



U.S. General Services Administration

Federal Acquisition Service

Overview of GSA's Language Services - Schedule 738 II

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Today's Topics

- **Who are we**
- **Brief Overview of Schedules**
- **Language Services Schedule**
- **Success Stories**
- **e-Tools**
- **Available Support**



Who are we?

- General Services Administration (GSA)
- Federal Acquisition Services (FAS)
- Management Services Center (MSC)

GENERAL SCHEDULE INFORMATION

GSA Schedules Program

What is a Schedule?

- GSA Awarded Competitive IDIQ contract/firm fixed price
- Mirrors Commercial Buying Practices
- Long-term Contracts Awarded to Multiple Companies
 - 5 yrs. With Three 5-yr. Options
- Huge Selection: Over 14,000 Companies Represented on Nearly 18,000 Contracts

Benefits to Using the Schedule

All Competition Requirements Have Been Met

- No Synopsis Required
- Prices Have Been Deemed Fair & Reasonable
- Terms and Conditions Have Been Pre-negotiated
- Reduced Need For Front-End Procurement Personnel
- **Reduced Procurement Lead Time**
- Customized Solutions
- **Direct Relationship With Contractors**
- No Additional Administrative Fees

Flexible Schedule Tools

- Blanket Purchase Agreements (BPAs)
- Contractor Teaming Arrangement (CTAs)

LANGUAGE SERVICES

SCHEDULE 738 II

General Schedule Information

- Expertise in over a hundred different languages
- Contractors have security clearances, certification and accreditations
- 107 Contractors (Comprised of large and all Socio-Economic levels)

Top 10 Language Schedule Contractors

- **Worldwide Language Resources, Inc.**
- **AllWorld Language Consultants, Inc.**
- **Metropolitan Interpreters & Translators, Inc.**
- **McNeil Technologies, Inc.**
- **Tele-Interpreters LLC**
- **Thomas Computer Solutions, dba: TCS Translations**
- **SOS International Ltd.**
- **International Communications Associates, Inc.**
- **ASET International Services Corp.**
- **MVM, Inc.**



Federal Acquisition Service

Top 5 DoD Customers	MAJOM
Office of Secretary of Defense	
Department of Air Force	Air Combat Command (ACC)
Department of Army	Army Contracting Agency (ACA) Army Materiel Command (AMC)
Office of Secretary of Defense	Washington Headquarters Service (WHS) Defense Security Service (DSS)
Department of Army	US Army Medical Research and Materiel Command (USAMRMC)



Federal Acquisition Service

Top 5 Customer Agencies	Bureau
Department of Justice	Federal Bureau of Investigations (FBI) Offices Boards and Divisions Drug Enforcement Agency (DEA)
Department of Treasury	Internal Revenue Service (IRS)
Social Security Administration	Social Security Administration (SSA)
Department of Homeland Security	Bureau of Immigration and Customs Enforcement (ICE) Federal Emergency Management Agency (FEMA) Bureau of Citizenship and Immigration Bureau of Customs and Border Patrol
Department of Transportation	Immediate Office of the Secretary of Transportation

SIN 382-1 Translation Services

The translation of written, electronic and multi-media material into a target language (Foreign into English or Foreign into Foreign) in support of:

- Business, Legal, Medical, Technical, Documents, Software, Website localization for Internet and Intranet, Video subtitling. Client consultation and Project management services include translation formatting, proofreading, text adaptation, editing, graphic design, and desktop publishing.



fast
ACCURATE
reliable
confidential
translations

382-2 Interpretation

Interpretation of oral communication in simultaneous or consecutive form, from a source language to a target language in support of:

Meetings, conferences, seminars,
court hearings, briefings, diplomatic
escorts, 24 hr. telephone support

Client consultation and project
management services provided
for scheduling, assignment and
logistical coordination of linguist support.



382-3 Training & Education Material

Customized or standardized off-the-shelf foreign language training courses at on-site and off-site locations in classroom, private, semi-private, tutorial and in-country immersion forums. Intensive and one-on-one training available. Instructional training for various language proficiency levels and testing is included.



382 4 Comprehensive Linguistic Analytical Support Services (CLASS)

in support of local, national, or global requirements that support the missions of military, law enforcement, homeland and national security organizations among others.

Collecting, translating/interpreting and delivering mission related data, performing data analysis; cultural consulting, role-playing; Title III monitoring and intercepts; interview support, forensic processing; related project/program management and control for linguist screening and, recruitment; site supervision and quality control of all related services.

382 5 Services for the Visual and Hearing Impaired

Services under this SIN enhance the accessibility and availability of the spoken and written word by those who are visually and/or hearing impaired.



Language Services Out of Scope

- Medical transcription services
- Information Technology (hardware/software)
- Language training requiring software with licensing requirements
- Training not related to language
- Armed Escort Services

Success Stories

“Some of our staff members required and under went language training and the whole process flowed easily; We would use this Schedule again.”

Representative, Defense Institute of International Legal Studies (DILLS) of Newport, Rhode Island



Success Stories

- Tricare Eurasia Africa
- US PACOM
- On-call Emergency Translation & Interpretation Support Services in Ramstein AFB, Germany
- Translation/Interpretation Support for USAF in Iraq

Success Stories, continued

- Immersion Training
- Hospital Interpreter/Translator at Kunsan Army Base in Korea
- Congressional Budget Office
- Supports Navy SEAL Mission During Operation Enduring Freedom

E-Tools

- www.gsa.gov/language
- Schedules GSA eLibrary/eAdvantage
- GSA eBuy

Support Provided by GSA

- Agency outreach: guidance, training & education
- Industry outreach: promote, facilitate the growth of schedules supplier base
- Expedite awards/mods of “potential” suppliers
- Review SOWs

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