

General Service Administration

Federal Supply Service
Authorized Federal Supply Schedule

WorldWide Language Resources, Inc.
Contract Number GS-10F-0307L



Price List Effective: March 13, 2007
Contract Period: June 21, 2001 through June 20, 2011
(with three (3) five (5) - year Option Periods)

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 www.GSAAdvantage.gov

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WWLR's Business Information

Address	WorldWide Language Resources, Inc 308 Person Street Fayetteville, NC 28301
Telephone	910.483.2881
Facsimile	910.483.2470
Website	www.wwlr.com
E-mail	info@wwlr.com
Contract Administrator	Patricia A. O'Brien
CAGE Code	07ES4
DUNS Number	94-5445765
Business Size	Large Business
Business Certification	Veteran Owned Business
Education Accreditation	Accrediting Council for Continuing Education & Training (ACCET)
Translation Memberships	American Translators Association (ATA)

Table 1. WWLR's Business Information

Contractor accepts LH and FFP

WWLR's Points of Contact

President	Mr. Lawrence Costa	lawrence.costa@wwlr.com
Vice President	Mr. Lance Manske	lance.manske@wwlr.com
Director of Operations	Mr. Gene Battistini	gene.battistini@wwlr.com
Contract Administrator	Ms. Patricia O'Brien	patty.obrien@wwlr.com
Director of Foreign Language Training	Ms. Zlata Dale	zlata.dale@wwlr.com

Table 2. WWLR Points of Contact

Company Profile

Mission

Our mission at WWLR is fairly simple...WorldWide Language Resources provides the best quality language services for the best price, in any language, anywhere, anytime, under any conditions.

Company History

In September of 1995, Lawrence P. Costa, former Command Language Program Manager of 10th Special Forces Group (Airborne), founded WWLR as a language consultant firm. WWLR is a diverse company formed by associates having extensive international experience operating in countries on every continent. WWLR's principals have over forty years combined experience in international operations management. The high quality professional products and services of WWLR are always delivered on time and in any place in the world. We have an expanded marketing scope that includes the needs of academia and industry, as well as Government and defense organizations.

WWLR specializes in foreign language instruction, interpretation, and translation, as well as proficiency testing, language textbook development and editing, and analysis of language training requirements and programs. Initially, these services were primarily provided to the Intelligence community and Department of Defense. Our mission expanded in 1997 to include corporate and professional foreign language services and specialized/technical language training for business clients. In 2001, our mission significantly expanded to provide local and deployed US citizens linguists to accompany US and Coalition task forces to combat zones throughout the globe.

WWLR's accreditation provides verification of our management and language program's consistency, experience and reliability. WWLR is nationally accredited by the Accrediting Council for Continuing Education and Training (ACCET), one of the thirteen organizations chartered by US Department of Education to award accreditation. Since WWLR's founding, we have provided intensive language training to more than 4,000 students in over 45 languages and dialects for a total of almost 4 million class hours. More than 90% of these students have been Federal Government employees in full-time intensive programs.

SERVICES		
Training	Language Communications	Consulting & Development
Language Training in the U.S. and Abroad	Translation Services (non-technical & technical)	International Business Consulting
On-Site Language & Cultural Immersion Programs	Proofreading and Editing	International Business Development Services
Domestic "Isomersion" Courses	Interpretation Services (escort, consecutive and simultaneous)	Cross Cultural Communication Seminars
English as a Second Language (ESL)	Cleared Interpreters/Translators (Secret & Top Secret)	Joint Ventures
Foreign Language Books & Educational Materials	Combat Zone Interpreters	Security Advisors
Law Enforcement Specific Language Training (1122 program)	Cultural Advisors	Logistical Consulting
US Special Operations Command (USSOCOM)	North Atlantic Treaty Organization (NATO)	United Kingdom Ministry of Defence (UK MoD)
	Australian Defence Force (ADF)	

Table 3. WWLR Services

Government Clients and Past Performance

WWLR has had Government contracts for language services since its beginning in 1995. At present, WWLR has competitive bid multi-year contracts and blanket purchase agreements for language training and translation/interpreting services. Our list of clients includes the following agencies:

NATO KFOR	Department of Defense	US Air Force Special Operations
National Security Agency	US Army John F. Kennedy Special Warfare	Command
National Defense University	Center	US Army Intelligence School & Center
North Carolina State Highway Patrol	1 st , 3 rd , 5 th , 7 th , 10 th , 19 th , and 20 th Special	Air Intelligence Agency
Federal Bureau of Investigation	Forces Groups	Naval Security Group
Wal-Mart International	XVIII Airborne Corps & Fort Bragg	USMC Intelligence
Immigration and Naturalization Service	US Civil Affairs & Psychological Operations	Defense Intelligence Agency
Drug Enforcement Administration	Command	US Coast Guard
US Department Of Agriculture	US Navy SEALs / Naval Special Warfare	4 th Psychological Operations Group
NASA	Command	Maine State Police

In Past Performance Reports from these agencies, WWLR has consistently received excellent ratings. In order to confirm our excellent performance, please contact us for names and telephone numbers of individual agency Contract Officer Technical Representatives (COTR).

You may email your request to: info@wwlr.com or telephone WWLR's corporate headquarters 910.483.2881.

