation

F- M. Hayes and Associates, LLC
30 E. Padonia Road, Suite 201
Timonium, MD 21093
Contact: Elsa Saint Pierre
Telephone: 410-628-4050 ext. 118
Fax: 410-628-4212
Email: esaintpierre@mhayes.com
Services awarded: Face to face interpretation
County of Fairfax, Virginia

NOTICE OF AWARD

(REVISED)

(Change Vendor & Contract No. on Contractor D – Language Learning Enterprises, Inc.)

CONTRACT TITLE: Translation Interpretation Language Services
CONTRACT NUMBER: RQ09-994165-32 A-I
COMMODITY CODE: 8935
CONTRACT PERIOD: Date of award through November 30, 2013
RENEWALS: 3 – 1 year renewal options
SUPERSEDES CONTRACT: RQ03-658474-14 A-E, G

CONTRACTOR: See attached list
VENDOR CODE: See attached list

DELIVERY: N/A
TERMS: Net 30
PRICES: See attached pricing

DPSM CONTACT: Kathy H. Stanley, CPPB, Contract Specialist II
Telephone: (703) 324-3217
Fax: (703) 324-3228
E-mail: kathy.stanley@fairfaxcounty.gov

ORDERING INSTRUCTIONS:
Any county department may enter into iCASPS (County and Schools Procurement System) a purchase requisition indicating the item/service required, the quantity, the payment terms and the delivery date. The purchase requisition must be annotated with the contract number.

Requests exceeding the small purchase threshold will be routed to DPSM and a purchase order will be executed.

Kathy H. Stanley, CPPB
Contract Specialist II

DAHS – Rebecca Hoffman

Distribution:
Dept of Finance – Accounts Payable/e
DPSM- Kathy Stanley
DPSM – Team 3 – Sandy Benfit

Department of Purchasing & Supply Management
12000 Government Center Parkway, Suite 427
Fairfax, VA 22035-0013
Website: www.fairfaxcounty.gov/dpsm
Phone (703) 324-3201, TTY: 1-800- 828-1140, Fax: (703) 324-3681
Pricing Schedule

Departments can use any of the following vendors:

**CONTRACTOR:**
Advanced Language Systems International
170 Rollins Ave
Rockville, MD 20852
Contact: Marat Akchurin, President and COO
Telephone: 301-984-6090 x111
Fax: 301-984-2169
E-mail: marat@alsi-inc.net

**VENDOR CODE:**
B261491357 01

**Services Awarded:** Face to Face Interpretation

**Service:** Face to Face:

<table>
<thead>
<tr>
<th>Price per Hour</th>
<th>Minimum Charge</th>
<th>Time required to schedule in advance</th>
<th>Late notice charge</th>
<th>Minimum Notice for Cancellation without charge</th>
<th>Cancellation Charge</th>
<th>Technical fields offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>$55.00/Spanish</td>
<td>2 hours</td>
<td>24 hours</td>
<td>No extra fee</td>
<td>24 hours</td>
<td>Equal to 1 hour of service</td>
<td>Medical, Legal, others upon request</td>
</tr>
<tr>
<td>$80.00/All other Languages</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$82.50/Simultaneous Spanish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$120.00/Simultaneous All other Languages</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

All rates are inclusive of any cost involved in coordinating the assignments, any administrative cost (i.e. taxes or other overhead expenses such as insurance), travel time, parking and mileage, EXCEPT if service location is more than a 50 mile radius of the Government Center. The Fairfax County mileage rate of will be paid for miles above 50. No additional charges or higher rates will be charged for evenings, weekends or Fairfax County Holidays. A cancellation charge will be equivalent to the rate charged for on hour of service. Technical field interpretation request will be identified as such by the County Department users. For Face to Face interpretation services provided by one interpreter for more than eight hours in a single day, time and a half rates will be charged. Conference interpretation rates will be the same rate as other translation services. For Simultaneous Interpretation, two interpreters may be assigned for any service request longer than one hour.
CONTRACTOR:
B: Corporate Translation Services, Inc.
dba CTS Language Link
911 Main Street
Suite 10
Vancouver, WA 98660
Contact: Pamela Balard, Chief Operations Officer
Telephone: 360-693-7100
Fax: 360-693-9292
E-mail: service@ctslanguagelink.com

Services Awarded: Face to Face Interpretation, Telephone Interpretation

Service: Face to Face:

