

General Service Administration

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are all available through GSA Advantage!™, a menu-driven database system. The Internet address for GSA Advantage!™ is <http://www.fss.gsa.gov>.

Schedule for: Corporate Contract

Federal Supply Group: CORP

Contract Number: GS-00F-0090N

Contract Period Date: September 30, 2003 – September 29, 2008

Business Size: Small, Disadvantaged, 8(a), Woman-owned Business

Cage Code: 1XHB4

DUNS Number: 09-3949381

Arial Global, LLC

1501 Stampede Ave., Unit 9005

Cody, WY 82414

USA

Contract Administrator:

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1-888-268-1180 or 307-587-1338

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Customer Information

1a. Table of Awarded Special Item Number with appropriate cross-reference page numbers: **C R608**

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 geographic location of the customer should show the range of the lowest price and cite the areas to which the prices apply. **See Item 6 below.**

2. Maximum Order: \$ 5,000,000.00

3. Minimum Order: \$ 300.00

4. Geographic Coverage (delivery area): Domestic and Overseas

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

Arial Global, LLC
1760 E. River Road, Suite 302
Tucson, AZ 85718
USA

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

7. Quantity Discounts: Yes (see attached pricing information)

8. Prompt payment terms: 1% discount 15 days, Net 30 days

9a. Notification that Government purchase cards are accepted at or below the micro-purchase threshold: Yes

9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase (threshold): Accept \$ 2,500.00

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: Contact Contractor

11c. Overnight and 2-day delivery: Arial Global, LLC offers expedited deliver options of your choice: Fedex, UPS, DHL, USPS or Airborne Express

11d. Urgent Requirements: Contact Contractor

12. F.O.B. Points: Destination

13. Ordering Address(es):

Arial Global, LLC
1760 E. River Road, Suite 302
Tucson, AZ 85718
USA

14. Payment Address(es):

Arial Global, LLC
1501 Stampede Ave., Unit 9005
Cody, WY 82414
USA

15. Warranty Provision: N/A

16. Export Packing Charges: N/A

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): N/A

19. Terms and Conditions of installations (if applicable) : N/A

20. Terms and Conditions of repair parts indicating date of parts price lists and any discounts from list prices: N/A

21. List of service and distribution points: N/A

22. List of participating dealers: N/A

23. Preventive Maintenance: N/A

24. Data Universal Numbering System (DUNS) number: 09-3949381

Corporate Overview

Founded in 1994 (formally Arial Marketing Communications), Arial Global, LLC is a SBA certified 8(a) small and woman-owned business. With the goal of offering industry-leading, high quality translation and globalization services, we have been assisting companies like Hewlett-Packard and Intel with global marketing services for the last nine years. The world's largest commercial sector clients look to Arial Global for our multilingual expertise in communicating their messages to the world.

In addition, Arial Global works with clients in planning global marketing initiatives and enhancing existing international strategies. We are dedicated to creating smart, comprehensive, and efficient results that apply to company images, branding, and most importantly, building customer loyalty through cultural sensitivity.

Arial Global is breaking new ground, expanding into the federal government agencies with translation services, localization assistance and multilingual communication strategies. These steps will lead to new information being shared around the world, and allow for important content to be communal in languages such as, but not limited to: Chinese (simplified), Chinese (traditional), Japanese, Korean, French, German, Italian, Spanish and Portuguese. Arial Global is also a corporate member of the American Translators Association (ATA) and Localization Industry Standards Association (LISA).

With expert knowledge and well-trained staff, Arial Global seeks out solutions customized to your needs and your customers' desires. Our experience and forward thinking toward breaking cultural barriers fuels our clients' organizational growth and improves communication throughout their international sectors.

It is our dedication to quality and our personal drive that has, and will continue to, help put your organization on the direct path to growth and success. Our goal is to see your goals move from vision to implementation.

Best Value Services

As a premium translation/localization service provider, Arial Global translates/localizes both technical and non-technical materials for Fortune 1000 firms and other customers. These include (but are not limited to) manuals, online help, user interfaces, product packaging, advertising, brochures, white papers, web sites, intranets, graphic elements, communication materials (such as letters, forms and offers), presentations and slide shows, legal contracts, and internal memos. Because each translation project is unique, our team of linguists transforms source materials to fit the language, customs, and technology of your target country. We work closely with you to develop glossary and project guidelines in order to ensure that adapted materials preserve the integrity of your original intent, while remaining sensitive to the cultural nuances of the target country.

C R 608 Translations Services

Online Content

One of the first steps in reaching a multi-cultural audience is to provide a multilingual website. Arial Global can localize text, graphics and scripts to native-quality in most languages.