Contract Information for Customer

Table of Awarded special item number(s) with appropriate cross-reference to page number(s)	382-1 – Page 7 382-2– Page 9 382-3– Page 11
Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. <i>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</i>	See SIN pricing for 382-1, 382-2, 382-3
Maximum order	\$1,000,000.00
Minimum order	\$100.00
Geographic coverage (delivery area)	FOB Worldwide
Point(s) of production (city, country, and State or foreign country)	WorldWide Language Resources, Inc 308 Person Street Fayetteville, NC 28301
Discount from list prices or statements of net price	Government net prices (discounts already deducted)
Quantity discounts	BPA discount of 2.5% for individual task orders of 1 year or more
Prompt payment terms	2% 15 Days, Net 30 days
Notification that Government purchase cards are accepted above the micro-purchase threshold	Yes
Foreign items (list items by country of origin)	None
Time of delivery	To be determined by Task Order
Expedited Delivery	Available – contact Contractor for service & rates
Overnight and 2-day delivery	Available – contact the Contractor for service & rates
Urgent Requirements	Agencies can contact the Contractor to affect a faster delivery
F.O.B. point(s)	Destination
Ordering address(es)	Same as Contractor address
Ordering Procedures	http://fss.gsa.gov/schedules
Payment address(es)	Same as company address
Warranty provision	Contact Contractor
Export packing charges, if applicable	N/A
Terms and conditions of Government purchase card acceptable	Contact Contractor (any threshold above the micro purchase level)
Terms and conditions of rental, maintenance, and repair (if applicable)	N/A
Terms and conditions of installation (if applicable)	N/A
Terms and conditions of repair parts indicating date of parts price lists and any discount from list prices	N/A
Terms and conditions for any other services (if applicable)	N/A
List of service and distribution points (if applicable)	N/A
List of participating dealers(if applicable)	N/A
Preventive maintenance (if applicable)	N/A
Environmental attributes, e.g. recycled content, energy efficiency, and/or reduced pollutants	N/A
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	N/A
Data Universal Numbering System (DUNS) number	94-5445765
Notification regarding registration in Central Contractor Registration (CCR) database	Registered

Table 4. Contract Information for Customer

SPECIAL ITEM NUMBER 382-1: Translation Services

WorldWide Language Resources, Inc. provides written conversions of source texts from one language into a target language, while keeping true to the meaning and intent of the original source. All translation documents are word processed in a standard text format and a hard copy and/or soft copy is provided to the customer. Translation Services are performed by technically qualified and experienced native-speaking language specialists. All translators are interviewed and tested for their specific experience in translation, technical expertise and language skills.

Charges are based on target-language word count, except in cases of translations from English into character-based languages; in these cases charges are based on the source language word count.

Technical Translations require a translation professional with specific expertise in the technical subject (i.e. medicine, engineering, military weapons/equipment, sciences, etc.)

Technical Translations: Additional 25%

There are additional fees for translations require proofreading, editing or final production layout in a required media format. Formatting and graphic design service is also available. This service includes specialized word processing and inserting graphics in to documents with foreign language subtitles, etc.

-- BPA discount 2.5% Individual Task orders, 1 yr or more --

Language	Government Net Pricing	
	Price per Word	
	Government	Price per 1000 Words
Albanian	.10	\$99.75
Arabic	.15	\$149.60
Bulgarian	.15	\$149.60
Czech	.10	\$99.75
Danish	.10	\$99.75
Dari	.15	\$149.60
Dutch	.10	\$99.75
Estonian	.10	\$99.75
German	.10	\$99.75
Italian	.10	\$99.75
Kazak	.15	\$149.60
Kurdish	.15	\$149.60
Kirghiz (Kyrgyz)	.15	\$149.60
Latvian	.10	\$99.75
Lithuanian	.10	\$99.75
Macedonian	.10	\$99.75
Pashto	.15	\$149.60
Persian-Dari	.15	\$149.60
Persian-Farsi	.15	\$149.60
Polish	.10	\$99.75
Portuguese	.10	\$99.75
Punjabi	.15	\$149.60
Romanian	.10	\$99.75
Russian	.15	\$149.60
Serbo-Croatian	.15	\$149.60
Slovenian	.10	\$99.75
Spanish	.10	\$99.75
Tadjik (Tajik)	.15	\$149.60
Turkish	.10	\$99.75
Turkmen	.15	\$149.60
Ukrainian	.15	\$149.60
Urdu	.15	\$149.60
Uzbek	.15	\$149.60

Table 5. WWLR's Translation Services (382-1)

Supplemental Translation Services

-- BPA discount 2.5% Individual Task orders, 1 yr or more --

Labor/Task Category	Description	Price
Proofreading and Editing	This service includes checking the translated document for fluency and for correct spelling and grammar in the target language	\$34.99 per hour
Formatting and Graphic Design	This service includes specialized word processing (specific formats, tables, charts, etc.) and inserting graphics into documents with foreign language subtitles, etc.	\$39.99 per hour
Final Production Layout	This service provides final production layout in required media format or camera-ready format.	\$39.99 per hour
Project Manager / Coordinator	The project manager manages and coordinates contract translators and interpreter or other contract personnel. A project manager would be recommended for large volume translation projects over a period of time.	\$44.99 per hour

Table 6. WWLR's Supplemental Translation Services (382-1)

Charges are for standard delivery translation rates are based on 3,000 words per translator in any language per business day. A business day is defined as Monday through Friday with exception for holidays. All rates listed above are for standard, non-technical translations of unclassified material.

