

DEPARTMENT OF INFORMATION RESOURCES

REQUEST FOR OFFER DIR-TSO-TMP-421

TELECOMMUNICATIONS & TECHNOLOGY INTERPRETER SERVICES, PRODUCTS & RELATED SERVICES

BID PACKAGE 2 - PRICING SHEET

COMPANY NAME: **VOIANCE LANGUAGE SERVICES, LLC**

SERVICE NAME	DESCRIPTION	SERVICE NUMBER	DISCOUNT OFF MSRP	DIR CUSTOMER PRICE/MINUTE
Telephonic Interpretation Spanish	Over-the-phone interpretation service includes 24/7/365 availability, fast connection to an interpreter, 3rd party calls included, dedicated account managers, trained employee interpreters all located in the US.	OPI-SP	30.48%	\$0.57
Telephonic Interpretation - LOTS (languages other than spanish)	Over-the-phone interpretation service includes 24/7/365 availability, fast connection to an interpreter, 3rd party calls included, dedicated account managers, trained employee interpreters all located in the US.	OPI-LOTS	24.39%	\$0.62
VIDEO REMOTE INTERPRETATION				
American Sign Language		VRI-ASL	30.31%	\$0.95
Albanian		VRI-Albanian	48.75%	\$0.62
Amharic		VRI-Amharic	48.75%	\$0.62
Arabic		VRI-Arabic	48.75%	\$0.62
Armenian		VRI-Armenian	48.75%	\$0.62
Bengali		VRI-Bengali	48.75%	\$0.62
Brazilian-Portuguese		VRI-Brazilian Portuguese	48.75%	\$0.62
Cambodian		VRI-Cambodian	48.75%	\$0.62
Cantonese		VRI-Cantonese	48.75%	\$0.62
Faris		VRI-Farsi	48.75%	\$0.62
French		VRI-French	48.75%	\$0.62
French Creole		VRI-French Creole	48.75%	\$0.62
Haitian Creole		VRI-Haitian Creole	48.75%	\$0.62
Hindi		VRI-Hindi	48.75%	\$0.62
Italian		VRI-Italian	48.75%	\$0.62
Japanese		VRI-Japanese	48.75%	\$0.62
Karen		VRI-Karen	48.75%	\$0.62
Kinyarwanda		VRI-Kinyarwanda	48.75%	\$0.62
Korean		VRI-Korean	48.75%	\$0.62
Mandarin		VRI-Mandarin	48.75%	\$0.62
Nepali		VRI-Nepali	48.75%	\$0.62
Polish		VRI-Polish	48.75%	\$0.62
Punjabi		VRI-Punjabi	48.75%	\$0.62
Russian		VRI-Russian	48.75%	\$0.62
Somali		VRI-Somali	48.75%	\$0.62

VIDEO REMOTE INTERPRETATION	DESCRIPTION	SERVICE NUMBER	DISCOUNT OFF MSRP	DIR CUSTOMER PRICE/MINUTE
Spanish		VRI-Spanish	48.75%	\$0.62
Swahili		VRI-Swahili	48.75%	\$0.62
Tagalog/Filipino		VRI-Tagalog/Filipino	48.75%	\$0.62
Tigrigna		VRI-Tigrigna	48.75%	\$0.62
Vietnamese		VRI-Vietnamese	48.75%	\$0.62

TRANSLATION SERVICE PRICING

Further savings may be obtained depending on total volume, content type, languages selected, and frequency of projects.

