GENERAL SERVICES ADMINISTRATION
Federal Acquisition Service

Authorized Federal Supply Schedule Price List

On-line access to contract ordering information, terms and conditions, 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.GSAAdvantage.gov.**

Schedule for - Professional Services Schedule

Federal Supply Group: 00CORP   **Class:** R608

SIN 382-1 - Translation Services / Recovery 382-1RC
SIN 382-2 - Interpretation Services / Recovery 382-2RC
SIN 382-3 - Training & Educational Materials / Recovery 382-3RC
SIN 382-5 – Services for the Visual and Hearing Impaired / Recovery 382-5RC

Contract Number: GS-10F-009BA

Contract Period: October 11, 2013 through October 10, 2023

CyraCom International, Inc.
d/b/a CyraCom
5780 N Swan Road
Tucson, AZ 85718

Phone: (800) 713-4950
Fax: (520) 745-9022

Contract Administration Sources: Jeremy Woan, jwoan@cyracom.com
Martin Acosta, mjacosta@cyracom.com
Vicky Tantlinger, vtantlinger@cyracom.com

Business Size: Large

For more information on ordering from Federal Supply Schedules
click on the FSS Schedules button at http://www.gsa.gov/schedules-ordering.

About CyraCom

Our organization comprises CyraCom International, Inc. as the parent company of CyraCom, LLC and Voiance Language Services, LLC and with all operations managed at the parent company level.

Our Company has been at the forefront of the Language Interpretation Services Industry since 1995.We originally started under the name KevMark Industries with the US patent submission of a single line, dual-handset telephone. This device was designed specifically for an interpreter to connect remotely and serve as the communicative link between two people located together in the same room and needing to speak to each other, yet lack a common language. With this new telephone, people who find themselves in this same situation now have the convenience of participating in a natural face-to-face communication session even though the interpreter is not present.

Prior to patent approval (USPTO# 5784456), the Company changed its name to CyraCom International and began offering language interpretation solutions with a rationed staff and a handful of foreign languages. As of July 2018, we have over 2,000 employees providing our clients the following language solutions in hundreds of languages and dialects 24/7/365: Over-the-Phone Interpretation (OPI), Video Remote Interpretation (VRI), On-Site Interpretation (F2F), Document Translation and Localization (T&L), and Language Assessment and Training (A&T). CyraCom is continuously hiring interpreters to fulfill our clients' needs.

CyraCom is widely renowned as a leading language interpreting service provider exclusively endorsed by the American Hospital Association. Our Company operates the **most expansive** network of large-scale interpreter contact centers in the continental United States. Moreover, *Inc.* 500/5000 has named CyraCom to the 2017 list of fastest growing private companies in the US for the eleventh time (our ninth year in a row).

We currently provide language services to thousands of clients, which includes agencies within the Federal government, some of the largest health plans, hospitals, property & casualty insurance firms, municipal governments, 9-1-1 & PSAPs, and banking organizations in the US. Our unique service provider model enables us to hold long-lasting trustworthy partnerships with our clients because of our quality of services, reliable connectivity, and proven provisions for privacy and confidentiality protocols within our secure data centers.

In 2013, CyraCom received a GSA Award in Schedule 738 II Class R608 - Contract Number GS-10F-009BA Contract Period October 11, 2013 through October 10, 2018. On October 2018, the Contract was extended until October 10, 2023.

In 2015, CyraCom modified its award to include additional services.

![CYRACOM - a CyraCom International company]

Network of Contact Centers Located in USA (Calls from the USA Remain in the USA)

Our organization developed the first extensive network of US-based, large-scale interpreter contact centers. We control and operate over 200,000 square feet of contact center space in Queens, NY; Houston, TX; Las Cruces, NM; Phoenix, AZ, Tucson, AZ, Tampa, FL and Cherry Hill, NJ. These facilities house employee interpreters, live operators, client services, and back-office functions.

The large-scale onshore contact centers became CyraCom's most impactful qualifying feature because it allows us to concentrate on employing onshore interpreters and operators to work from our centers. Our interpreter contact centers are open 24/7/365 and we offer over hundreds of languages and dialects with an Average Speed of Answer (ASA) by an interpreter of 15 seconds or less across all languages.

CyraCom International, Inc.
Large-Scale Interpreter
Contact Centers

We also have offices in Arizona and New Jersey.

Houston, TX Center 5959 Corporate Dr. — 63,000 sq. ft. / 643 seats	**Phoenix, AZ Center** 14415 S. 50th St., Ste. 100 — 70,000 sq. ft. / 767 seats	**Queens, NY Center** 138-40 Barclay Ave. — 23,000 sq. ft. / 300 seats
Tucson, AZ Airport and Congress Centers 2801 E. Elvira Rd. & 1 E. Congress, Ste. E — Total: 40,000 sq. ft. / Total: 550 seats	**Tampa, FL Center** 5701 E. Hillsborough Ave., Ste. 1140 — 30,000 sq. ft. / 297 seats	**Las Cruces, NM Center** 2303 Divot Ave., Ste. 1 — 12,000 sq. ft. / 198 seats

Language Services for the Federal Government

In concert with our subsidiary Language Learning Enterprises, we have provided language services to many agencies of the Federal Government including the Defense Language Institute, Department of Homeland Security, Department of the Navy, Department of State, Department of Veteran Affairs, US Coast Guard, Department of Education, Internal Revenue Service, and the Bureau of Customs and Border Protection.

Quality Assurance

CyraCom developed an ISO 9001:2015 certified and audited quality management system in 2009 to adopt international quality standards. Through rigorous quality processes and external audits, we ensure that quality always comes first. We route our calls through reliable US telecom providers thereby ensuring quality voice transmission and connectivity.

Toll Free Number, Support Staff, and Materials at No Extra Charge

CyraCom provides clients with a dedicated 800 number, a dedicated account management team, reporting and account management access available on-line 24/7/365, access to Client Services 24/7/365, and support material (Language Cards, Posters, etc.) at no extra charge.

Physical Security Provisions and Policies

Clients with strict regulatory requirements from Federal agencies visit, audit, and certify our onshore interpreter contact centers. Our onshore contact centers ensure your information is safeguarded by the following provisions:

- Data Centers and Call Centers are located in regions with low occurrences of natural disasters.
- IT systems are penetration and intrusion tested on a regular basis and certified compliant.
- Our multi-million dollar data center and communication platform focuses on business continuity and system redundancy, including highly resilient fail-over processes.
- Access doors require keycard access. Visitors require clearance by management.
- 24/7 recorded surveillance and mandatory visible ID badges for all staff and visitors.