Rush charges as follows:

2001-4000 words per business day	Additional \$0.02 per word
4001-10,000 words per business day	Additional 50%
More than 10,001 words per business day	Additional 100%

Table 7. Rush Charges (382-1)

Volume discounts as follows:

One document, single subject, more than 25,000 words, standard delivery	\$0.01 per word discount
One document, single subject, more than 50,000 words, standard delivery	\$0.02 per word discount
One document, single subject, more than 200,000 words, standard delivery	\$0.04 per word discount

Table 8. Volume Discounts (382-1)

SPECIAL ITEM NUMBER 382-2: Interpretation Services

WWLR provides Interpreters and Cultural Advisors in over 100 languages including the following:

Albanian	Dari	Kazakh	Pashto	Punjabi	Serbian-Croatian	Tadjik	Ukrainian
Amharic	Estonian	Kirghiz(Kyrgyz)	Persian-	Romanian	(Bosnian, Croatian,	Turkish	Urdu
Arabic	German	Macedonian	Farsi	Russian	and Serbian)	Turkmen	Uzbek

WWLR delivers high quality, professional products and services on time, any place in the world. WWLR interpreters and translators are technically qualified and experienced native-speaking language specialists and most are certified by a translation-accrediting agency such as the American Translators Association (ATA).

WWLR interpretation experience is extensive. With our interpreters and translators professionals, we have experience in such complex interpretation projects as simultaneous interpretation at multilingual conferences and court rooms to escort interpretation for high-level government officials. Additionally, WWLR is experienced in providing interpreters to US and combined operations in the Middle East, Africa, Asia and Eastern Europe (Balkans). WWLR has been providing interpreter and translation support to Operations Enduring Freedom and Iraqi Freedom since the Global War on Terrorism began and was likewise involved in the NATO efforts during the conflict in the Balkans.

All interpreters are interviewed and tested for their specific bilingual or multilingual skills and experience in simultaneous and/or consecutive interpretation along with their cultural knowledge. They are equally reviewed for their translation, transcription and technical expertise. WWLR project managers for interpretation projects are skilled in operating under all conditions for the variety of needs of the US Government and US Military in the Continental US and abroad.

--- BPA discount 2.5% Individual Task orders, 1 yr or more ---

GOVERNMENT NET PRICING			
Labor/Task Category	Price per Hour**	Price per Day 8-hour Day	Price per Week 40-hour Week
SIN 382-2a Simultaneous Interpretation* - All languages listed above	\$49.85	\$375.00	\$1800
SIN 382-2b Consecutive & Escort Interpretation* - All languages listed above	\$44.85	\$350.00	\$1750

Table 9. Government Net Pricing (382-2)

* Interpretation prices given are for standard interpretation projects (non-technical, unclassified) under normal office or conference conditions in the US during a standard business week – Monday through Friday, 8:00am to 6:00pm local time.

**Minimum Charge: 4 hours.

OCONUS INTERPRETATION SERVICES GOVERNMENT NET PRICING			
Type	Labor Category	GSA Rate	Commercial Rate
Interim Secret	Linguist	\$616.10	\$720.84
	Regional Manager	\$717.64	\$839.64
	Site Manager	\$565.33	\$661.44
<hr/>			
Final Secret/Interim Top Secret (25% increase over Interim Secret)	Linguist	\$770.13	
	Regional Manager	\$897.05	
	Site Manager	\$706.66	
<hr/>			
Final Top Secret (25% increase over Final Secret)	Linguist	\$962.66	
	Regional Manager	\$1,121.31	
	Site Manager	\$883.33	
The rates set forth above are for services performed outside the Continental United States (OCONUS). They are fully burdened rates that include the Danger Pay allowance in accordance with the Department of State Standardized Regulations (DSSR).			

Table 10. OCONUS Interpretation Services Government Net Pricing (382-2)

SPECIAL ITEM NUMBER 382-3: Language Training Services

Overseas Cultural and Language Immersion Program

Overseas Cultural and Language Immersion training is the most effective way for a serious student to increase his/her language abilities. Our programs combine classroom and experiential learning to reinforce the language learning experience. Classroom instruction is augmented by cultural excursions and guest lectures by subject matter experts. These activities are all designed to build language acquisition and provide a firm understanding of the culture and context in which it is used. WWLR has a history of tailoring our programs to meet all levels of foreign language skills and our clients' specific operational requirements.

Our qualified instructors possess a bachelor's level degree or foreign equivalency and minimum one year of teaching experience. The student to teacher ratio will not exceed 6-to-1. All programs include the cost of course materials.

WWLR offers 4-week Immersion programs that take place in the country noted. Extra training time may be purchased at a proportional rate. Two-week courses can be arranged and are proportional in cost. The minimum order is one student.

A (4) four-week immersion program provides the following:

- 80-hours of standard in-class training, usually 4-hours/day, 5-days/week. Instruction emphasizing reading, writing, listening, speaking and grammar skills.
- Instruction is tailored to the student's language proficiency.
- One hour-long guest lecture per week in selected programs, with additional question and answer period in selected programs. Topics for these lectures include government, schools, legal systems, business, etc.
- Each week an excursion will be provided to one of the following: national museum, art museum, history museum, cultural museum, battlefield, religious facility, opera, concert or theater.
- Accommodations are provided with a host family wherever possible. No more than one student will be assigned to a host family. The host family provides a receptive family environment with a clean, private, well-lit room furnished with a bed, linens, and a desk or table for course work.
- When staying with a host family is not possible due to cultural conditions, students will stay in a guesthouse, dormitory, hotel or apartment.
- Visas and letters of invitation are provided as required.
- Transportation from and to the airport in the target country is provided.
- Students receive a medical and dental orientation upon arrival in country to insure they understand how to find, procure and pay for emergency and routine treatment. In the event of illness, WWLR will provide access to routine medical treatment at a clean, safe facility that has access to an HIV free blood supply.
- Transportation to and from planned programs, activities, and excursions.
- Two meals per day in home stay.
- Students are provided as required by the course: grammar reference book, verb conjugation book, bilingual dictionary, textbook or materials and/or audio materials (either cassette or CD).

