

Department of Information Resources
RFO - DIR-CPO-TMP-572
Telecommunications and Technology Interpreter Services, Products and Related Services
EXHIBIT E ITEMIZED PRICING SHEET

Company Name: Universe Technical Translation, Inc.

*** For Respondent reference: DIR CUSTOMER PRICE contains 0.75% DIR Administrative Fee and it will be AUTOMATICALLY calculated once all other cells are filled. For reference purposes, the formula to calculate DIR Customer Price is: DIR Customer Price = MSRP x (1-DIR Discount%) x (1+0.75%) DO NOT make any changes to the format of the grids. Insert additional rows as needed.**

Services						
SERVICE NAME	SERVICE DESCRIPTION (provide detailed service features)	MSRP COST	Unit of Issue	Discount % off MSRP (2 decimals)	* DIR Customer Price EACH/Per Unit	AVERAGE BRAND DISCOUNT
Telephone Interpretation (On-Demand) Services¹						
Spanish Over the Phone interpreter	OPI - Spanish	\$ 0.65	P/Minute	20.00%	\$ 0.52	28.50%
All other languages over the phone interpreter	OPI - All Other Languages	\$ 1.15	P/Minute	37.00%	\$ 0.73	28.50%
Telephone Interpretation (Pre-Scheduled) Services²						
Telephone Interpretation - Pre-Scheduled	Spanish	\$ 85.00	P/Hour	19.43%	\$ 69.00	22.85%
Telephone Interpretation - Pre-scheduled	All Other Languages	\$ 105.00	P/Hour	26.27%	\$ 78.00	22.85%
Digital Document Translation Services from English into Foreign Languages³						
Digital document translation	Spanish	\$ 0.22	P/Word	41.35%	\$ 0.13	25.27%
Digital document translation	Spanish - All Legal Documents	\$ 0.25	P/Word	36.48%	\$ 0.16	25.27%
Digital document translation	French, Russian	\$ 0.23	P/Word	24.50%	\$ 0.17	25.27%
Digital document translation	Chinese [Simplified], Chinese [Traditional], Ukrainian, Vietnamese	\$ 0.24	P/Word	25.55%	\$ 0.18	25.27%
Digital document translation	Arabic, Somali	\$ 0.25	P/Word	24.55%	\$ 0.19	25.27%
Digital document translation	Urdu, Nepali	\$ 0.26	P/Word	23.64%	\$ 0.20	25.27%
Digital document translation	All Other Latin Scripted Languages	\$ 0.23	P/Word	22.32%	\$ 0.18	25.27%
Digital document translation	All Other Non-Latin Scripted Languages	\$ 0.26	P/Word	19.85%	\$ 0.21	25.27%
Digital document translation	Minimum Per Project Translation Fee (Spanish) ⁴	\$ 85.00	P/Each	24.10%	\$ 65.00	25.27%
Digital document translation	Minimum Per Project Translation Fee (All Other Languages) ⁴	\$ 105.00	P/Each	19.65%	\$ 85.00	25.27%
Digital document translation	Document Editing & Proofreading of Previously Translated Materials (All Languages)	\$ 65.00	P/Hour	16.02%	\$ 55.00	25.27%
Digital Document Translation Services from Foreign Languages into English³						
Digital document translation	Spanish	\$ 0.23	P/Word	35.27%	\$ 0.15	24.59%
Digital document translation	Spanish - All Legal Documents	\$ 0.26	P/Word	35.10%	\$ 0.17	24.59%
Digital document translation	Russian	\$ 0.24	P/Word	21.43%	\$ 0.19	24.59%
Digital document translation	Chinese [Simplified], Chinese [Traditional], Ukrainian, Vietnamese	\$ 0.26	P/Word	23.64%	\$ 0.20	24.59%
Digital document translation	Arabic, Somali, Urdu, Nepali	\$ 0.28	P/Word	25.55%	\$ 0.21	24.59%
Digital document translation	All Other Latin Scripted Languages	\$ 0.24	P/Word	21.44%	\$ 0.19	24.59%
Digital document translation	All Other Non-Latin Scripted Languages	\$ 0.29	P/Word	24.80%	\$ 0.22	24.59%
Digital document translation	Minimum Per Project Translation Fee (Spanish) ⁴	\$ 85.00	P/Each	24.10%	\$ 65.00	24.59%
Digital document translation	Minimum Per Project Translation Fee (All Other Languages) ⁴	\$ 105.00	P/Each	19.65%	\$ 85.00	24.59%
Digital document translation	Document Editing & Proofreading of Previously Translated Materials (All Languages)	\$ 70.00	P/Hour	14.93%	\$ 60.00	24.59%
Certification/Notarization/Affidavit Services						
Affidavits for digital document translation (optional)	All Languages	\$ 39.00	P/Each	18.56%	\$ 32.00	18.56%
Website Translation/Localization Services						
Website Translation/Localization Services	Spanish	\$ 89.00	P/Hour	23.05%	\$ 69.00	21.93%
Website Translation/Localization Services	All Other Languages	\$ 99.00	P/Hour	20.80%	\$ 79.00	21.93%
Foreign Language Desktop Publishing Services						
Formatting (DTP/OCR)	Spanish	\$ 49.00	P/Hour	23.02%	\$ 38.00	27.15%
Formatting (DTP/OCR)	All Other Languages	\$ 65.00	P/Hour	31.28%	\$ 45.00	27.15%
Audio/Video Narration/Voice-Over and Subtitling Services						
Audio/Video Narration/Voice-Over ⁵	Spanish	\$ 150.00	P/Hour	45.74%	\$ 82.00	35.73%
Audio/Video Narration/Voice-Over ⁵	All Other Languages	\$ 175.00	P/Hour	46.12%	\$ 95.00	35.73%
Project Management	All Languages	\$ 65.00	P/Hour	31.29%	\$ 45.00	35.73%