<table>
<thead>
<tr>
<th>Price per Hour</th>
<th>Minimum Charge</th>
<th>Time required to schedule in advance</th>
<th>Late notice charge</th>
<th>Minimum Notice for Cancellation without charge</th>
<th>Cancellation Charge</th>
<th>Technical fields offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>$55.00/ Spanish</td>
<td></td>
<td>2 hours</td>
<td>2 hours</td>
<td>1 1/2 x hourly rate</td>
<td>2 hours</td>
<td>Equal to 1 hour of Service</td>
</tr>
<tr>
<td>$80.00/ All other Languages</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Legal, Healthcare, Social Services, and others upon request</td>
</tr>
<tr>
<td>$82.50/ Simultaneous Spanish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$120.00/ Simultaneous All other Languages</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

All rates are inclusive of any cost involved in coordinating the assignments, any administrative cost (i.e. taxes or other overhead expenses such as insurance), travel time, parking and mileage, EXCEPT if service location is more than a 50 mile radius of the Government Center. The Fairfax County mileage rate of will be paid for miles above 50. No additional charges or higher rates will be charged for evenings, weekends or Fairfax County Holidays. A cancellation charge will be equivalent to the rate charged for on hour of service. Technical field interpretation request will be identified as such by the County Department users. For Face to Face interpretation services provided by one interpreter for more than eight hours in a single day, time and a half rates will be charged. For Simultaneous Interpretation, two interpreters may be assigned for any service request longer than one hour. Conference interpretation will be the same rate as other translation services.

Service: Telephone Interpretation:

<table>
<thead>
<tr>
<th>Pricing per minute</th>
<th>Technical Fields offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish Non-technical</td>
<td>All Other Languages Non-technical</td>
</tr>
<tr>
<td>$0.90</td>
<td>$1.10</td>
</tr>
</tbody>
</table>

9-1-1 calls will receive priority. Hold Policy is two minutes, call will be disconnected by the vendor after two minutes of being on hold. Technical field interpretation request will be identified by the County Department user.
CONTRACTOR:  
C: International Language Solutions, Inc  
6911 Richmond Hwy. - Suite 210  
Alexandria, VA 22306  
Contact: Alicia Venturi, President  
Telephone: 703-721-0457  
Fax: 703-721-0462  
E-mail: aventuri@llsolutions.com

VENDOR CODE: B261818893-01

Services Awarded: Face to Face Interpretation, Document Translation

<table>
<thead>
<tr>
<th>Service: Face to Face:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price per Hour</td>
</tr>
<tr>
<td>------</td>
</tr>
<tr>
<td>$55.00/Spanish</td>
</tr>
<tr>
<td>$80.00/All other Languages</td>
</tr>
<tr>
<td>$82.50/Simultaneous Spanish</td>
</tr>
<tr>
<td>$120.00/Simultaneous All other Languages</td>
</tr>
</tbody>
</table>

All rates are inclusive of any cost involved in coordinating the assignments, any administrative cost (i.e., taxes or other overhead expenses such as insurance), travel time, parking and mileage, EXCEPT if service location is more than a 50 mile radius of the Government Center. The Fairfax County mileage rate of will be paid for miles above 50.

No additional charges or higher rates will be charged for evenings, weekends or Fairfax County Holidays.

A cancellation charge will be equivalent to the rate charged for on hour of service.

Technical field interpretation request will be identified as such by the County Department users.

For Face to Face interpretation services provided by one interpreter for more than eight hours in a single day, time and a half rates will be charged. Conference interpretation rates will be the same rate as other translation services. For Simultaneous Interpretation, two interpreters may be assigned for any service request longer than one hour.

Service: Document Translation:

<table>
<thead>
<tr>
<th>Rates Per Word</th>
<th>Quick Turnaround</th>
<th>Desktop Publishing</th>
<th>Technical Fields Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish Premium</td>
<td>Arabic, Chinese, Farsi, Korean, Urdu &amp; Vietnamese Premium</td>
<td>All Other Languages Premium</td>
<td>All Other Languages Standard</td>
</tr>
<tr>
<td>$0.17</td>
<td>$0.25</td>
<td>$0.25</td>
<td>$0.22</td>
</tr>
</tbody>
</table>

Premium rates only will be provided in the top 7 languages (Arabic, Chinese, Farsi, Korean, Spanish, Urdu & Vietnamese). Premium Translation includes an initial translation by a native speaker, a professional review by a team of translators for content, context and general language application, proof reading for errors in the targeted language by another translator, and final review by a coordinator for continuity, tone and overall accuracy. A final review by a coordinator is also conducted. Standard translation includes an initial translation by a native speaker and a professional review by another translator for content, context and tone as well as for errors.

No additional charge for translation services in the technical fields will be allowed.

Translation rates includes all cost.

If a document translation request cost less than $46.00 at the per word rate, Fairfax County will pay a minimum of $46.00 for translation services.