Connection via Web-based and Apps

CyraCom's Phone Interpreters are available from your smart phone, iPhone, or tablet through easy to use Apps.

![CyraCom logo - a CyraCom International company]

CUSTOMER INFORMATION:

1a. Table of Awarded Special Item Number(s) with appropriate cross-reference to page numbers:

SIN	Recovery	SIN Description	Page
00CORP–500	00CORP-500RC	Order Level Materials	13
382-1	382-1RC	Translations	12
382-2	382-2RC	Phone Interpretation Services	13
382-2	382-2RC	Video Interpretation Services	14 & 18
382-2	382-2RC	On-Site Interpretation Services	15
382-3	382-3RC	Training	16 & 17
382-5	382-5RC	Services for the Visual and Hearing Impaired	18

1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply. Not Applicable.

1c. If the Contractor is proposing hourly rates a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided.

 See Section after Number 26.

2. Maximum Order: $1,000,000.00

3. Minimum Order: $100.00

4. Geographic Coverage (delivery area): Domestic: 50 States, DC, Territories

5. Point(s) of production (city, county, and state or foreign country): Tucson, Arizona

6. Discount from list prices or statement of net price: Government net prices (discounts already deducted).

7. Quantity discounts: Pursuant to FAR 8.404 and 8.405-4, quantity discounts for high volume orders may be negotiated at the task order level.

8. Prompt payment terms: Not Offered.

9a. Notification that Government purchase cards are accepted up to the micro-purchase threshold: Yes.

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold: Contractor will accept over $3,000.

10. Foreign items (list items by country of origin): None.

11a. Time of Delivery (Contractor insert number of days): Specified on the Task Order.

11b. Expedited Delivery. Not applicable.

11c. Overnight and 2-day delivery. Not applicable.

11d. Urgent Requirements. Telephonic and Video Interpretation is available on-demand 24/7/365. CyraCom offers rush services for its other language services. On-Site Interpretation requires lead-time, but urgent requests are accepted. Please contact contractor for details.

12. F.O.B Points(s): Destination.

13a. Ordering Address(es): 5780 N Swan Road, Tucson, AZ 85718

13b. Ordering procedures: For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's), and a sample BPA can be found at the GSA/FSS Schedule homepage (fss.gsa.gov/schedules).

14. Payment address(es): P. O. Box 975652, Dallas, TX 75397-5652

15. Warranty provision: Contractor's standard commercial warranty.

16. Export Packing Charges (if applicable): Not Applicable.

17. Terms and conditions of Government purchase card acceptance (any thresholds above the micro-purchase level): Contact Contractor.

18. Terms and conditions of rental, maintenance, and repair (if applicable): Not Applicable.

19. Terms and conditions of installation (if applicable): Not Applicable.

20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable): Not Applicable.

20a. Terms and conditions for any other services (if applicable): Not Applicable.

21. List of service and distribution points (if applicable): Not Applicable.

22. List of participating dealers (if applicable): Not Applicable.

23. Preventive maintenance (if applicable): Not Applicable.

24a. 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 Numbering System (DUNS) number:** 007360527

26. **Notification regarding registration in System for Award Management (SAM) database:**
Registered.

SERVICES AND RATES AWARDED UNDER
SINs 382-1/1RC; 382-2/2RC; 382-3/3RC; 382-5/5RC, Interpretation/Translation Services

Services	Contractor or Customer Site	Domestic or Overseas	Unit of Issue	GSA Price (including IFF)
Translation	Both	Domestic Only	Per Word	Varies. See Section 382-1
Over-the-Phone Interpretation 24/7/365 (All 200+ languages)	Both	Domestic Only	Per minute	$0.82
Video Remote Interpretation 24/7/365 (20+ spoken languages)	Both	Domestic Only	Per minute	$1.21
Video Remote Interpretation 24/7/365 ASL	Both	Domestic Only	Per minute	$1.36
On-Site Interpretation Category I: Spanish (to and from English)	Both	Domestic Only	Hourly, 2 hour minimum	$70.00
On-Site Interpretation Category II: Non-Spanish Languages (Arabic and Amharic to and from English)	Both	Domestic Only	Hourly, 2 hour minimum	$85.00
On-Site Interpretation Category III: ASL	Both	Domestic Only	Hourly, 2 hour minimum	$65.49
Language Proficiency Assessment	Both	Domestic Only	Per Test	$107.91
Interpreter Skills Assessment – Spanish	Both	Domestic Only	Per Test	$136.02
Interpreter Skills Assessment – Languages Other than Spanish	Both	Domestic Only	Per Test	$158.69

![CYRACOM - a CyraCom International company]

Service Contract Act: The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the cited SCA labor categories are based on the U.S. Department of Labor WD 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.

SCA MATRIX			
SIN Category	SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
SIN 382-1	Translator	30110 – Foreign Language Translator	1987-0989
SIN 382-2	Interpreter	30110 – Foreign Language Translator	1987-0989
SIN 382-5	Certified Sign Language Interpreter	30130 – Interpreter (Sign Language)	1987-0989

CyraCom Services Offered for SINs 382-1, 382-2, 382-3, and 382-5

Over-the-Phone Interpretation	Phone Interpreters are available 24/7/365 with a guaranteed access to over 200 languages within 15 seconds or less, on average across all languages. CyraCom updates its language list continuously and we will add new languages and/or dialects upon request. Employee interpreters receive 120 hours of classroom and practicum instruction prior to the first day of employment, covering industry-specific interpreting training and best practices and protocols. Clients can access our Interpreters from any existing phone. (Please contact contractor for details on availability of phones.)
Video Remote Interpretation	CyraCom offers Video-Remote Interpretation (VRI) for our top-demanded languages, including American Sign Language (ASL). Our VRI service connects clients to a video interpreter in 30 seconds or less, on average.
On-Site Interpretation	CyraCom takes a consultative approach to On-Site Interpretation. We first analyze your facility's program to determine language mix, appointment type, and frequency of use. Then, we collaborate with you to create a comprehensive plan for your facility. When customers have a language need, we provide easy scheduling, highly qualified interpreters, and a dedicated On-Site team to manage it all for you.
Translation & Localization (T&L)	We translate written materials, software, websites, or other media for our clients' linguistically diverse customers. Our corporate Project Managers utilize a US-based and multinational network pool of 1,200 highly qualified and professionally vetted translators.
Assessment & Training (A&T)	We test our clients' new or existing bilingual staff to determine how fluently they speak both of their languages. We also test whether bilingual staff members can sufficiently act as interpreters and we provide groups of client employees with interpreter skills training.