Note: Airfare is NOT included, however can be priced separately as an incidental cost. WWLR can accommodate other special requests, as incidental costs. Examples of incidental costs could include:

- Extra excursions
- Specialized language training in areas such as business, diplomatic, medical terminology
- National rail passes
- Special events such as parachuting, scuba diving, skiing, mountain climbing, medical training, etc.

- Additional guest lectures
- Additional one-on-one tutoring
- Specialized training materials and equipment

On-Site Language Instruction & Support

WWLR’s Instructor-lead on-site language training consists of reading, speaking, listening and writing. Instruction will be as directed by the Government in any area of language skills associated with area studies, specialized technical and military terminology or other desired curriculum. Instructors will introduce all aspects of the target language: teaching pronunciation, written language usage, reading and listening comprehension. As desired by the Government, the instructor may present materials concerning cultural aspects of the society whose language is being taught. Normal instruction is forty hours per week during normal duty hours. The Government provides the training facilities and materials or WWLR can provide all training materials at cost.

Mandatory Qualifications for Foreign Language Instructors	
<ul style="list-style-type: none"> • Native Proficiency in the language of instruction of not less than 3.0 in speaking, listening comprehension, and reading, (defined in AR 611-6, 16 Oct. 85) as demonstrated on the Defense Language Proficiency Test (DLPT), or by oral proficiency examination by a tester certified by the American Council for Teachers of Foreign Language (ACTFL). • A Bachelors degree or foreign equivalent. 	<ul style="list-style-type: none"> • Formal study of the English Language with proficiency of at least level 2.0, as measured by the Test of English as a Foreign Language (TOEFL) or a score of no less than 70 on the English Comprehension Level (ECL) Test. • Previous language teaching experience • Familiarity in any specific topics and terminology in the target language and in English.

Table 11. Foreign Language Instructor Qualifications (382-3)

Mobile Training Team

WWLR’s Instructor lead language training consists of reading, speaking, listening and writing. Instruction will be as directed by the Government in any area of language skills associated with area studies, specialized technical and military terminology or other desired curriculum. Instructor will introduce all aspects of the target language: teaching pronunciation, written language usage, reading and listening comprehension. As desired by the Government, the instructor may present materials concerning cultural aspects of the society whose language is being taught. Normal instruction is forty hours during normal duty hours. The Government provides training facilities and materials. **This training is conducted at a site other than the normal duty location of the students.** The instructors must meet the requirements as detailed above.

Language Program Coordinator

The Language Program Coordinator is available to coordinate and manage an organization’s foreign language program. The LPC administers a comprehensive language services program including training, testing, library and classroom management, etc. The LPC is physically present at all Government language support service sites that require five or more contractor personnel for the duration of the requirement and acts as a central point of contact with the Government. He is required to meet quarterly with the COR. The LPC supervises the contractor’s personnel, assures the availability of key managerial, administrative and support personnel. He maintains the continuity of the contracted work force for the duration of the contract. The LPC is a full-time position for forty hours per week and available telephonically twenty-fours a day, seven days per week.

Language Program Coordinator Duties	
<ul style="list-style-type: none"> • Direct and coordinate day-to-day activities of language program • Initiate necessary forms and paperwork. • Secure classrooms and materials for training • Schedule classes and classroom use for training. • Coordinate for immersion and Live Environmental Training. • Brief commanders, VIPs, and other visiting groups on the status of the unit's language training program. 	<ul style="list-style-type: none"> • Collect, review, and catalog books, audio-visual aids, software and other learning materials, adapting the most effective products, theories and technology to the needs of the unit language-training program. • Communicate with DLIFLC and other language training centers regarding services, methodologies and technological developments and adapt these for use for the Unit's Command Language Program.

Table 12. Language Program Coordinator Duties (382-3)

Language Program Coordinator Qualifications	
<ul style="list-style-type: none"> • Possess a Bachelor's degree from an accredited school or college in the United States • Previous experience as a military or civilian Language Program Manager • Possess a current Department of Defense Secret clearance 	<ul style="list-style-type: none"> • Experience conducting and supervising Immersion Language Training • Experience conducting and supervising Foreign Language Training for military units based in the United States

Table 13. Language Program Coordinator Qualifications (382-3)

Language Academic Supervisor

The Language Academic Supervisor (LAS) develops curricula and trains instructors for language training and cultural indoctrination courses. The contractor shall provide all training for the LAS required to allow for performance of all functions required by this contract. The LAS shall be available for work 12 hours per day. Duty days shall primarily be Monday thru Friday with occasional weekend work required. Total duty hours shall not exceed 40 hours per week. The LAS shall possess a SECRET clearance, in accordance the DOD Industrial Security Manual, and have the ability to secure and award clearances to contract employees within 30 days of performance date.