Quick turnaround – Charged only if the County request a document translation with less than 24 hrs notice or more than 2000 word per day.
D: See Contractor J

E: Language Line Services
   1 Lower Ragsdale Drive
   Bldg 2
   Monterey CA 93940
   Contact: Frank Masin, Sales Manager, Government
   Telephone: 800-752-6096
   E-mail: www.languageline.com

Services Awarded: Telephone Interpretation

Service: Telephone Interpretation:

<table>
<thead>
<tr>
<th></th>
<th>Pricing per minute</th>
<th>Technical Fields offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish Non-technical</td>
<td>$0.90</td>
<td>$1.10</td>
</tr>
<tr>
<td>All Languages Non-technical</td>
<td>$1.10</td>
<td>$1.10</td>
</tr>
<tr>
<td>All Languages Technical</td>
<td></td>
<td>Legal, Medical, Financial</td>
</tr>
<tr>
<td>9-1-1 Emergency Calls All languages</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

9-1-1 calls will receive priority.
Hold Policy is two minutes, call will be disconnected by the vendor after two minutes of being on hold
Technical field interpretation request will be identified by the County Department user.

CONTRACTOR:
M. Hayes & Associates, LLC
30 E. Padonia Road
Suite 201
Timonium, MD 21093

Contact: Melinda Hayes, President & CEO
Telephone: 410-628-4050
Fax: 410-628-4212
E-mail: info@mhayes.com

Service: Face to Face:

<table>
<thead>
<tr>
<th></th>
<th>Minimum Charge</th>
<th>Time required to schedule in advance</th>
<th>Late notice charge</th>
<th>Minimum Notice for Cancellation without charge</th>
<th>Cancellation Charge</th>
<th>Technical fields offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>$55.00/ Spanish</td>
<td>$80.00/ All other Languages</td>
<td>$82.50/ Simultaneous Spanish</td>
<td>$120.00/ Simultaneous All other Languages</td>
<td>2 hours</td>
<td>2 hours</td>
<td>No Charge</td>
</tr>
</tbody>
</table>
All rates are inclusive of any cost involved in coordinating the assignments, any administrative cost (i.e. taxes or other overhead expenses such as insurance), travel time, parking and mileage, EXCEPT if service location is more than a 50 mile radius of the Government Center. The Fairfax County mileage rate of will be paid for miles above 50.
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For Face to Face interpretation services provided by one interpreter for more than eight hours in a single day, time and a half rates will be charged. Conference interpretation rates will be the same rate as other translation services. For Simultaneous Interpretation, two interpreters may be assigned for any service request longer than one hour.

**CONTRACTOR:**
New-Global LLC
590 Madison Ave.
21st Floor
New York, NY 10022
Contact: Kelly Kehn, Global Sales & Marketing Manager
Telephone: 866-777-9449
Fax: 212-202-7812
E-mail: proposals@new-global.com

**VENDOR CODE:**
B134113820 01

**Services Awarded:** Document Translation

<table>
<thead>
<tr>
<th>Service: Document Translation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Rates Per Word</strong></td>
</tr>
<tr>
<td>------------------------</td>
</tr>
<tr>
<td><strong>Spanish</strong></td>
</tr>
<tr>
<td><strong>Premium</strong></td>
</tr>
<tr>
<td><strong>10% surcharge</strong></td>
</tr>
</tbody>
</table>

Premium rates only will be provided in the top 7 languages (Arabic, Chinese, Farsi, Korean, Spanish, Urdu & Vietnamese). Premium Translation includes an initial translation by a native speaker, a professional review by a team of translators for content, context and general language application, proof reading for errors in the targeted language by another translator, and final review by a coordinator for continuity, tone and overall accuracy. A final review by a coordinator is also conducted. Standard translation includes an initial translation by a native speaker and a professional review by another translator for content, context and tone as well as for errors.
No additional charge for translation services in the technical fields will be allowed.
Translation rates includes all cost.
If a document translation request cost less than $46.00 at the per word rate, Fairfax County will pay a minimum of $46.00 for translation services.
Quick turnaround – Charged only if the County request a document translation with less than 24 hrs notice or more than 2000 word per day.
**CONTRACTOR:**
H: Schreiber Translations, Inc.
51 Monroe Street, Suite 101
Rockville, MD 21771
Contact: Mit Shattuck, Chief Operating Officer
Telephone: 301-424-7737
E-mail: translation@schreibernet.com

**Services Awarded:** Document Translation

<table>
<thead>
<tr>
<th>Rates Per Word</th>
<th>Quick Turnaround</th>
<th>Desktop Publishing</th>
<th>Technical Fields Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish Premium</td>
<td>$0.17</td>
<td>$0.18-$0.24</td>
<td>$0.16-$0.22</td>
</tr>
<tr>
<td>Arabic, Chinese, Farsi, Korean, Urdu &amp; Vietnamese Premium</td>
<td></td>
<td>10% surcharge</td>
<td>$50/hour</td>
</tr>
<tr>
<td>All Other Languages Premium</td>
<td></td>
<td></td>
<td>Medical, Legal and Education</td>
</tr>
<tr>
<td>All Other Languages Standard</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Quick turnaround – Charged only if the County request a document translation with less than 24 hrs notice or more than 2000 word per day.