Our language list contains those coded into our call platform. It also contains CyraCom's best attempt to capture the relevant alternative names and spellings of those supported languages, using resources available to CyraCom.

The availability of interpreters for some less-frequently-used languages may vary, and increased requests for languages help us gauge demand and may influence interpreter staffing changes. If an interpreter for the language you are looking for is not currently available, your call will route to Client Services for further assistance.

Given that there are roughly 6,500 spoken languages in the world, we can and do regularly add support for new languages based on need. Our goal is not to have a static list of languages but rather to provide dynamic support to meet growing and changing language needs of our clients across the United States.

A

Acholi (Sudan-Uganda)
- Acoli
- Acooli
- Akoli
- Atscholi
- Dok Acoli
- Gang
- Lebacoli
- Log Acoli
- Lwo
- Lwoo
- Shuli

Afghan
- Dari

Afrikaans

Akan
- Fanti
- Ghana
- Twi

Akateko
- Acatec
- Acateco
- Conob
- Kanobal
- K'anjob'al
- Q'anob'al
- San Miguel Acatan Kanjobal
- Western Kanjobal
- Western Q'anjob'al

Aklan
- Inakeanon
- Aklano
- Aklanon
- Aklanon-Bisayan
- Panay

Albanian

Amharic (Ethiopia)
- Abyssinian
- Amargina
- Amarinya
- Amhara
- Beta Israel
- Ethiopian

Apache
- Coyotero

Arabic
- Al-Arabiyya
- Al-Fusha
- Literary Arabic

Armenian
- Armenian, Eastern
- Armenian, Western
- Armjanski Yazyk
- Ena
- Ermeni Dili
- Ermenice
- Haieren
- Somkhuri

Ashanti
- Akan

Assyrian
- Assyrian Neo-Aramaic
- Aisorski
- Assyrianci
- Assyriski
- Lishana Aturaya
- Neo-Syriac
- Sooreth
- Suret
- Sureth
- Suryaya Swadaya

Azerbaijani

B

Bahasa/Brunei
- Brunei-Kadaian
- Orang Bukit

Baluchi

Bambara
- Bamanakan
- Bamanankan

Banda

Bangi
- Bobangi
- Bubangi
- Dzamba
- Lobobangi
- Rebu
- Zamba

Bao-an
- Bonan
- Baonan
- Boan
- Manikacha
- Paoan
- Paongan

Basque
- Euska
- Euskara
- Euskera
- Euskerie

Bassa

Belorussian
- Belarusan
- Belarusian
- Bielorussian
- Byelorussian

- White Russian
- White Ruthenian

Bemba (Zambia)
- Chibemba
- Chiwemba
- Cibemba
- Ichibemba
- Icibemba
- Wemba

Bengali
- Bangala
- Bangla
- Bangla-Bhasa

Berber
- Tamazight ,Central Atlas
- Central Shilha
- Middle Atlas Berber
- Moroccan Amazigh
- Shilha
- Tachelhit

Bhojpuri
- Bajpuri
- Bhojapuri
- Bhozpuri
- Bihari
- Deswali
- Khotla
- Piscimas

Bhutanese
- Bhotia of Bhutan
- Bhotia of Dukpa
- Dzongkha
- Drukha
- Drukke
- Dukpa
- Jonkha
- Rdzongha

ISO
9001:2008, 13611:2014, 17100:2015
Quality Management System
Guidelines for Community Interpreting
Translation Services

CyraCom's interpretation and translation solutions are exclusively endorsed by the American Hospital Association

- Zongkhar

Bicol
- Bikol

Bosnian

Brazil-Portuguese
- Portuguese
- Portugues

Bulgarian
- Balgarski

Burmese
- Bama
- Bamachaka
- Myanmar
- Myen

C

Cakchiquel
- Kaqchikel
- Kaqchiquel

Cambodian
- Khmer

Cantonese
- Chinese, Yue
- Gwong Dung Waa
- Toisan
- Toishanese
- Yue
- Yueh
- Yuet Yue
- Yueyu

Cape Verdean
- Portuguese (macro)

Catalan
- Catala
- Catalan
- Catalan-Valencian-Balear
- Catalonian
- Valencian

Cebuano
- Binisaya
- Bisayan
- Sebuano
- Segbuanon
- Sugbuhanon
- Visayan

Chaldean
- Chaldean Neo-Aramaic
- Fallani
- Fellihi
- Kaldaya
- Kildani
- Lishana Kaldaya
- Modern Chaldean

- Neo-Challdean
- Soorath
- Soorith
- Suras
- Sureth

Chamorro
- Chamorru
- Tjamoro

Chavacano
- Chabacano
- Chabakano
- Zamboangueno

Cherokee
- Tsalagi
- Tsalgi

Chichewa

Chin

Chin (Falam)
- Falam
- Fallam
- Halam
- Hallam Chin

Chin (Hakha)
- Baungshe
- Haka
- Haka Chin
- Hakha
- Lai
- Lai Chin

Chin (Matu)
- Nge La

Chin (Tedim)
- Hai-Dim
- Tedim
- Tiddim
- Zomi

Chin (Zanniat)
- Chin, Falam
- Falam
- Fallam
- Halam
- Hallam
- Chin

Chin (Zophei)
- Chin, Zyphe
- Zo-pe
- Zoptei
- Zyphe

Chinese

Chuj
- Chuh
- Chuhe
- Chu de San Mateo Ixtatan
- Chue

- Koti

Chungshan

Chuukese
- Chuuk
- Lagoon Chuukese
- Ruk
- Truk
- Trukese

Cree

Creek
- Muskogee

Crioulo

Guinea-Bissau Creole
- Guinea-Bissau Kriyol
- Kriulo
- Kriyol
- Portuguese Creole