More importantly, we go beyond mere language translation to make your site function and read as if a native speaker wrote it. Your customers and visitors will never think that they're reading a translated English site, greatly improving your firm's credibility while promoting trust and understanding among your target audience.

We cover websites constructed in XML, HTML, ASP, PHP, and Java, using popular web site creation tools such as Macromedia Dreamweaver and Microsoft Frontpage.

Documentation

A well-translated user manual enhances end-user acceptance, promotes confidence in your organization, and greatly reduces the long-term costs associated with deploying and/or supporting your service. Arial Global has years of experience in providing native-quality documentation translations that earn your organization a very positive reputation in each target country.

We rely on quality-minded translation professionals who are not only gifted writers but display an exceptional grasp of the style and intent of the original copy, taking great care to preserve your document's original intent while allowing the presentation and flow to appear native to the target country.

This is why private sector companies like Intel and Hewlett-Packard have for years relied on Arial Global to provide trusted, quality translations services. It is

this dedication that reaffirms our expertise and impact in our field.

Desktop Publishing

Arial Global's desktop publishing expertise spans a wide range of applications and technologies. These include: Quark XPress, Illustrator, FrameMaker, PageMaker, Photoshop, MS Office, Adobe Acrobat PDF, Dreamweaver, and all vector-format graphics (.CDR, .WMF and .EPS). In addition, we also work with HTML, XML and SGML documents as well as the manipulation of .gif, .bmp, .psd and .jpg graphics.

We cover virtually any language and work with documents on both PC and Macintosh formats. This is accomplished, in part, with Arial Global's attention to detail and hands-on quality control: we actually set up native-language workstation PCs for each target language, so we can fully test the resulting documents in their "natural" computing environment.

Our desktop publishing team is also multilingual, ensuring that they can not only lay out documents in Japanese, French, or Italian, but they can also be mindful of how such layouts impact the flow of the translated text.

Languages Offered

At Arial Global we understand that each project is unique to you and your customers. We carefully review each project and assign the proper team member to complete the translation task. Our specialty languages include our Asian core languages as well as our four European languages.

- Chinese (simplified)
- Chinese (traditional)
- French
- German
- Italian
- Japanese
- Korean

Although our main focus is within our specialty languages, we have the capability to pursue projects in the following languages as well:

- Dutch
- Greek
- Hebrew
- Malay
- Portuguese
- Polish
- Russian
- Spanish
- Thai
- Ukrainian
- Vietnamese

Quality Assurance Guarantee

At Arial Global, LLC, we realize that our product reflects directly on your corporation and is the reason why we are dedicated to 100 percent customer satisfaction. To ensure this, we implement a Three-tier Quality Assurance process (see **Figure 1**) to make sure all your needs and inquiries are met and handled with the greatest efficiency possible. We pride ourselves in our customer service and dedication to your satisfaction

Arial Global follows standards set by recognized industry associations such as ATA and LISA. We are driven to exceed industry expectations by providing you with the best quality service available.

Our team is networked with more than 1,000 highly-trained linguists worldwide. Arial Global is able to accept projects in the following technical areas: computer/electronics, telecommunications, military/defense, medical, energy, industrial and virtually all sciences.

Each of our translation specialists is highly skilled and has more than three years experience in their individual fields of focus. Many of our translators hold Ph.D. and/or M.S. degrees, and most are translation certified by the ATA or equivalent agencies.