**CONTRACTOR:**
I: TeleLanguage, Inc.
421 S.W. 6th Ave. - Suite 1150
Portland, OR 97204
Contact: Andre Lupenko, Co-President
Telephone: 503-535-2176
E-mail: Andre@telelanguage.net.

**Services Awarded:** Telephone Interpretation

<table>
<thead>
<tr>
<th>Pricing per minute</th>
<th>Technical Fields offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish Non-technical</td>
<td>All Other Languages Non-technical</td>
</tr>
<tr>
<td>$0.90</td>
<td>$1.10</td>
</tr>
</tbody>
</table>

9-1-1 calls will receive priority.
Hold Policy is two minutes, call will be disconnected by the vendor after two minutes of being on hold.
Technical field interpretation request will be identified by the County Department user.
CONTRACTOR:  
Voiance Language Services, LLC  
5780 N. Swan Rd.  
Tucson, AZ 85718

Contact: Susan Sweeney, CFO  
Telephone: 866-742-9080  
Fax: 520-745-9022

VENDOR CODE: B371571267 01

Services Awarded: Face to Face Interpretation, Telephone Interpretation, Document Translation and Bilingual Skills Assessment

**Service: Telephone Interpretation:**

<table>
<thead>
<tr>
<th>Pricing per minute</th>
<th>Technical Fields offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish Non-technical</td>
<td>All Other Languages Non-technical</td>
</tr>
<tr>
<td>$0.90</td>
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</tbody>
</table>

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Hold Policy is two minutes, call will be disconnected by the vendor after two minutes of being on hold.  
Technical field interpretation request will be identified by the County Department user.

**Service: Face to Face:**

<table>
<thead>
<tr>
<th>Price per Hour</th>
<th>Minimum Charge</th>
<th>Time required to schedule in advance</th>
<th>Late notice charge</th>
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<th>Cancellation Charge</th>
<th>Technical fields offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>$55.00/Spanish</td>
<td>2 hours</td>
<td>24 hours</td>
<td>No Charge</td>
<td>24 hours</td>
<td>Equal to 1 hour of service</td>
<td>Medical and Legal</td>
</tr>
<tr>
<td>$80.00/All other Languages</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>$82.50/Simultaneous Spanish</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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Service: Document Translation:

<table>
<thead>
<tr>
<th>Rates Per Word</th>
<th>Quick Turnaround</th>
<th>Desktop Publishing</th>
<th>Technical Fields Offered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish Premium</td>
<td>Arabic, Chinese, Farsi, Korean, Urdu &amp; Vietnamese Premium</td>
<td>All Other Languages Premium</td>
<td>All Other Languages Standard</td>
</tr>
</tbody>
</table>

Premium rates only will be provided in the top 7 languages (Arabic, Chinese, Farsi, Korean, Spanish, Urdu & Vietnamese). Premium Translation includes an initial translation by a native speaker, a professional review by a team of translators for content, context and general language application, proof reading for errors in the targeted language by another translator, and final review by a coordinator for continuity, tone and overall accuracy. A final review by a coordinator is also conducted. Standard translation includes an initial translation by a native speaker and a professional review by another translator for content, context and tone as well as for errors.

No additional charge for translation services in the technical fields will be allowed.

Translation rates includes all cost.

If a document translation request cost less than $46.00 at the per word rate, Fairfax County will pay a minimum of $46.00 for translation services.

Quick turnaround – Charged only if the County request a document translation with less than 24 hrs. notice or more than 2000 word per day.

Service: Bilingual Skills Assessment:

<table>
<thead>
<tr>
<th>One Skill</th>
<th>Two Skills</th>
<th>Three Skills</th>
<th>Group Discount</th>
</tr>
</thead>
<tbody>
<tr>
<td>$80.00</td>
<td>$150.00</td>
<td>$180.00</td>
<td>10% for 2-5 Persons 20% for 6-10 Persons</td>
</tr>
</tbody>
</table>

Skills include speaking, reading and writing.

A group discount is offered if more than one county employee tests at the same time. If there is more than one request from the County for an assessment in a given month, the vendor will notify the county user that another assessment is scheduled so that the county is eligible for the group discount.