Croatian
- Hrvatski

Czech
- Bohemian
- Cesky jazyk
- Cestina

D

Dakota
- Sioux

Danish
- Dansk
- Rigsdansk

Dari (Afghanistan)
- Afghan Persian
- Eastern Farsi
- Farsi
- Parsi
- Persian
- Tajik
- Tajiki

Dinka (Sudan)

Dutch
- Hollands
- Nederlands

Ebon
- Edo
- Marshallese

Egyptian Arabic
- Lower Egypt Arabic
- Masri
- Massry
- Normal Egyptian Arabic

Eritrean

Eskimo
- Inupiatun, Northwest Alaska

- Inupiatun
- Northwest Alaska Inupiat

Esperanto
- Eo
- La Lingvo Internacia

Estonian

Ethiopian
- Amharic
- Abyssinian
- Amarigna
- Amarinya
- Amhara
- Beta Israel

Ewe
- Ebwe
- Efe
- Eibe
- Eue
- Eve
- Gbe
- Krepe
- Krepi
- Popo
- Vhe

F

Fang
- Pahouin
  Pamue
  Pangwe

Fanti
- Akan

Farsi
- Persian, Iranian
- New Persian
- Parsi
- Persian
- West Persian
- Western Farsi

Fijian Polynesian
- Fijian
- Boumaa Fijian
- Eastern Fijian
- Fiji
- Nadroga
- Standard Fijian

Filipino

Finnish
- Suomi

Flemish
- Vlaams

Fon
- Dahomeen

ISO Certified Quality

9001:2008, 13611:2014, 17100:2015
Quality Management System
Guidelines for Community Interpreting
Translation Services

CyraCom's interpretation and translation
solutions are exclusively endorsed by
the American Hospital Association

- Fongbe

French
- Francais

French Cajun
- Acadian
- Cadien
- Cajan
- Cajun
- Louisiana French

French Canadian

French Creole

Frisian
- Fries
- Frysk

Fukienese
- Chao Chow
- Chui Chow
- Fujianese
- Hokkien
- Taechew
- Chinese, Min Nan
- Minnan
- Southern Min
- Taiwanese

Fulani
- Fulah

Fuzhou
- Chinese, Min Dong
- Eastern Min
- Foochow

G

Ga
- Accra
- Acra
- Amina
- Gain
- Gamei

Gaddang
- Cagayan

Gaelic
- Scottish Gaelic
- Albannach Gaidhlig
- Gaidhlig
- Gaidhlig na h-Alba
- Scots Gaelic

Galician
- Galego
- Gallego

Gallinya
- Borana
- Oromo, Borana-Arsi-Guji

- Afan Oromo
- Galla
- Galligna
- Southern Oromo

Gana
- Ganaq
- Ganna
- Keningau Dusun
- Minansut

Ganda (Uganda)
- Luganda

Garri
- Ghari

Georgian
- Common Kartvelian
- Gruzinski
- Kartuli

German
- Deutsch
- Tedesco

Grebo

Greek
- Ellinika
- Graecae
- Grec
- Greco
- Neo-Hellenic
- Romaic

Guamanian
- Chamorro
- Chamorrru

Guarani

Gujarati
- Gujerathi
- Gujerati
- Gujrathi

Gulf Arabic
- 'Arabi
- Khaliji

Gwa

H

Haitian Creole
- Hakka
- Aiysyen
- Creole
- Haitian
- Kreyol
- Kreyol ayisyen
- Western Caribbean Creole

Hamer-Banna
- Amar

- Amarcocche
- Amer
- Ammar
- Bana
- Banna
- Beshada
- Cocche
- Hamar
- Hamar-Koke
- Hamer
- Hammer
- Hammercoche
- Kara Kerre

Hausa

Hawaii Creole
- Hawaii Pidgin
- Hawaii Creole English
- HCE, Pidgin

Hebrew
- Israeli
- Ivrit

Hindi
- Khadi Boli
- Khari Boli

Hindko
- Hindko, Northern
- Hazara Hindko
- Hindki
- Kagani
- Kaghani
- Hindko, Southern

Hindustani
- Hindustani, Sarnami
- Caribbean Hindustani

Hmong

Hopi

Huibei
- Hubei

Huizhou
- Hui
- Huizhou

Hunanese
- Chinese, Xiang
- Hsiang
- Hunan
- Xiang

Hungarian
- Magyar

I

Ibanag
- Ybanag

Ibo
- Igbo

Icelandic
- Islenska

Ilocano
- Ilokano
- Iloko

Ilonggo
- Hiligaynon
- Hiligainon
- Ilogo

Indonesian
- Bahasa Indonesia

Inupiaq
- North Alaskan Inupiatun
- Northwest Alaska Inupiatun

Iraqi Arabic
- Arabi
- Iraqi Judeo-Arabic
- Jewish Iraqi-Baghdadi Arabic
- Yahudic

Italian
- Italiano

J

Jakartanese

Japanese

Jarai
- Chor
- Cho-Rai
- Chrai
- Djarai
- Gia-Rai
- Gio-Rai
- Jorai
- Mthur

Javanese
- Djawa
- Jawa

Jingpho
- Aphu
- Chingpaw
- Chingp'o
- Jinghpaw
- Jinghpo
- Jingphaw
- Kachin
- Phu

Jula
- Dioula
- Diula

- Djula
- Dyoula
- Dyula
- Jula Kong
- Kong Jula
- Tagboussikan

K

Kachchi
- Cuchi
- Cutch
- Kachchhi
- Kachi
- Katch
- Katchi
- Kautchy
- Kutchchi
- Kutchie

Kamba
- Akamba
- Kekamba
- Kikamba

Kanjobal
- Q'anjob'al
- Conob
- Eastern Kanjobal
- Eastern Quanjobal
- Kanhobal
- Qanjobal
- Santa Eulalia Kanjobal

Kannada
- Banglori
- Canarese
- Havyaka
- Kanarese
- Madrassi

Karen
- Pwo

Karenni
- Kayah, Eastern
- Kayah
- Karennyi
- Kayah Li
- Kayay
- Kayeh
- Red Karen

Kashmiri
- Cashmeeree
- Cashmiri
- Kacmiri
- Kaschemiri
- Keshur

- Koshur

Kazakh
- Kaisak
- Kazak
- Kosach
- Qazag

Khamu
- Kamhmu
- Kammu
- Kamu
- Khamuk
- Khmu'
- Khomu
- Kmhmu
- Lao Terng
- Mou
- Pouteng
- Pu Thenh
- Tenh
- Theng