Language Academic Supervisor Duties	
<ul style="list-style-type: none"> • Serve as the civilian coordinator for language training for soldiers and civilians assigned the organization • Develop language curricula to DLIFLC standards in direct support of the Mission Readiness Programs of Instructions for languages training and cross cultural communications courses. • Provide detailed Plans of Instruction (POI) for use by teachers who will instruct soldiers and civilians. • Conduct training and indoctrination for native instructors for use in the unit language-training program. 	<ul style="list-style-type: none"> • Coordinate with commanders and units for the times, places, and rosters for language training of soldiers and civilians. • Provide detailed written and oral briefs in ENGLISH to Commanders regarding the status and effectiveness of the Command Language Program. • Provide classified information and linguist data to commanders from the files of the National Manpower Data Center.

Table 14. Language Academic Supervisor Duties (382-3)

Language Academic Supervisor Qualifications	
<ul style="list-style-type: none"> • Experience developing foreign language course curricula for military units • Possess a native proficiency in the one of the 	<ul style="list-style-type: none"> • Demonstrate knowledge and understanding of the Army's language training program and shall have a minimum experience of four years developing language curricula

<p>Government's target languages as determined by the Government</p> <ul style="list-style-type: none"> • Possess proof of Defense Language Institute Foreign Language Curriculum (DLIFLC) Teacher Certification and have successfully completed the DLIFLC Program Language Manager's Course 	<p>and teaching military linguists.</p> <ul style="list-style-type: none"> • Possess typing and computer skills with Windows NT/XP, MS Access, MS Excel and shall have experience working with military linguist databases, including "sensitive" files from the National Manpower Data Center
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Table 15. Language Academic Supervisor Qualifications (382-3)

Program of Instruction Developer

The Program of Instruction Developer (PID) develops curricula for language training and cultural courses. The PID shall have experience developing foreign language course curricula for military units. The PID shall demonstrate knowledge and understanding of the Army's language training program and shall have a minimum experience of four years developing language curricula and teaching military linguists.

Program of Instruction Duties	
<ul style="list-style-type: none"> • Develop language curricula to DLIFLC standards in direct support of the Mission Readiness Programs of Instructions for languages training and cross cultural communications courses. 	<ul style="list-style-type: none"> • Provide detailed Plans of Instruction (POI) for use by teachers who will instruct soldiers and civilians. • Conduct training and indoctrination for instructors for use in the unit language-training program.

Table 16. Program of Instruction Duties (382-3)

Project Manager

The Project Manager (PM) is available to manage all personnel, logistics and administrative matters for large and small training, development, translation or interpretation projects that may require contractor management of contractor personnel. Project managers are generally on-site and available to the Government 8-12 hours per day. The PM's duty days shall primarily be Monday thru Friday with occasional weekend work required. Total duty hours shall not exceed 40 hours per week. WWLR recommends including a Project Manager on all projects requiring the efforts of five or more full-time contractor personnel and/or extensive government property.

Project Manager Duties	
<ul style="list-style-type: none"> • Act as direct liaison between WWLR, the KO, and customer COR • Manage all administrative tasks and actions to include pay & labor, scheduling, quality control, and related programs • Sign for sub hand receipts all government property and maintains physical accountability of said items 	<ul style="list-style-type: none"> • Have direct supervision and management over subcontracted interpreter/translator employees • Coordinate all aspects of desired training with customer and develop programs for implementation • Directly responsible to WWLR corporate for all aspects of contracted operations and services.

Table 17. Project Manager Duties (382-3)

Item #	Language Immersion By Country	Government Rate		Volume Discounted Price per Student for additional number of students in the same program				
		4-Week Program 1 Student	Additional Week/Student	2 Students	3 Students	4 Students	5 Students	10+ Students
1	Albania	\$3640.00	\$847.00	\$3,491.00	\$3,441.00	\$3,291.00	\$3,241.00	\$3,142.00
2	Argentina	\$5336.00	\$1,147.00	\$5,137.00	\$5,037.00	\$4,937.00	\$4,638.00	\$4,239.00
3	Austria	\$2,743.00	\$847.00	\$2,693.00	\$2,643.00	\$2,618.00	\$2,568.00	\$2,468.00
4	Bahrain	\$5,436.00	\$1,147.00	\$5,236.00	\$5,087.00	\$4,937.00	\$4,788.00	\$4,638.00
5	Bolivia	\$3,042.00	\$847.00	\$2,967.00	\$2,892.00	\$2,793.00	\$2,693.00	\$2,643.00
6	Brazil -Maceio	\$2,842.00	\$648.00	\$2,793.00	\$2,743.00	\$2,693.00	\$2,643.00	\$2,543.00
7	Brazil-Sao Paolo	\$2,942.00	\$623.00	\$2,892.00	\$2,842.00	\$2,793.00	\$2,693.00	\$2,643.00
8	Brazil – Salvador	\$3,241.00	\$723.00	\$3,142.00	\$3,042.00	\$2,942.00	\$2,793.00	\$2,892.00
9	Cambodia	\$3,441.00	\$847.00	\$3,391.00	\$3,366.00	\$3,341.00	\$3,192.00	\$3,092.00
10	Canada – Montreal	\$2,643.00	\$573.00	\$2,543.00	\$2,493.00	\$2,468.00	\$2,443.00	\$2,344.00
11	Chile	\$4,438.00	\$1,047.00	\$4,239.00	\$4,039.00	\$3,940.00	\$3,840.00	\$3,640.00
12	China	\$3,241.00	\$847.00	\$3,241.00	\$3,142.00	\$2,942.00	\$2,842.00	\$2,743.00
13	Costa Rica	\$2,543.00	\$548.00	\$2,443.00	\$2,394.00	\$2,369.00	\$2,344.00	\$2,284.00
14	Croatia	\$3,142.00	\$548.00	\$3,092.00	\$3,042.00	\$2,942.00	\$2,892.00	\$2,822.00
15	Czech Republic	\$3,640.00	\$847.00	\$3,491.00	\$3,441.00	\$3,291.00	\$3,192.00	\$3,241.00
16	Dominican Republic	\$2,144.00	\$523.00	\$2,144.00	\$2,094.00	\$2,069.00	\$2,044.00	\$1,930.00
17	Ecuador	\$2,144.00	\$573.00	\$2,144.00	\$2,094.00	\$2,069.00	\$2,044.00	\$1,930.00
18	Egypt	\$3,840.00	\$1,197.00	\$3,790.00	\$3,740.00	\$3,690.00	\$3,640.00	\$3,441.00
19	France – Paris	\$3,042.00	\$947.00	\$2,967.00	\$2,892.00	\$2,793.00	\$2,693.00	\$2,643.00
20	Germany – Berlin	\$2,768.00	\$847.00	\$2,668.00	\$2,593.00	\$2,493.00	\$2,488.00	\$2,468.00
21	Germany – Lindau	\$4,139.00	\$1,022.00	\$4,089.00	\$4,064.00	\$4,039.00	\$3,940.00	\$3,740.00
22	Greece	\$4,438.00	\$1,097.00	\$4,339.00	\$4,264.00	\$4,239.00	\$4,139.00	\$3,940.00
23	Guatemala	\$2,443.00	\$498.00	\$2,394.00	\$2,369.00	\$2,344.00	\$2,294.00	\$2,194.00
24	Honduras	\$2,443.00	\$498.00	\$2,394.00	\$2,369.00	\$2,344.00	\$2,294.00	\$2,194.00