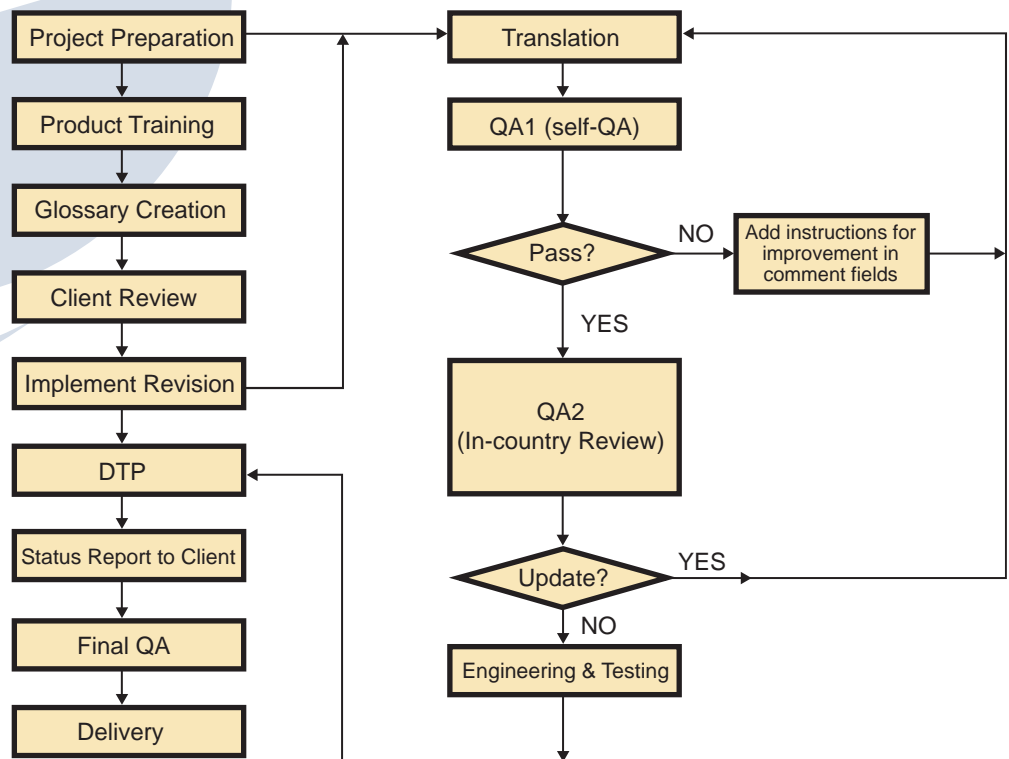


Figure 1. The Arial Global 3-Tier Quality Assurance Process

Meticulous Project Management

Our project management process separates us from the mainstream. We use a multi-step process designed in-house and refined for over nine years. Briefly stated, we carefully work with the customer to define the project scope.

Once the project scope has been defined, an agreement is met on the definition of the project's completion, to ensure nothing is assumed or inadvertently overlooked, only to be found in last-minute circumstances.

Secondly, we allocate the appropriate resources to tackle the project, using a strategic approach that closely adheres with our client's stated delivery goals, timeline, and format, while minimizing the total cost and the possibility for error. Our meticulous project management proves itself to be extremely valuable in this area, and if necessary, we help educate clients about common misconceptions of multi-team projects. (For example, doubling the resources invested in a project does not necessarily halve production time.)

Glossary Development/Management

An important part of making the translations process as efficient and accurate as possible involves the use of a translations glossary: a database of English terms and their target language equivalent. This glossary varies widely based on the context of the original document (scientific, medical, military, consumer, diplomatic, etc.) and so must be approved before translation work begins.

Once the final glossary is approved and NTBT or Not to be Translated terms are decided, this database is integrated with our translation tools so the entire translations team has access to the same database. This is important because it ensures project consistency, even when multiple translators are working at the same time.

Translation Memory Management

Arial Global uses the industry's best "translation memory" technology to create consistency across multiple projects or multiple translators, and to reduce the amount of time needed to complete a translations project. Also, when a Translation Memory database is developed for one project, it can subsequently be applied to future projects, dramatically reducing the translation project's total cost.

Editing/In-country Review

Arial Global has a unique approach to the quality of our service. We believe that it is important to not only review, but also consult "in-country" experts to ensure your document is properly translated without misunderstanding.

High-quality translation results can only be achieved by using "in-country" resources. This means having the resulting documents edited and/or reviewed by a qualified native-language translation professional who actually lives full-time in the target country. This is important because even skilled linguists can lose touch with the frequent evolution of local language when they no longer live in that country. This is why Arial Global always uses in-country resources during this step of our Three-tier Quality Assurance process.

This ensures the resulting document is fully aligned with the most up-to-date terminology used by the residents of the target country. Failure to engage this step can cause a translated document to appear dated or "old-fashioned," even though it is grammatically correct.

Layout QA Proofing

When document layout is important, Arial Global provides QA proofing services that ensure the translated document mirrors the original as closely as possible. While this may seem simple, it can actually be rather complex, thanks to the tendency of languages to either expand or contract relative to the required space on the page. For example: when English is translated into German, it expands as much as 30 percent. Asian languages also present special challenges, because their words are made of layered strokes, not sequential letters.

Arial Global's experience in multilingual document layout allows us to quickly identify these challenges and compensate with document layout strategies that preserve the original formatting as closely as possible.