Khmer
- Cambodian
- Khmer

Kikuyu
- Gikuyu
- Gekoyo
- Gigikuyu

Kinya/Rwanda
- Kinyarwanda
- Hima
- Ikinyarwanda
- Orunyarwanda
- Ruanda
- Rwanda
- Rwandan
- Urunyaruanda

Kirghiz
- Kyrgyz
- Kara-Kirgiz
- Kirgiz

Kirundi
- Rundi
- Hima
- Urundi

Kizigua
- Zigula
- Chizigula
- Kizigula
- Msegua
- Seguha
- Wayombo
- Wazegua
- Zeguha

- Zegura
- Zigoua
- Zigua
- Zigwa

Kongo
Korean
- Hanguk Mal
- Hanguk Uh

Krahn
- Krahn, Western
- Krahn
- Kran
- Northern Krahn
- Western Kran
- Krahn, Eastern
- Eastern Kran
- Kran

Krio
- Creole
- Patois

Kru/Krumen
- Krumen, Tepo
- Kroumen
- Southern Krumen
- Southwestern Kroumen

Kunama
- Baada
- Baaden
- Baaza
- Baazayn
- Baazen
- Bada
- Baden
- Baza
- Bazen
- Cunama
- Diila

Kurdish
Kurdish (Badini)
- Kermanci
- Kirmanci
- Kurdi
- Kurmanci
- Kurmanji

Kurdish (Kurmanji)
- Behdini

Kurdish (Sorani)
- Kurdish, Central
- Kurdi

L

Lahu
- Kaixien
- Kucong
- Kutsong
- Lahuna
- Laki
- Lohei
- Moso
- Muhso
- Mussar
- Musso
- Mussuh
- Namen

Lakota
- Lakhota
- Lakotiyapi
- Teton

Lanzhou
Lao
- Eastern Thai
- Lao Kao
- Lao Wiang
- Lao-Lum
- Lao-Noi
- Laotion
- Laotian Tai
- Lum Lao
- Phou Lao
- Rong Kong
- Tai Lao

Latvian
Levantine Arabic
- Arabic, Northern Levantine Spoken
- Lebanese-Syrian Arabic North Levantine Arabic
- Syro-Lebanese Arabic

Lingala
- Ngala

Lithuanian
- Lietuviskai
- Lietuviu
- Litauische
- Litewski
- Litovskiy

Loma
- Bouze
- Busy
- Buzi
- Loghoma

- Logoma
- Looma
- Lorma
- Toa

Luganda
- Ganda

Luo
- Kavirondo Luo
- Luo
- Nilotic Kavirondo

Luxembourgeois
- Frankish
- Letzburgisch
- Letzebuergesch
- Luxemburgian
- Luxemburgish
- Moselle Franconian

M

Maay Somali
- Af-Maay
- Af-Maay Tiri
- Af-May
- Af-Maymay
- Rahanween
- Rahanweyn

Macedonian
- Macedonian Slavic
- Makedonski
- Slavic

Magahi
- Bihari
- Magadhi
- Magaya
- Maghai
- Maghaya
- Maghori
- Magi
- Magodhi
- Megahi

Maithili
- Apabhramsa
- Bihari
- Matili
- Methli
- Tirahutia
- Tirhuti
- Tirhutia

Malagasy

Malay
- Bahasa Malayu
- Colloquial Malay
- Informal Malay
- Local Malay
- Malayu
- Melayu

Malayalam
- Alealum
- Malayalani
- Malayali
- Malean
- Maliyad
- Mallealle
- Mopia

Malinke
- Malinka
- Maninga

Maltese
- Malti

Mam
- B'anax Mam
- Huehuetenango Mam
- Qyool

Mandarin
- Beifang Fangyan
- Guanhua
- Guoyu
- Hanyo
- Huayu
- Mandarin
- Northern Chinese
- Putonghua
- Standard Chinese
- Zhongguohua
- Zhongwen

Mandingo
- Eastern Maninkakan
- Kita Maninkakan
- Konyanka Maninka
- Mandinka
- Sankaran Maninka
- Western Maninkakan

Mandinka
- Mande
- Manding
- Mandingo
- Mandingue
- Mandinque
- Soce

Mankon
- Ngemba
- Megimba
- Mogimba
- Mundum
- Ngomba

- Nguemba

Marathi
- Maharashtra
- Maharathi
- Malhatee
- Marthi
- Muruthu

Marshallese
- Ebon

Maya
- Maya, Yucatec
- Maaya
- Maaya t'aan
- Maayaa
- Peninsular Maya
- Yucatan Maya

Mende
- Boumpe
- Hulo
- Kossa
- Kosso

Mien
- Iu Mien
- Ban Yao
- Highland Yao
- Man
- Mian
- Mjen
- Myen
- Pan Yao
- Yao
- Yiu Mien
- Youmian

Mina
- Besleri
- Hina

Mixteco
- Mixtec

Mixteco Alto
- Mixtec

Mixteco Bajo
- Mixtec

Mizo
- Duhlian Twang
- Dulien
- Hualngo
- Lukhai
- Lusago
- Lusai
- Lusei
- Lushai
- Lushai-Mizo
- Lushei

- Sailau
- Whelngo

Mola

Moldovan
- Romanian
- Daco-Rumanian
- Rumanian

Mongolian

Montagnard Dega/Mon-Khmer

Montenegrin
- Serbian

Moroccan Arabic
- Colloquial Arabic
- Darija
- Maghrebi Arabic
- Maghribi
- Moroccan Arabic
- Moroccan Colloquial Arabic
- Moroccan Dareja
- Moroccan Darija
- Moroccan Dereja

Mossi
- Moore
- Mole
- Moose
- More
- Moshi

N

Nahuatl

Nanjing
- Chinese, Mandarin
- Beifang Fangyan
- Guanhua
- Guoyu
- Hanyu
- Huayu
- Mandarin

Northern Chinese

Putonghua

Standard Chinese

Zhongguohua

Zhongwen

Navajo
- Dine
- Navaho

Ndebele
- Isinde'bele
- Ndebele of Zimbabwe
- Northern Ndebele
- Sindebele
- Tabele

- Tebele

Neapolitan
- Napoletano-Calabrese
- Neapolitan-Calabrese

Nepali

Norwegian
- Norsk

Nuer (Sudan)
- Naadh
- Naath

O

Oromo (Ethiopia)