25	Hungary	\$3,241.00	\$847.00	\$3,192.00	\$3,142.00	\$3,092.00	\$3,042.00	\$2,892.00
26	Indonesia	\$2,942.00	\$673.00	\$2,892.00	\$2,842.00	\$2,793.00	\$2,743.00	\$2,643.00
27	Israel	\$4,837.00	\$1,197.00	\$4,738.00	\$4,688.00	\$4,638.00	\$4,538.00	\$4,339.00
28	Italy	\$2,743.00	\$847.00	\$2,643.00	\$2,593.00	\$2,568.00	\$2,543.00	\$2,443.00
29	Japan	\$3,241.00	\$847.00	\$3,192.00	\$3,142.00	\$3,092.00	\$3,042.00	\$2,892.00
30	Jordan	\$4,239.00	\$947.00	\$4,139.00	\$4,039.00	\$3,940.00	\$3,840.00	\$3,725.00
31	Kazakhstan	\$3,142.00	\$847.00	\$2,992.00	\$2,942.00	\$2,892.00	\$2,842.00	\$2,793.00
32	Korea	\$3,241.00	\$748.00	\$3,042.00	\$2,842.00	\$2,643.00	\$2,543.00	\$2,493.00
33	Laos	\$4,339.00	\$947.00	\$4,239.00	\$4,189.00	\$4,139.00	\$4,089.00	\$3,940.00
34	Mali	\$4,588.00	\$1,197.00	\$4,488.00	\$4,438.00	\$4,389.00	\$4,289.00	\$4,089.00
35	Martinique	\$4,339.00	\$1,047.00	\$4,239.00	\$4,189.00	\$4,139.00	\$4,089.00	\$3,890.00
36	Mexico	\$2,793.00	\$947.00	\$2,693.00	\$2,643.00	\$2,593.00	\$2,543.00	\$2,493.00
37	Morocco	\$3,241.00	\$847.00	\$3,192.00	\$3,142.00	\$3,092.00	\$3,042.00	\$2,892.00
38	Oman	\$5,436.00	\$1,346.00	\$5,336.00	\$5,236.00	\$5,137.00	\$5,037.00	\$4,837.00
39	Philippines	\$4,837.00	\$1,197.00	\$4,738.00	\$4,688.00	\$4,638.00	\$4,538.00	\$4,339.00
40	Poland	\$3,241.00	\$947.00	\$3,192.00	\$3,142.00	\$3,092.00	\$3,042.00	\$2,892.00
41	Portugal	\$2,992.00	\$1,147.00	\$2,892.00	\$2,842.00	\$2,793.00	\$2,743.00	\$2,693.00
42	Puerto Rica	\$3,142.00	\$748.00	\$3,092.00	\$3,042.00	\$2,992.00	\$2,892.00	\$2,793.00
43	Qatar	\$5,436.00	\$1,346.00	\$5,336.00	\$5,236.00	\$5,137.00	\$5,037.00	\$4,837.00
44	Russia	\$2,244.00	\$498.00	\$1,945.00	\$1,845.00	\$1,745.00	\$1,645.00	\$1,546.00
45	Slovakia	\$3,640.00	\$847.00	\$3,491.00	\$3,441.00	\$3,291.00	\$3,241.00	\$3,441.00
46	Slovenia	\$3,640.00	\$847.00	\$3,491.00	\$3,441.00	\$3,291.00	\$3,241.00	\$3,441.00
47	Spain	\$2,743.00	\$648.00	\$2,643.00	\$2,593.00	\$2,568.00	\$2,543.00	\$2,443.00
48	Thailand	\$3,341.00	\$947.00	\$3,291.00	\$3,241.00	\$3,192.00	\$3,142.00	\$2,992.00
49	Tunisia	\$3,241.00	\$947.00	\$3,192.00	\$3,142.00	\$3,092.00	\$3,042.00	\$2,892.00
50	Turkey	\$3,241.00	\$1,147.00	\$3,192.00	\$3,142.00	\$3,092.00	\$3,042.00	\$2,892.00
51	Ukraine	\$2,743.00	\$648.00	\$2,643.00	\$2,593.00	\$2,581.00	\$2,543.00	\$2,443.00