LANGUAGE	PER WORD RATE - STANDARD CONTENT NEW WORD	PER WORD RATE - 100% TRANSLATION MEMORY MATCH	PER WORD RATE - TRANSLATION MEMORY REPEATED TEXT	PER WORD RATE - FUZZY TRANSLATION MEMORY MATCH
Afrikaans	\$0.25	\$0.09	\$0.12	\$0.24
Albanian	\$0.17	\$0.06	\$0.08	\$0.16
Amharic	\$0.22	\$0.08	\$0.10	\$0.20
Arabic	\$0.19	\$0.07	\$0.09	\$0.18
Armenian	\$0.15	\$0.05	\$0.07	\$0.14
Azerbaijani	\$0.25	\$0.09	\$0.12	\$0.24
Azeri	\$0.27	\$0.10	\$0.13	\$0.25
Belarusian	\$0.20	\$0.07	\$0.09	\$0.18
Bengali	\$0.22	\$0.08	\$0.10	\$0.20
Bosnian	\$0.18	\$0.07	\$0.09	\$0.17
Bulgarian	\$0.18	\$0.07	\$0.09	\$0.17
Burmese	\$0.22	\$0.08	\$0.10	\$0.20
Cambodian	\$0.21	\$0.08	\$0.10	\$0.20
Catalan	\$0.24	\$0.09	\$0.11	\$0.22
Chinese (Simplified)	\$0.13	\$0.05	\$0.06	\$0.12
Chinese (Traditional)	\$0.17	\$0.06	\$0.08	\$0.16
Croatian	\$0.19	\$0.07	\$0.09	\$0.18
Czech	\$0.18	\$0.07	\$0.09	\$0.17
Danish	\$0.23	\$0.07	\$0.09	\$0.17
Dari	\$0.21	\$0.08	\$0.10	\$0.20
Dutch	\$0.21	\$0.08	\$0.10	\$0.20
Estonian	\$0.20	\$0.07	\$0.09	\$0.18
Farsi	\$0.21	\$0.08	\$0.10	\$0.20
Finnish	\$0.23	\$0.08	\$0.11	\$0.22
Flemish	\$0.23	\$0.08	\$0.11	\$0.22
French	\$0.18	\$0.07	\$0.09	\$0.17
French Canadian	\$0.18	\$0.17	\$0.09	\$0.17
Gaelic	\$0.25	\$0.09	\$0.12	\$0.24
Georgian	\$0.25	\$0.09	\$0.12	\$0.24
German	\$0.18	\$0.07	\$0.09	\$0.17
Greek	\$0.20	\$0.07	\$0.09	\$0.18
Gujarati	\$0.20	\$0.07	\$0.10	\$0.19
Haitian Creole	\$0.22	\$0.08	\$0.10	\$0.20
Hebrew	\$0.20	\$0.07	\$0.09	\$0.18
Hindi	\$0.20	\$0.07	\$0.09	\$0.18

LANGUAGE	PER WORD RATE - STANDARD CONTENT NEW WORD	PER WORD RATE - 100% TRANSLATION MEMORY MATCH	PER WORD RATE - TRANSLATION MEMORY REPEATED TEXT	PER WORD RATE - FUZZY TRANSLATION MEMORY MATCH
Hmong	\$0.25	\$0.09	\$0.12	\$0.24
Hungarian	\$0.18	\$0.17	\$0.09	\$0.17
Icelandic	\$0.29	\$0.10	\$0.14	\$0.27
Indonesian	\$0.23	\$0.08	\$0.11	\$0.22
Italian	\$0.16	\$0.06	\$0.08	\$0.15
Japanese	\$0.20	\$0.07	\$0.10	\$0.19
Javanese	\$0.25	\$0.09	\$0.12	\$0.24
Kannada	\$0.25	\$0.09	\$0.12	\$0.24
Kazakh	\$0.25	\$0.09	\$0.12	\$0.24
Khmer	\$0.20	\$0.07	\$0.10	\$0.19
Korean	\$0.18	\$0.07	\$0.09	\$0.17
Kurdish	\$0.25	\$0.09	\$0.12	\$0.24
Kyrgyz	\$0.25	\$0.09	\$0.12	\$0.24
Laotian	\$0.22	\$0.08	\$0.11	\$0.21
Latin	\$0.25	\$0.09	\$0.12	\$0.24
Latvian	\$0.20	\$0.07	\$0.09	\$0.18
Lithuanian	\$0.18	\$0.07	\$0.09	\$0.17
Macedonian	\$0.20	\$0.07	\$0.09	\$0.18
Malay	\$0.23	\$0.08	\$0.11	\$0.22
Marathi	\$0.20	\$0.07	\$0.10	\$0.19
Moldavian	\$0.25	\$0.19	\$0.12	\$0.24
Nepali	\$0.25	\$0.09	\$0.12	\$0.24
Norwegian	\$0.23	\$0.08	\$0.11	\$0.22
Nyanja	\$0.25	\$0.09	\$0.12	\$0.24
Pangasinan	\$0.25	\$0.09	\$0.12	\$0.24
Panjabi	\$0.20	\$0.07	\$0.10	\$0.19
Pashto	\$0.25	\$0.09	\$0.12	\$0.24
Pohnpeian	\$0.27	\$0.10	\$0.13	\$0.25
Polish	\$0.18	\$0.07	\$0.09	\$0.17
Portuguese (Brazil)	\$0.17	\$0.06	\$0.08	\$0.16
Portuguese (Eur)	\$0.18	\$0.07	\$0.09	\$0.17
Punjabi	\$0.20	\$0.07	\$0.10	\$0.19
Romanian	\$0.17	\$0.07	\$0.09	\$0.17
Russian	\$0.18	\$0.07	\$0.09	\$0.17
Samoan	\$0.27	\$0.10	\$0.13	\$0.25
Serbian	\$0.18	\$0.07	\$0.09	\$0.17
Serbo-Croatian	\$0.18	\$0.07	\$0.09	\$0.25
Sinhalese	\$0.27	\$0.10	\$0.13	\$0.25
Slovak	\$0.20	\$0.07	\$0.09	\$0.18
Slovene	\$0.20	\$0.07	\$0.09	\$0.18
Somali	\$0.21	\$0.08	\$0.10	\$0.20
Sotho	\$0.22	\$0.08	\$0.11	\$0.21
Spanish	\$0.13	\$0.05	\$0.06	\$0.12
Swahili	\$0.22	\$0.08	\$0.11	\$0.21
Swedish	\$0.23	\$0.08	\$0.11	\$0.22