Ouatchi
- Gbe, Waci
- Wachi
- Waci
- Waci-Gbe
- Watyi

P

Paluan

Pampango
- Pampangan
- Kapampangan
- Pampangueno

Pangasinan

Papiamento
- Papiamentu
- Curacoleno
- Curassese
- Papiamen
- Papiamentoe

Pashto (Afghanistan)
- Pashto, Southern
- Kandahar Pashto
- Qandahar Pashto
- Southwestern Pashto

Pennsylvania Dutch
- German, Pennsylvania
- Pennsylvania Deitsh
- Pennsylvanish

Persian

Pohnpeian
- Ponapean

Polish
- Polnisch
- Polski

Polynesian

Portuguese
- Azorean Portuguese

- Portugues

Portuguese Creole
- Crioula, Upper Guinea
- Guinea-Bissau Creole
- Guinea-Bissau Kriyol
- Kriulo
- Kriyol

Pothohari
- Mirpuri
- Pahari-Potwari
- Chibhali
- Dhundi-Kairali
- Potohari
- Potwari

Pulaar
- Peul
- Peulh
- Pulaar Fulfulde

Punjabi
- Punjabi, Western
- Lahanda
- Lahnda
- Lahndi
- Panajabi
- Panabi Proper
- Punjabi
- Punjapi
- Shahmukhi
- Punjabi, Eastern
- Eastern Panjabi
- Gurmukhi
- Gurumukhi

Purepecha/Tarasco
- Eastern Lake Purepecha
- P'orhe
- P'orhepecha
- P'urhe
- P'urhepecha
- Phorhepecha
- Porhe
- P'orhepecha
- Purepecha de la Zona Lacustre
- P'urhepecha
- Tarascan
- Tarasco

Q

Quechua

Quiche
- K'iche'
- Central K'iche'

- Central Quiche
- Chiquel
- Qach'abel

R

Rohingya
- Rohinja
- Ruwainggya

Romani

Romanian
- Daco-Rumanian
- Moldavian
- Rumanian

Russian
- Russki

S

Samoan
- Gagana Samoa

Saraiki
- Bahawalpuri
- Seraiki
- Siraiki

Saudi Arabic
- Arabic, Najdi Spoken

Senegalese
- Wolof, Gambian

Serbian
- Montenegrin

Serbo-Croatian

Shanghainese
- Chinese, Wu
- Jiangnan hua
- Jiangsu-Zhujiang hua
- Jiangzhe hua
- Wu
- Wuyue

Sichuan/Szechuan

Sicilian
- Calabro-Sicilian
- Sicilanu
- Siculu

Sierra Leone Creole
- Creole
- Krio
- Patois

Sindi
- Sindhi

Sinhala
- Cingalese
- Singhala

- Singhalese
- Sinhalese

Slovak
- Slovakian
- Slovencina
- Slovensky Jazyk

Slovenian
- Slovene
- Slovenscina

Somali

Soninke
- Sonike (Maraka)
- Soninke (Sarakole)
- Soninke (Sarahuleh)
- Aswanek
- Aswanik
- Azer
- Ceddo
- Cheddo
- Gangara
- Genger
- Kwara
- Maraka
- Marka
- Markaajo
- Markakan
- Sarakole
- Sarakolle
- Sarakule
- Sarakulle
- Sarangkole
- Sarangkolle
- Saraxuli
- Sebbe
- Serahule
- Serecole
- Sooninkanxanne
- Sooninke
- Wakkore
- Wankara

Spanish
- Castellano
- Castilian
- Espanol

Suchown

Sudanese Arabic
- Arabic, Sudanese Spoken
- Khartoum Arabic

Susu/Soso
- Sose
- Soso
- Soussou
- Susoo

Swahili
- Swahili (Kibajuni)
- Kiswahili
- Bravnese
- Bajun
- Kisuaheli

Swedish
- Ruotsi
- Svenska

Sylheti
- Sileti
- Siloti
- Srihattia
- Sylhetti
- Sylhetti Bangla
- Syloti
- Syloty

T

Tadzhik
- Tajiki
- Galcha
- Tajik
- Tajiki Persian
- Tojiki

Tagalog

Tamil
- Damulian
- Tamal
- Tamalsan
- Tambul
- Tamili

Telugu
- Andhra
- Gentoo
- Tailangi
- Telangire
- Telegu
- Telgi
- Tengu
- Terangi
- Tolangan

Temne
- Themne
- Temen
- Timene
- Timmannee
- Timne

Thai
- Bangkok Thai
- Central Thai

- Siamese
- Standard Thai
- Thai Klang
- Thaiklang

Tibetan
- Tibetan, Central
- Bhotia
- Dbus
- Dbusgtsang
- Phoke
- U
- Wei
- Weizang
- Zang

Tigrigna (Eritrea)
- Beta Israel
- Tigray
- Tigrinya

Tohono O'Odham
- Nebome
- Nevome
- O'odham
- O'othham
- Papago-Pima
- Tohono O'otham
- Upper Piman

Tongan
- Faka Tonga

Triqui
- Trique

Tshiluba
- Luba-Kasai
- Bena-Lulua
- Ciluba
- Luba-Lulua
- Luva
- Western Luba

Turkish
- Anatolian
- Turkce
- Turkisch

Twi
- Akan

U

Ukrainian

Urdu
- Pakistani

Uyghur
- Uighuir
- Uighur

- Uiguir
- Uygur
- Weiwu'er
- Wiga

Uzbek

V

Vietnamese
- Annamese
- Ching
- Gin
- Jing
- Kinh
- Viet

W

Waray-Waray
- Binisaya
- Samaran
- Samareno
- Samarenyo
- Samar-Leyte
- Waray

Welsh

Wolof

Wuxinese

X

Xhosa
- Cauzuh
- Isixhosa
- Koosa
- Xosa

Y

Yapese

Yemeni Arabic
- Judeo-Yemeni
- Yemenite Judeo-Arabic

Yiddish

Yoruba
- Yariba
- Yooba

Yucateco
- Yucatec

Yugoslavian

Yupik

- Yupik, Central Siberian
- Bering Strait Yupik
- Saint Lawrence Island Eskimo
- Yupik, Naukan
- Naukan
- Naukanski
- Nevuqaq
- Yupik, Central
- Central Alaskan Yupik
- Yupik, Sirenik
- Old Sirenik
- Sirenik
- Sirenikski
- Vuteen