Voice-Over Script/Subtitle Template Preparation	All Languages	\$ 60.00	P/Hour	33.83%	\$ 40.00	35.73%
Recording, Editing and Synchronization	All Languages	\$ 65.00	P/Hour	31.29%	\$ 45.00	35.73%
On-Screen Implementation of Subtitles	All Languages	\$ 65.00	P/Hour	31.29%	\$ 45.00	35.73%
Pre-Delivery QA Review	All Languages	\$ 50.00	P/Hour	30.52%	\$ 35.00	35.73%
Audio/Video Transcription Services						
Audio/Video Transcription - Good Quality	Spanish	\$ 7.50	P/Minute	20.60%	\$ 6.00	20.12%
Audio/Video Transcription - Average Quality	Spanish	\$ 10.00	P/Minute	20.60%	\$ 8.00	20.12%
Audio/Video Transcription - Poor Quality	Spanish	\$ 12.50	P/Minute	20.59%	\$ 10.00	20.12%
Audio/Video Transcription - Good Quality	All Other Languages	\$ 10.00	P/Minute	20.60%	\$ 8.00	20.12%
Audio/Video Transcription - Average Quality	All Other Languages	\$ 12.50	P/Minute	20.59%	\$ 10.00	20.12%
Audio/Video Transcription - Poor Quality	All Other Languages	\$ 15.00	P/Minute	20.59%	\$ 12.00	20.12%
Audio/Video Transcription Editing & Proofreading	All Languages	\$ 55.00	P/Hour	18.79%	\$ 45.00	20.12%
Affidavit for Audio/Video Transcription (optional)	All Languages	\$ 39.00	P/Each	18.56%	\$ 32.00	20.12%
Video Remote Interpretation (VRI) On-Demand Services						
Video Remote Interpretation (VRI) On-Demand	American Sign Language (ASL), Arabic, Chinese [Cantonese], Chinese [Mandarin], Russian, Somali, Spanish, Tagalog (Filipino), Vietnamese	\$ 2.50	P/Minute	10.68%	\$ 2.25	9.84%
Video Remote Interpretation (VRI) On-Demand	All Other Languages	\$ 3.00	P/Minute	9.00%	\$ 2.75	9.84%
Video Remote Interpretation (VRI) Pre-Scheduled Services⁶						
Video Remote Interpretation (Pre-Scheduled)	Spanish	\$ 85.00	P/Hour	19.43%	\$ 69.00	18.27%
Video Remote Interpretation (Pre-scheduled) - Court Certified	Spanish	\$ 115.00	P/Hour	18.01%	\$ 95.00	18.27%
Video Remote Interpretation (Pre-scheduled)	All Other Languages	\$ 105.00	P/Hour	26.27%	\$ 78.00	18.27%
Video Remote Interpretation (Pre-scheduled) - Court Certified	All Other Languages	\$ 146.00	P/Hour	15.02%	\$ 125.00	18.27%
Video Remote Interpretation (Pre-scheduled)	American Sign Language (ASL)	\$ 105.00	P/Hour	15.87%	\$ 89.00	18.27%
Video Remote Interpretation (Pre-scheduled) - Court Certified	American Sign Language (ASL)	\$ 146.00	P/Hour	15.02%	\$ 125.00	18.27%
eBilingual Fluency Assessment (eBFA)						
eBilingual Fluency Assessment (eBFA) - (oral and written) ⁷	Assesses level of fluency in English and Spanish and definition of terms commonly used in a healthcare and law enforcement context.	\$ 185.00	P/Each	16.84%	\$ 155.00	13.27%
eBilingual Fluency Assessment (eBFA) - (oral and written) ⁸	Assesses level of fluency in English and All Other Target Languages and definition of terms commonly used in a healthcare and law enforcement context.	\$ 205.00	P/Each	10.43%	\$ 185.00	13.27%