LANGUAGE	PER WORD RATE - STANDARD CONTENT NEW WORD	PER WORD RATE - 100% TRANSLATION MEMORY MATCH	PER WORD RATE - TRANSLATION MEMORY REPEATED TEXT	PER WORD RATE - FUZZY TRANSLATION MEMORY MATCH
Tagalog	\$0.20	\$0.07	\$0.10	\$0.19
Tajik	\$0.25	\$0.09	\$0.12	\$0.24
Tamil	\$0.20	\$0.07	\$0.10	\$0.19
Telugu	\$0.20	\$0.07	\$0.10	\$0.19
Thai	\$0.20	\$0.07	\$0.09	\$0.18
Tigrinya	\$0.25	\$0.09	\$0.12	\$0.24
Trukese	\$0.25	\$0.09	\$0.12	\$0.24
Turkish	\$0.20	\$0.07	\$0.10	\$0.19
Turkmen	\$0.25	\$0.09	\$0.12	\$0.24
Ukrainian	\$0.18	\$0.07	\$0.09	\$0.17
Urdu	\$0.20	\$0.07	\$0.10	\$0.19
Uzbek	\$0.25	\$0.09	\$0.12	\$0.24
Vietnamese	\$0.18	\$0.07	\$0.09	\$0.17
Welsh	\$0.27	\$0.10	\$0.13	\$0.25
Yao	\$0.25	\$0.09	\$0.12	\$0.24
Yiddish	\$0.25	\$0.09	\$0.12	\$0.24
Zulu	\$0.27	\$0.10	\$0.13	\$0.25

OTHER SERVICES:

SERVICE	RATE PER HOUR OR AT % OF TOTAL PROJECT BUDGET
Translation Hourly Rate (Review, Glossary Translation)	\$65.00
Initial Source Language Glossary & Style Guide Creation	\$65.00
Complex Multi-lingual DTP Hourly Rate	\$60.00
Graphics Localization	\$70.00
Multimedia Translation Integration	\$80.00
Project Minimum - Spanish	\$100.00
Project Minimum - Languages Other Than Spanish	\$120.00



Notes:

- Translation rates above relate to standard context (general information, consumer-targeted or mildly technical content). Content of a more complex nature (complex medical, legal, advertising copy, or highly-technical) may be subject to a higher translation rate.
- Voiance and CyraCom will always try to accommodate the fastest turn-around times for its customers. However in rare cases with extremely tight turn-around times, a rush fee of 25% of the project value may be requested.
- The Translation Memory Match Categories suggested above are for reference. CyraCom and Voiance may find other cost-savings alternatives depending on the content, file types, and status of any legacy Translation Memory.