Z

Zambal
- Sambali

Zande
- Asande
- Azande
- Badjande
- Bazenda
- Pazande
- Sande
- Zandi

Zapoteco

Zarma
- Adzerma
- Djerma
- Dyabarma
- Dyarma
- Dyerma
- Zabarma
- Zarbarma
- Zarmaci

Zomi
- Zo
- Jou
- Yo
- Yos
- Zoham
- Zome
- Zou
- Zou Chin

Zulu
- Isizulu
- Zunda

SIN 382-1 and 382-1RC SERVICE DESCRIPTIONS

LANGUAGE	RATE Per WORD
Translator Albanian	$0.23
Translator Arabic	$0.26
Translator Armenian	$0.18
Translator Bosnian	$0.25
Translator Burmese	$0.30
Translator Cambodian	$0.25
Translator Chinese (Simplified)	$0.16
Translator Chinese (Traditional)	$0.21
Translator Czech	$0.25
Translator Farsi	$0.26
Translator French	$0.25
Translator French Canadian	$0.25

Translator German	$0.24
Translator Gujarati	$0.28
Translator Haitian Creole	$0.30
Translator Hebrew	$0.27
Translator Hindi	$0.27
Translator Hungarian	$0.25
Translator Italian	$0.22
Translator Japanese	$0.28
Translator Karen	$0.34
Translator Khmer	$0.25
Translator Korean	$0.22
Translator Laotian	$0.27
Translator Polish	$0.25
Translator Portuguese (Brazil)	$0.23

Translator Portuguese (Eur)	$0.25
Translator Punjabi	$0.25
Translator Russian	$0.17
Translator Spanish	$0.13
Translator Swahili	$0.31
Translator Tagalog	$0.25
Translator Thai	$0.27
Translator Turkish	$0.28
Translator Ukrainian	$0.22
Translator Urdu	$0.28
Translator Vietnamese	$0.22
Post-Translation DTP Format & QA Hourly Rate	RATE Per Hour $45.34

Service Title:
- Translator

Job Duties Description:
- Provides meaning for meaning translations
- Uses and continuously improves knowledge of industry-standard tools
- Continuously improves vocabulary and specialized knowledge of subject matter
- Follows all CyraCom policies and procedures

Minimum Education Level Required:
- Must hold a BA degree.

Minimum Experience Required:
- Must be a native speaker of the target language, living in the target locale;
- Must have a minimum of 1 year experience as a professional translator/reviewer;
- Must exhibit subject field / domain expertise by translation specialization and/or subject matter education and training;
- Must exhibit experience with standard industry tools and technologies;

Certification Requirements:
- Certification for translation in the relevant language combination by a recognized professional translation industry body (i.e. American Translators Association).

SIN 382-2 and 382-2RC SERVICE DESCRIPTIONS

Service Title	**GSA Rate**
Over-the-Phone Interpretation	$0.82 per minute

Over-the-Phone Interpretation	Phone Interpreters are available 24/7/365 with a guaranteed access to hundreds of languages within 15 seconds or less, on average across all languages. CyraCom updates its language list continuously and we will add new languages and/or dialects upon request. Employee interpreters receive 120 hours of classroom and practicum instruction prior to the first day of employment, covering industry-specific interpreting training and best practices and protocols. Clients can access our Interpreters from any existing phone. (Please contact contractor for details on availability of dual handset / single line phones at little to no charge).

Service Title:
- Over-the-Phone Interpretation: Foreign

Service Duties Description:
- Provide meaning for meaning consecutive interpretation via phone
- Must have the ability to interpret meaning for meaning from English to Spanish and from Spanish to English – or from English to another Target Language and from that Target Language to English – and demonstrate strong communication skills in both languages

Minimum Education Level Required:
- Must possess a High School diploma or GED
- Fluent bi-lingual speaker or interpreter

Minimum Experience Required:
- Interpreting experience preferred. No prior experience required. We provide a three-week (120-hour) comprehensive training program to enhance your interpretation skills
- College-level or formal study in languages, translation, and interpretation a plus

Certification Requirements:
- Company will pre-qualify using ILR Proficiency Levels. We then train potential interpreter-candidates with three week (120-hour) training program that is the equivalent of certification as defined by CCHI (Certification Commission for Healthcare Interpreters), but ultimately surpasses CCHI expectations for certification requirements.

Service Title	GSA Rate
Video Remote Interpretation	**$1.21 per minute**

Service Title:
- Video Remote Interpretation: Foreign Spanish and other languages

Service Duties Description:
- Provide meaning for meaning consecutive interpretation via web-based video
- Spoken: Must have the ability to interpret meaning for meaning from English to Spanish and from Spanish to English – or from English to another Target Language and from that Target Language to English – demonstrating strong communication skills in both languages

Minimum Education Level Required:
- Must possess a High School diploma or GED
- Fluent bi-lingual speaker or interpreter

Minimum Experience Required:
- Interpreting experience preferred. No prior experience required. We provide a three-week (120-hour) comprehensive training program to enhance your interpretation skills
- College-level or formal study in languages, translation, and interpretation a plus

Certification Requirements:
- Company will pre-qualify using ILR Proficiency Levels. We then train potential interpreter-candidates with three week (120-hour) training program that is the equivalent of certification as defined by CCHI (Certification Commission for Healthcare Interpreters), but ultimately surpasses CCHI expectations for certification requirements.
- Train new hires on Video Interpretation Best Practices and Protocols

CyraCom Video Remote Language List (not inclusive)

Albanian	Farsi	Polish
American Sign Language	French Creole	Punjabi
Amharic Arabic	Haitian Creole	Russian
Armenian	Hindi	Somali
Bengali	Italian	Spanish
Brazilian	Japanese	Swahili
Portuguese	Karen	Tagalog/Filipino
Burmese	Kinyarwanda	Tigringa
Cambodian	Korean	Urdu
Cantonese	Mandarin	Vietnamese
	Nepali	

SIN 382-2 and 382-2RC SERVICE DESCRIPTIONS (Con't)

On-Site Interpretation	CyraCom takes a consultative approach to On-Site Interpretation. We first analyze your facility's program to determine language mix, appointment type, and frequency of use. Then, we collaborate with you to create a comprehensive plan for your facility. When customers have a language need, we provide easy scheduling, highly qualified interpreters, and a dedicated On-Site team to manage it all for you.