Pricing Information

Translation Service Rates for GSA (Rates in U.S. dollars)

Price per English word

Arabic	\$0.26
Chinese - simplified	\$0.23
Chinese - traditional	\$0.23
Dutch	\$0.21
Farsi	\$0.26
French	\$0.21
German	\$0.21
Greek	\$0.24
Hebrew	\$0.26
Italian	\$0.21
Japanese	\$0.23
Korean	\$0.23
Malay	\$0.26
Portuguese	\$0.21
Polish	\$0.21
Russian	\$0.21
Spanish	\$0.21
Thai	\$0.24
Ukrainian	\$0.21
Vietnamese	\$0.26
Other Languages	\$0.32

Additional Fees

Editing	\$67.50
Layout QA Proofing	\$45.00
Project Management	\$63.00
Desktop Publishing	\$67.50
Glossary Development & Management	\$67.50
Translation Memory Management	\$67.50
PDF generation	\$51.00

Volume Discount

A two percent (2%) discount will be offered to translation service portions of orders using between 100,000-299,000 words.

Customers with a translation service exceeding 300,000 words are eligible for a three percent discount (3%).

Timely Compensation

Arial Global has an invoice payment term of net 30 days. A one percent (1%) discount is applied to payments made within a net 15-day payment term.

Rush Charge

When the requested throughput is more than 2,000 source words for each Asian language, or 2,500 words for each European language per translator per business day, thirty percent (30%) will be added to the above price list. Business days are defined as non-holiday weekdays, Monday through Friday.

Frequently Asked Questions

How do I order service from Arial Global, LLC?

Please contact Arial Global via telephone (1-888-268-1180 or 520-615-9620), fax (520-615-1957) or email (gsa@arialglobalreach.com). Our office hours are Monday through Friday, 8 a.m. – 5 p.m. Pacific Standard Time.

Online access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order are available through GSA Advantage!™, a menu-driven database system. The Internet address for GSA Advantage!™ is <http://www.fss.gsa.gov>.

What is a Federal Supply Schedule?

A Federal Supply Schedule, also known as a Multiply Award Schedule (MAS), is a listing of contractors that have been awarded a contract by GSA

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.

How will I benefit from using this schedule?

You benefit from using this schedule by:

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

How do I place an order under this schedule?

Send your request for quote—including your performance-based statement of work—to three or more schedule contractors. Evaluate your responses for best value. Send a task order to your selection.

Can I meet 8(a) requirements through the schedule?

Yes. Arial Global, LLC is a SBA 8(a) certified, woman-owned business.

I do not have a contracting warrant. Can I order off the schedule?

No. A contracting officer needs to place orders against the schedule. You would contact your contracting department with your requirements, which may or may not result in you providing a statement of work (SOW). (Note: the Contracting Officer may actually prepare the SOW based upon your requirements) Once the SOW is prepared, the Contracting Officer will issue the RFQ to the maximum extend practical, conduct the evaluation and make the award, which results in a task order.

How much does it cost me to use the schedule?

There is no charge for use of the schedule. This program is supported by Industrial Funding Fees paid by the contractor.

Code of Professional Conduct and Business Practices

Arial Global, LLC, as a corporate member in good standing of the American Translators Association, adheres to the Code of Professional Conduct and Business Practices established by the ATA:

I. As a Translator or Interpreter, a bridge for ideas from one language to another and one culture to another, I commit myself to the highest standards of performance, ethical behavior, and business practices.

A. I will endeavor to translate the original message faithfully, to satisfy the needs of the end user(s). I acknowledge that this level of excellence requires:

1. Mastery of the target language equivalent to that of an educated native speaker,
2. Up-to-date knowledge of the subject material and its terminology, in both source and target languages,
3. Access to information resources and reference materials, and knowledge of the tools of the translation profession,
4. Continuing efforts to improve, broaden, and deepen my skills and knowledge.

B. I will be truthful about my qualifications and will not accept any assignments for which I am not fully qualified.

C. I will safeguard the interests of my clients as my own and divulge no confidential information.

D. I will notify my clients of any unresolved difficulties. If we cannot resolve a dispute, we will seek arbitration.

E. I will use a client as a reference only if I am prepared to name a person to attest to the quality of my work.

F. I will respect and refrain from interfering with or supplanting any business relationship between my client and my client's client, if applicable.

II. As an employer or contractor of translators and/or interpreters, I will uphold the above standards in my business. I further commit myself to the following practices with translators and interpreters:

A. I will put my contractual relationship with translators and interpreters in writing and state my expectations prior to work.

B. I will adhere to agreed terms, payment schedules, and agreed changes, and will not capriciously change job descriptions after work has begun.

C. I will deal directly with the translator or interpreter about any dispute.

If we cannot resolve a dispute, we will seek arbitration.
D. I will not require translators or interpreters to do unpaid work for the prospect of a paid assignment.

E. I will not use translators' or interpreters' credentials in bidding or promoting my business without their consent or without the bona fide intention to use their services.

F. For translations for publication or performance over which I have direct control, I will give translators recognition traditionally given to authors.

