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
Federal Acquisition Service

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.
<table>
<thead>
<tr>
<th>Top 5 DoD Customers</th>
<th>MAJOM</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Secretary of Defense</td>
<td></td>
</tr>
<tr>
<td>Department of Air Force</td>
<td>Air Combat Command (ACC)</td>
</tr>
</tbody>
</table>
| Department of Army | Army Contracting Agency (ACA)  
               Army Materiel Command (AMC) |
| Office of Secretary of Defense | Washington Headquarters Service (WHS)  
               Defense Security Service (DSS) |
<p>| Department of Army | US Army Medical Research and Materiel Command (USAMRMC) |</p>
<table>
<thead>
<tr>
<th>Top 5 Customer Agencies</th>
<th>Bureau</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Justice</td>
<td>Federal Bureau of Investigations (FBI) Offices Boards and Divisions Drug Enforcement Agency (DEA)</td>
</tr>
<tr>
<td>Department of Treasury</td>
<td>Internal Revenue Service (IRS)</td>
</tr>
<tr>
<td>Social Security Administration</td>
<td>Social Security Administration (SSA)</td>
</tr>
<tr>
<td>Department of Transportation</td>
<td>Immediate Office of the Secretary of Transportation</td>
</tr>
</tbody>
</table>
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.
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.

“On September 10, 2001, I would never have dreamed that I would have to provide Uzbek language capability for our personnel. GSA Language Services has directly supported the U.S. Government in the war on terrorism and has created resources that will be a continuing asset in Operation Enduring Freedom.”

Representative, U.S. Air Force
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 underwent 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
GSA/FAS DC Contacts

Andrea Azarcon Heller
National Account Manager (NAM) for State, USAID, Commerce and Treasury
(703) 605-9169
andrea.azarcon@gsa.gov

Michael L. Williams
National Account Manager (NAM) for DoD/OSD, Air Force and Transportation
703 605-5755 Office
michael.williams@gsa.gov
MSC Language Contacts

Tammy (Tam) Lindsley
Business Management Specialist
tam.lindsley@gsa.gov
253 – 931-7627

Kristann (Kris) Montague
Supervisor Contract Specialist
kristann.montague@gsa.gov
253 – 931- 7180