Service Title	GSA Rate
On-Site Interpretation: Category I Spanish (to and from English)	**$70.00 per hour /** **2 hour minimum**

Service Duties Description:
- Provide meaning for meaning consecutive interpretation via face-to-face.
- Must have the ability to interpret meaning for meaning from English to Spanish and from Spanish to English – and demonstrate strong communication skills in both languages.

Minimum Education Level Required:
- Must possess a High School diploma or GED.

Minimum Experience Required:
- Interpreting experience required and must have performed this service for 2 years with positive background references; or formal study in languages, translation, and interpretation
- Fluent bi-lingual speaker or interpreter

Service Title	GSA Rate
On-Site Interpretation: Category II (other than Spanish) (to and from English)	**$85.00 per hour /** **2 hour minimum**

Service Duties Description:
- Provide meaning for meaning consecutive interpretation via face-to-face
- Must have the ability to interpret meaning for meaning from English to Target Language and from Target Language to English and demonstrate strong communication skills in both languages.

Minimum Education Level Required:
- Must possess a High School diploma or GED

Minimum Experience Required:
- Interpreting experience required and must have performed this service for 2 years with positive background references
- Fluent bi-lingual speaker or interpreter

Assessment & Training (A&T)	We test our clients' new and existing bilingual staff to determine how fluently they speak both of their languages. We also test whether bilingual staff members can sufficiently act as interpreters and we provide groups of client employees with interpreter skills training.

Service Title

GSA Rate

Language Proficiency Assessment - All Languages	**$107.91 per Assessment**

Service Title:
- Language Proficiency Assessment

Service Duties Description:
- CyraCom specializes in providing convenient, cost-effective assessment and training services to assist organizations with identifying language competencies. Our Language Proficiency Assessment provides a baseline measurement and quantitative feedback of a candidate's language performance which is beneficial in making hiring decisions or to ensure the competencies of staff who interact directly with an audience that speaks another language.
- This standardized assessment is designed to measure the ability of the individual to communicate effectively in their specific language and follows the standards established by the Interagency Language Roundtable (ILR). Flexible scheduling allows the candidate to take the 20-30 minute assessment over-the-phone.

CyraCom's Language Proficiency Assessment is appropriate for positions such as:
- interpreters
- customer service representatives
- healthcare professionals & technicians
- call center personnel
- current and prospective employees

Language Proficiency Assessments are currently available by telephone in the following languages:

Afghan	Cambodian	Hindi	Mandarin	Swahili
Albanian	Cantonese	Hmong	Navajo	Tagalog
Amharic	Croatian	Italian	Nepali	Thai
Armenian (Eastern and Western)	Dari	Japanese	Pashto	Tigringa
	Farsi	Karen	Portuguese	Urdu
Assyrian	French	Khmer	Punjabi	Vietnamese
Bengali	German	Korean	Russian	Wolof
Bosnian	Greek	Kunama	Serbian	Yiddish
Brazilian Portugese	Haitian Creole	Lao	Somali	
Burmese	Hebrew	Macedonian	Spanish	

SIN 382-3 and 382-3RC SERVICE DESCRIPTIONS (Con't)

Assessment & Training (A&T)	We test our clients' new or existing bilingual staff to determine how fluently they speak both of their languages. We also test whether bilingual staff members can sufficiently act as interpreters and we provide groups of client employees with interpreter skills training

Interpreter Skills Assessment - Spanish	**$136.02 per Assessment**
Interpreter Skills Assessment – Other than Spanish	**$158.69 per Assessment**

Service Title:

- Interpreter Skills Assessment

Service Duties Description:

- CyraCom Interpreter Skills Assessment provides an evaluation of a candidate's ability to interpret clinical encounters. CyraCom evaluates the candidate's knowledge of medical vocabulary and the ability to convert messages from one language to another accurately and completely.

- Candidates are tested for the following competencies:
    o Delivery of accurate and complete medical interpretation
    o Use of medical interpretation protocols and best practices
    o Language proficiency in English and the other language
    o Ability to interpret medical vocabulary

- Interpreter Skills Assessments are currently available by telephone in the following languages:

Albanian	Hindi
Arabic	Hmong
Armenian (Eastern and Western)	Italian
Bosnian	Japanese
Brazilian Portuguese	Korean
Cambodian	Mandarin
Cantonese	Navajo
Cape Verde	Polish
Creole	Portuguese
Farsi	Russian
French	Somali
French Canadian	Spanish
German	Tagalog
Greek	Thai
Gujarati	Vietnamese
Haitian Creole	

SIN 382-5 and 382-5RC SERVICE DESCRIPTIONS (Con't)

Service Title	GSA Rate

On-Site Interpretation **Category III: ASL**	**$65.49 per Hour / 2 hour minimum**

Service Title:
- On-Site Interpretation Category III: American Sign Language (ASL)

Service Duties Description:
- Provide meaning for meaning consecutive interpretation via Face-to-Face
- Must have the ability to interpret meaning for meaning from English to ASL and from ASL to English, demonstrating strong communication skills in both languages

Minimum Education Level Required:
- Must possess a High School diploma or GED
- Fluent ASL speaker or interpreter

Minimum Experience Required:
- Have their AZ State License
- Have at least 5+ years of Medical Interpreting
- Be HIPAA trained. Go through ASL/video-remote-interpretation training on Policies and Procedures

Certification Requirements:
- Company will pre-qualify using ILR Proficiency Levels. We then train potential interpreter-candidates with three week (120-hour) training program that is the equivalent of certification as defined by CCHI (Certification Commission for Healthcare Interpreters), but ultimately surpasses CCHI expectations for certification requirements.
- Interpreters must be nationally certified (RID).

Video Remote Interpretation **ASL**	**$1.36 per minute**

Service Title:
- Interpreter – Video Remote: ASL

Service Duties Description:
- Provide meaning for meaning consecutive interpretation via web-based Video
- Must have the ability to interpret meaning for meaning from English to ASL and from ASL to English, demonstrating strong communication skills in both languages

Minimum Education Level Required:
- Same as On-Site ASL Interpreter

Minimum Experience Required:
- Same as On-Site ASL Interpreter

Certification Requirements:
- Same as On-Site ASL Interpreter