eBilingual Fluency Assessment (eBFA) - (translation)	Assesses level of written translation skills from English into Spanish and definition of terms commonly used in a healthcare and law enforcement context (add-on service only).	\$ 55.00	P/Each	9.77%	\$ 50.00	13.27%
eBilingual Fluency Assessment (eBFA) - (translation)	Assesses level of written translation skills from English into All Other Target Languages and definition of terms commonly used in a healthcare and law enforcement context (add-on service only).	\$ 65.00	P/Each	16.02%	\$ 55.00	13.27%
1. Available on-demand 24x7x365. There are no monthly minimums.						
2. A minimum one (1) hour billable applies. If scheduled and confirmed within 24 hours; add a 30% expedited fee to all standard rates. All standard rates applicable to normal business hours (Mon-Fri; 8am to 5pm). Add a 30% fee if scheduled/confirmed during non-business hours. All assignments canceled within 24 hours are charged in full for scheduled service length.						
3. Includes; editing, proofreading, localization engineering, project management and quality assurance review.						
4. The minimum per project translation fee is charged when the combined word count multiplied by the rate per word is less than the minimum translation fee.						
5. A minimum of two (2) hours billable applies.						
6. A minimum one (1) hour billable applies. If scheduled and confirmed within 24 hours; add a 30% expedited fee to all standard rates. All standard rates applicable to normal business hours (Mon-Fri; 8am to 5pm). Add a 30% fee if scheduled/confirmed during non-business hours. All assignments canceled within 24 hours are charged in full for scheduled service length.						
7. The price for eBilingual Fluency Assessment (eBFA) is billed per session. Each session includes an oral, reading and writing exam. A maximum of three (3) candidates for Spanish may be tested per session.						
8. The price for eBilingual Fluency Assessment (eBFA) is billed per session. Each session includes an oral, reading and writing exam. Only one (1) candidate for all other languages than Spanish may be tested per session.						
Standard Turnaround Times for Document Translation:						
< 1,000 Words: 1-2 Business Days						
1,001-2,500 Words: 2-3 Business Days						
2,501-7,500 Words: 3-4 Business Days						
> 7,501 Words: 4 + Business Days						
Rush Charges for Document Translation:						
i. A 30% Rush Charge will be added to each projects' total billable amount as defined in ii (below).						

ii. For Document Translation, "Rush" is defined as work performed by Universe requiring a turnaround time faster than at a calculated rate of 1,000 words per 24 hour period, per document and per normal business day.

This calculated rate excludes time for scanning, conversion, editing and formatting of the document.

Additional Discount Based On Aggregate Sales		Part Number if Applicable	Original Discount	Additional Discount	Total Discount
	Contract Sales Threshold				