MasterWord South Carolina Pricing

	Video Remote Interpretation			
2a.	Video Remote Interpretation (VRI) Services for the top VRI language: American Sign Language (ASL) if other than proposed for 2b.	$	**1.95**	/min.
2b.	Video Remote Interpretation (VRI) Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	$	**1.46**	/min.
2c.	Video Remote Interpretation (VRI) Services for all other languages specified in Attachment B **as well as for all unlisted languages that may be provided through the Contract**.	$	**1.76**	/min
	Document Translation Services			
3a.	Standard Document Translation Services for the most requested language: **Spanish**	$	**0.12**	/word
3b.	Standard Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	$	**0.18**	/word
3c.	Standard Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian	$	**0.17**	/word
3d.	Standard Document Translation Services for all other languages specified in *Attachment B,* **as well as for all unlisted languages that may be provided through the Contract**.	$	**0.25**	/word
3e.	Expedited Document Translation Services for the most requested language: **Spanish**	$	**0.16**	/word
3f	Expedited Document Translation Services for Bosnian-Serbo Croatian, Bulgarian, Czech, Danish, Dutch, Finnish, Flemish, Greek, Hungarian, Norwegian, Polish, Romanian, Slovak, Slovenian, Swedish, Turkish, Ukrainian		**0.22**	/word
3g.	Expedited Document Translation Services for the twelve most requested languages: Chinese (Mandarin & Cantonese), Arabic, Russian, Farsi, Vietnamese, Swahili, Somali, Korean, French, Portuguese, German, Italian	$	**0.24**	/word
3h.	Expedited Document Translation Services for all other languages specified in *Attachment B,* **as well as for all unlisted languages that may be provided through the Contract**.	$	**0.35**	/word
3i.	Desktop Publishing (DTP)	$	**40.50**	/hour
3j.	Minimum Charge	$	**50.63**	

ADDITIONAL TERMS AND CONDITIONS FOR OPTIONAL PRICING MODELS:

OPTIONAL PRICING MODEL - VIDEO REMOTE INTERPRETING SERVICES

VIDEO REMOTE INTERPRETATION (ITEMS 5E. AND 5 F.)
In addition to the proposed tiered pricing, for any individual language (except Spanish & ASL) with consistent volume that exceeds 8,750 minutes per month, MasterWord will apply an additional 12% discount to the total charges for that specific language.

OPTIONAL PRICING MODEL – DOCUMENT TRANSLATION SERVICES
MasterWord offers two translation workflow options described below. Please note that apart from pricing considerations, it is important to consider the intended use of the target translated material to adequately select an appropriate workflow option.

OPTION 1 (ITEMS 5F. – 5O.) – T/E/P
(TRANSLATION + EDITING + PROOFREADING)
Scope: This option includes translation, editing and proofreading performed by qualified linguists.
Process: The highest translation quality is ensured by applying our "5 Sets of Eyes Approach" to translation projects. Each specific translation project is the result of a five-step process involving an industry-qualified professional translator experienced in translating similar documentation, a professional editor, a desktop publisher/formatter (if required), a proofreader and a Project Manager. MasterWord's "5 Sets of Eyes Approach" ensures that documents are translated with the utmost quality, accuracy and consistency.

OPTION 2 (ITEMS 5P. – 5Y.) – TRANSLATION ONLY
Scope: Translation only performed by qualified linguist(s).
Process: Based on the document's subject matter, a MasterWord Project Manager will select the subject matter expert (or a team of subject matter translators, depending on your turnaround requirements) to translate your document. The translator(s) will use the project resources, such as glossary, style guide and Translation Memory to ensure adherence to project terminology, style and other requirements. The correctness of the target text is ensured by using a specialized subject matter translator; therefore, the resulting translation will be an accurate reflection of the source text (please note, that when a team of translators is used to accommodate your required turnaround, terminology inconsistencies may be present in the draft translation). Your Project Manager will perform pre-delivery quality assurance by making sure that all source text was translated, and the target document meets client's specified layout requirements. Thanks to the high caliber and specialization of our translators, we are able to maintain excellent translation quality for this option.

Additionally, both OPTION 1 and OPTION 2 include:
Development of the Translation Memory (usually applicable for documents in source/native format) and Terminology (glossary) databases.
Project Management of the entire translation process.
24/7 customer service assistance.
Supplying the electronic copy of the translation. MasterWord will provide editable, electronic copy of all translations prepared unless requestor explicitly requests that a hardcopy be provided.
Post-project assistance: Should any corrections to the translation be required after an independent evaluation, MasterWord will bring the translated product up to standards expected by client. (Please note that additional fees may apply when changes in translation are caused by changes in the original source document).

ADDITIONAL TERMS OF SERVICE FOR DOCUMENT TRANSLATION

Word Count:
Word counts are based on the number of words in the original source text for all languages, except: Asian languages, where the word count is based on the number of words in the English text (regardless whether source or target), or for documents submitted in hard copy or other uneditable format (where counting in source has to be manual), where the word count is based on the final translated document.

Standard Turnaround Time:
Standard turnaround time is defined as follows:
Up to 1,500 words - one (1) business day
1,501 to 2,500 words - two (2) business days
2,501 to 7,000 - three (3) business days
7,001 to 15,000 words - four (4) business days
For scope of work exceeding 15,000 words, add an additional business day for each 1,500 words in excess of 15,000.