52	Vietnam	\$3,441.00	\$1,147.00	\$3,391.00	\$3,366.00	\$3,341.00	\$3,192.00	\$3,142.00
53	Yemen	\$3,441.00	\$947.00	\$3,391.00	\$3,366.00	\$3,341.00	\$3,192.00	\$3,142.00
54	Isomersion - MAINE	\$4,239.00	\$947.00	\$4,039.00	\$3,965.00	\$3,890.00	\$3,840.00	\$3,640.00

Table 18. Rates for Language Immersion by Country (382-3)

-- BPA discount 2.5% Individual Task orders, 1 yr or more --

GOVERNMENT DISCOUNTED NET PRICING					
Item #	Labor/Task Category	1 Week (40 Hours per week)	2 Weeks 40 Hours/week (Weekly Rate)	3 Weeks 40 Hours/week (Weekly Rate)	4 Weeks or more 40 Hours/week (Weekly Rate)
55	Mobile Training Team	\$1,446.00	\$1,371.00	\$1,369.00	\$1,246.00
56	Program of Instruction Developer	\$1,246.00	\$1,246.00	\$1,246.00	\$1,246.00
57	Language Program Coordinator	\$1,446.00	\$1,371.00	\$1,369.00	\$1,246.00
58	Language Academic Supervisor	\$1,446.00	\$1,371.00	\$1,369.00	\$1,246.00
59	On-Site Instruction	\$1,446.00	\$1,371.00	\$1,369.00	\$1,246.00
60	Project Management	\$1,246.00	\$1,246.00	\$1,246.00	\$1,246.00

Table 19. Government Discounted Net Pricing (382-3)

The GSA Schedule – FAQs and Why GSA?

What is a Federal Supply Schedule?

A Federal Supply Schedule, also known as a Multiple Award Schedule (MAS), is a listing of contractors that have been awarded a contract by GSA that can be used by all Federal agencies.

How does GSA award these contracts?

GSA awards competitive contracts to those companies who give the same or better discounts than their best commercial customers, after it determines the prices to be fair and reasonable. The Federal Supply Schedule program mirrors commercial buying practices more than any other procurement process in Federal Government.

What are the benefits to you, the federal government customer?

You benefit from using this schedule by:

- **Competition:** All competition requirements have been met.
- **Hassle-Free Volume Purchase Prices:** GSA negotiated the discounts for you.
- **Easy Payment Options:** We accept the GSA SmartPay Card (credit card).
- **Flexible Purchasing Options:** Blanket Purchase Agreements save you time and money.
- **CBD synopsis requirements:** GSA has already issued the synopsis. **AND**
- Schedule orders count toward **Small Business** goals
- Access to state-of-the-art technology and **quality services**

What are the ordering procedures?

Federal Supply Schedule allows you to purchase commercial services without ever leaving your desk. When contacting us, let us know that you are a Federal customer so that you can take advantage of the discounted schedule price. Be sure to cite the GSA Contract number on your ordering documents and when paying with the GSA SmartPay Card. Guidelines for ordering from schedules can be found in Federal Acquisition Regulation (FAR) 8.4 at <http://www.arnet.gov/far>.

The Guidelines are Summarized Below:

Under the \$2,500 Micro-Purchase Threshold

Order products/services from any schedule contractor of your choice utilizing GSA Advantage

Above the \$2,500 Micro-Purchase Threshold

Request quotes from three or more vendors based on a Statement of Work and Select the "Best Value."

What is GSA Advantage™?

GSA Advantage™ is an electronic on-line ordering system for Federal employees. By using GSA Advantage™ you can do price reviews and comparisons as stated in FAR 8.404. Visit <http://pub.fss.gsa.gov> and click on the GSA Advantage™ logo.

GSA Advantage™ enables you to:

- Search for specific product information that meets your needs
- Review delivery options
- Purchase with the GSA SmartPay Card (credit card)

Does "Best Value" mean "Lowest Price"?

A Best Value selection provides additional features besides lowest price, for example:

- Past performance
- Special features on the product/service

- Technical qualifications

WWLR Refund and Cancellation Policy

Tuition Refunds (including educational tours/excursions)

The following are the maximum penalties **for cancellations prior to the course start date.**

21-days or more prior to course start	100% tuition refunded
20 to 3-days prior to course start	100% tuition, less \$150 administrative fees, less additional expenses (see section Refunds for Other Program Expenses)
less than 3-days prior to course start	100% tuition, less \$150 administrative fees, less books & materials fees (varies depending on location & course), less additional expenses

The following are the maximum penalties **for cancellation during the course.** The withdrawing student will receive a full refund for tuition not used. This figure will be determined by the number of weeks completed by the student. WWLR will NOT prorate the weeks and will consider a partial week as if the student completed a whole week. No refunds will be given for the cancellation of the last week of class. If the student withdraws or leaves the course, without notification to WWLR, they may NOT be eligible for a refund. A student will NOT receive a refund for an individual class or tour/excursion that they miss by his or her own fault. Example of tuition refund:

25% of the course is completed	75% tuition refunded, less \$150 administrative fees, less books & materials fees (varies depending on location & course)
50% of the course is completed	50% tuition refunded, less \$150 administrative fees, less books & materials fees
75% of the course is completed	25% tuition refunded, less \$150 administrative fees, less books & materials fees
80% or more of the course is completed	20% or less tuition refunded (as appropriate), less \$200 administrative fees, less books & materials fees
Cancellation of the last week of the course	No Refunds
No notice of withdrawal from course	No Refunds
Missed a class or late to a class	No Refunds
Missed tour or excursion	No Refunds

Lodging Refunds

Prior to the start of the course, 100% of lodging fees will be refunded. Certain exceptions may apply to overseas locations where hotel or furnished apartments have been secured through WWLR. In these cases, the client will be notified in advanced of the security deposit and specific cancellation policy on this lodging.

During the course, the lodging refund will be similar to the tuition refund. However, in certain locations worldwide, other factors will be taken into account (time of year, location, advance notice, availability of alternate lodging, reason for cancellation, etc.) in order to determine the amount of the refund. WWLR will make every effort to refund a fair and equitable amount based on lodging fees. No refunds are given for cancellation of the final week of lodging. All lodging refunds are based on the number of weeks and can NOT be prorated by the day. All lodging refunds will be less a \$150 administrative fee. If the student withdraws or leaves the lodging establishment without notification to WWLR, they may NOT be eligible for a refund. A student may be financially responsible for any property damage they have caused in the

lodging establishment. Example of lodging refund:

25% of lodging is completed	75% lodging fees refunded, less \$150 administrative fees, less specific exceptions as described above
50% of lodging is completed	50% lodging fees refunded, less \$150 administrative fees, less specific exceptions as described above
All but last week of lodging completed	No Refunds
No notice of leaving lodging	No Refunds

If at any time during the course, a student is unsatisfied with the lodging arrangements, s/he should immediately bring this to the attention of the WWLR representative and asked to be changed to alternative lodging or ask for a refund so that she/he may find their own lodging. Refunds will be made as described above after the student has submitted a written request stating the reason for their dissatisfaction in the lodging and requesting the appropriate refund.

Refunds for Other Program Expenses (airfare, visas, etc.)

Due to the unique nature of WWLR's services, WWLR may provide various amenities in addition to the standard tuition and lodging, upon the request of the client. These amenities may include, but are not limited to, **airfare, visa processing fees, supplemental health insurance, supplemental books provided prior to the course, etc.** Due to the fact that these items are normally purchased at least 3-weeks prior to the course, NO refunds will be given for these expenses 21-days prior to the course start date, unless WWLR can return the items for a partial or full-refund. Please note that most airfare purchased by WWLR is restricted, non-refundable.

Exceptions to the Refund Policy

Certain exceptions to the refund policy may be made in the event of war, terrorism, civil unrest, injury/death, extreme emergency, military recall, etc. In any of these cases, please discuss the cancellation and refund with WWLR at the earliest convenience.

WWLR does NOT consider improper or denied travel documents an exception to the refund policy. Improper or denied travel documents are defined as: lost or missing tickets, denial or lack of valid visas, lack of a passport, lost passports, denial of country clearance (military), deportation, denial of entry into the host country, etc.

Students who are expelled from the program (either the training or lodging establishments) for disciplinary reasons (excessive drinking, drug use, inappropriate behavior, excessive damage to property, etc.) will NOT receive a refund.

The enrollee has the right to cancel and receive a full refund of all monies paid within 72-hours of signing the enrollment agreement/contract, less actual expenses incurred.

Payment of Refunds

No refunds will be made without proper notification or authorization of the reason for cancellation or withdrawal.

All refund payments are made by corporate check in US dollars and sent via first-class mail to the

sponsoring party. Expedited or special processing (wire transfer, cashier's check, money order, FedEx delivery, etc.) are available for additional fees. The refund payment can only be made to the person or organization that originally paid for the course; this may or may not be the program participant. Refund payments are normally processed within 7-14 business days.

At no time is WWLR obligated to make a refund in any other currency except US dollars. WWLR reserves the right to have up to 30-days, from the date of request, to make the refund.

Insurance

The client is responsible for making sure the participant's health insurance policy covers the participant while traveling. If it does not, WWLR is NOT responsible for any medical bills incurred during the program. However, WWLR does assist participants with medical payments when necessary. These medical expenses are expected to be reimbursed to WWLR at the earliest possible convenience.

Liability

WWLR will NOT accept responsibility (financial or otherwise) for changes in the program due to strikes, bombings, terrorist activities, transportation delays, inclement weather or other circumstances beyond our control. Every attempt to replace or reschedule program activities will be made.

WWLR will NOT accept responsibility for any loss or damage to participants' belongings, illness or injury to any participant during the program, accidents or unexpected incidents involving the participants during the program, expulsion due to behavior, or travel delays/changes beyond our control.

WWLR reserves the right to change or alter any program based on numerous factors (weather, time, location, participants, language levels, interests, health, security, etc.). If the change(s) results in an event or activity being omitted from the program, another of equal or greater value will be substituted. WWLR reserves the right to change all programs at all times when the change constitutes added features, events or activities that are deemed an appropriate improvement to the program.

Participants registering during the months of **June, July & August** MUST take into consideration that these are the peak months of the year for travel and extra-curricular academic activities and should plan accordingly.

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