Expedited Rates:
Expedited rates apply to services requested by client to be performed outside of the standard turnaround times shown above, on weekends and/or holidays.
Translation Memory Discounted Rates:
Per word rates for exact match*, repetition** and fuzzy match*** proposed in Attachment C – Cost Form (Binder

2) under Optional Pricing Model - Document Translation
- Option 1 and Option 2 (items 5 f. through 5 y.) represent discounted per word rates for written translation based on the Translation Memory (TM) usage. The proposed TM discounted rates apply to qualifying documents submitted in source format (Microsoft Office formats and other editable source formats) in languages compatible with Translation Memory applications. Exact match, repetition and fuzzy match are defined as follows:
* Exact match is defined as a segment which matches 100% a segment previously translated and already stored in translation memory database.
**Repetition is defined as a segment which gets repeated in a document 2 or more times.
*** Fuzzy match is defined as a segment which partly (99% to 75%) matches a segment previously translated and already stored in translation memory database.
Cancellation:
In case of cancellation of request by client, the portion of the work completed by the time of cancelation will be billed based on % of work already completed or a minimum order fee, whichever is greater.
OPTIONAL PRICING MODEL – DOCUMENT TRANSLATION RELATED SERVICES

SCOPE OF OTHER TRANSLATION RELATED SERVICES:
EDITING (ITEMS 5Z. THROUGH 5 AD.)

Editing involves a review of previously translated 3rd party material to ensure a technically and linguistically accurate product. MasterWord has designed a Translation Evaluation Form in compliance with the Multidimensional Quality Metrics standards (http://www.qt21.eu/mqm- definition/definition-2015-12-30.html) to measure an objective score of the translated document(s). For your peace of mind, a completed Translation Evaluation Form can be provided along with the edited translation.

Editing will be performed and billed only when requested as a separate activity (ex., when 3rd party translated documents are sent for review/editing). Editing is billed on a per hour basis. Industry productivity standard for editing is around 1,000 words/hour. This may vary depending on the complexity of content, format, and other variables.

PROOFREADING (ITEMS 5Z. THROUGH 5 AD.)

Proofreading services are useful for checking multilingual documents after Desktop Publishing (DTP) (or typesetting) step was completed by a 3rd party to ensure accuracy of language, proper display of foreign characters, and layout.
Proofreading will be performed and billed only when requested as a separate activity. Proofreading is billed on a per hour basis. Industry productivity standard for proofreading is around 2,000-2,500 words/hour. This may vary depending on the complexity of format and other variables.

REVISION | INCORPORATION OF CHANGES (ITEMS 5Z. THROUGH 5 AD.)
Revision (or incorporation of changes) services are available when your source content has undergone revisions and your translated content needs to be updated to match the original.
Revision is billed on a per hour basis. Industry productivity standard for revision is around 250-300 words/hour (requires translation of new/revised text). This may vary depending on the complexity of content, format, and other variables.

MULTILINGUAL DESKTOP PUBLISHING | FORMATTING (ITEMS 5AE. THROUGH 5 AI.)
Desktop Publishing (DTP)/Formatting services include the layout, graphic design, and desktop publishing of written, electronic and multi-media materials. DTP services may include recreation, design or modification of translated document/media layouts to match original document/media or conform to alternate customer requirements for document/media layout.
Desktop Publishing (DTP)/Formatting is billed on a per hour basis. Productivity will vary greatly depending on the required format, complexity of task, and other variables. An estimate of hours will be provided based on specific document/media submitted to MasterWord for desktop publishing.

LINE EDITING (ITEMS 5 AJ. THROUGH 5 AN.)
Line Editing is the final defense in specialized translation workflow and is recommended for high-profile content to ensure it is clear, fluid, culturally and linguistically appropriate, is pleasurable to read in the target language(s) and meets the targeted communication objectives. A line editor will polish the translation by going over each sentence to confirm that high-stakes message or document is ready for publication. This involves checking for grammar, punctuation, spelling, consistency and word usage, and assisting with rewording sections that need improvement without changing the contextual meaning. It is recommended on a case by case basis for high-profile content.

Line editing will be recommended and quoted on a case by case basis for high profile content. Line editing is billed on a per hour basis. Industry productivity standard for line editing is around 1,000 words/hour. This may vary depending on the complexity of content, format, and other variables.

TRANSCRIPTION (ITEMS 5 AO. THROUGH 5 AS.)
Audio/voice to text transcription services include transfer of an English or native foreign language audio recording into text format in the same language. Please note that transcription does not include written translation into a different language.

Transcription services are charged on an hourly basis. On average one can assume that it will take one hour per 10-15 minutes of conversation to transcribe accurately. This may vary depending upon number of persons speaking, clarity of recording, and the number of languages spoken.

ADDITIONAL TERMS OF SERVICE FOR DOCUMENT TRANSLATION RELATED SERVICES

Rush Fees:
Rush fee may apply if client requests a service to be performed on a rush basis, at night, during weekend

or public holiday. All rush fees have to be preapproved by client in writing in advance.

Rush fees are defined as follows:
Additional 30% for all languages, except Languages of Limited Diffusion (Items 5ad., 5ai., 5an., 5as. and 5 ax.), where rush fee is an additional 40%.

Cancellation:
In case of cancellation of request by client, the portion of the work completed by the time of cancelation will be billed based on % of work already completed or a minimum order fee, whichever is greater.

END OF CONTRACTOR'S ADDITIONAL TERMS AND CONDITIONS