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**Phone:** 830-355-2205

**Business Size:** *Veteran Owned Business, Small, Disadvantaged*

**Contract Administration:** Jason Ehlinger [ceo@taikatranslations.com](mailto:ceo@taikatranslations.com) | 210-627-5987

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## **GENERAL SERVICES ADMINISTRATION**

*Federal Acquisition Service  
Authorized Federal Supply Schedule Price List  
MassMod A812 signed on February 12, 2020*

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## **Multiple Award Schedule**

### **Professional Services - Language Services**

**FSC Group: Professional Services      FSC Class: R608**

**Contract Number:** 47QRAA18D00GT

**Contract Period:** 09/26/2018 through 09/25/2023

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!*<sup>™</sup>, a menu-driven database system.

The INTERNET address for GSA *Advantage!*<sup>™</sup> is <http://www.gsa.gov>.

For more information on ordering from Federal Supply Schedules Click on the FSS Schedules button at <http://www.fss.gsa.gov>.

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## Company Profile

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### Language Services Overview

TaikaTranslations LLC is a veteran owned, disadvantaged small business, language services company, located in Devine, Texas. We offer **Document Translation, Multilingual Desktop Publishing, Localization, Editing, Foreign Language Transcription and Language Consulting** services in more than 120 language combinations.

### About Taika

In the late 2000's, Taika began providing language support services to the U.S. Government by subcontracting to prime GSA schedule holders and municipal entities. Since our inception, we have processed content for many major departments and agencies within the Federal Government. The reason for Taika's success lies in the hearts and minds of the team and their deep commitment to providing accurate, on-time, and cost-effective language services while never cutting corners when it comes to quality. We are the most technically dynamic language service provider in the industry.

### Elite Taika QUALITY

Elite Quality Control is key to providing high-quality service. Translation is a human process and therefore subject to human errors. For this reason, a translation company's survival rests on being able to fulfill multiple requests from various sources. Taika is a master at handling these two challenges with ease thanks to our highly-developed team and quality control systems.

### Elite Quality Control Process

All projects go through our complete, multiple-step quality control process. This process begins when a request is received for a project and the process continues until the project is completed and the client is satisfied. We follow a rigorous and unique program that engages only the most accurate and competent vendors for each task. Before any client ever views an accomplished project there are multiple sets of human eyes that have performed specific parts of our QC process to ensure client satisfaction.

### Taika – Elite Linguist Review Program

Our unique program for testing, auditing and evaluating vendors is designed to systematically test the strength of our linguists before a project has begun and evaluate

specific project performance after a project has been completed. This program proactively measures the performance of our translators and transcribers, enabling us to focus on problem prevention and take corrective action before it reaches the client. We intentionally built and maintain an inspection system software that allows us to monitor the quality and accuracy of the language services we provide, as well as the performance of the linguists and quality assurance for personnel working on the project.

## Linguists

Our professional vendors are key. Since our inception, and by our having accomplished some of the most demanding technical language projects issued by many U.S. Government agencies as well as various commercial industries, we have developed a pool of thousands of expert linguists. We only work with experienced translators and interpreters who have demonstrated their ability in specific subject matter expertise and technical areas such as (legal, medical, military, insurance, finance, etc.) which represents the bulk of our high volumes of translation and transcription per year. Often, these projects have been under very strict deadlines.

All vendors have at least three years of professional translation and/or transcribing experience, and some combination of linguistic training, education, accreditation and certification. The majority of our more than 500 most active vendors have been working with us for more than 5 years.

## Frequently Asked Questions

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### **In what languages are translation services offered?**

Taika offers services in more than 100 languages and dialects. We meet almost any language requirement with our extensive network of translators and interpreters. We help you assess your needs at no cost, so please contact us today.

### **How can I be sure that the content will be accurate?**

Taika utilizes a unique quality control system that ensures translations will be technically accurate and culturally appropriate. After the initial translation is complete, a second translator reviews the original and translated text. The document is then processed by a quality assurance expert to ensure that every aspect from spelling to formatting meets our elite standards.

### **How long will it take for translation of my document to be completed?**

Taika is committed to working with our clients to meet deadline requirements no matter how stringent they are. Our standard turn-around times for transcription/translation is 3-5 business days. Expedited is typically 2-3 business days, and Emergency is 1-2

business days on average. We normally deliver even Standard and Expedited transcriptions/translations within 2 business days when possible. Depending on the technicality of the documents we may require additional time. The main goal is perfect quality at the least amount of time possible. All translated documents go through our multi-step editing and quality review process before being returned to the client.

**Does Taika provide certified translations?**

Upon request, we provide notarized certification on Taika letterhead, attesting that the translation is a true, accurate, and correct rendering of the original document. These certifications have been accepted by government agencies, including the Bureau of Citizenship and Immigration Services (formerly INS), and judicial courts as well as municipal offices. Regardless of the use - all our translations undergo rigorous quality control, certified or not.

**What kind of voice-over services does Taika offer?**

Taika works with professional narrators and studio technicians to provide foreign language narrations of marketing, educational and entertainment videos to clients throughout the United States. Contact us to learn more about Taika's voice talent and technical expertise.

**KEY FEATURES:**

- Language services, 24 hours a day, 7 days a week, 365 days a year
- 24 to 48-hour turnaround time for many translation projects
- Daily capacity of approximately 50,000 words (150 pages)
- We have already processed for the IRS, DOJ, HUD, DOL, and others

Continued...

- Battle hardened and experienced staff and management
- Effective Project Management
- 1500 translators screened and tested in 200+ language pairs
- Overwhelming project engineering capacity second to none
- Dynamic, outside the box thinkers and administrators – we get work done

Continued...

- Proven track record of producing transcripts and translations in any required format (MS Word, Excel, printed documents such as emails, websites, and audio and video files) in their native fonts from a variety of source media,
- Language Proficiency Testing System
- Online scheduling and quote system
- Available to translate with little or no notice
- ATA Corporate Member
- Proz Corporate Member

## LABOR CATEGORY DESCRIPTIONS

### Quality Control Expert

#### EDUCATION

Must have a high school diploma, Bachelor’s Degree, Master’s Degree or demonstrate equivalent level of experience

#### ROLES & RESPONSIBILITY

File preparation, glossary development and formatting, DTP work. After translation and editing, the Quality Control Expert reviews the document for compliance with specifications outlined in the delivery order. He/she carefully compares the translation against the original for completeness. He/she assesses the accuracy of numbers, formatting consistency and consults with the editor(s) if something has been omitted or does not meet our requirements. This detailed review covers abbreviations, acronyms, transliteration, graphics such as tables, equations, and symbols, and footnotes and bibliographic references if applicable. Corrections are entered, graphics incorporated as necessary, and a clean copy of the translation printed or prepared electronically, depending on the specifications of the task order. The Quality Control Expert ensures that all completed assignments returned to the client are ready for publication or distribution. Only after the Quality Control Expert has approved the content is it ready for delivery to the client.

#### EXPERIENCE

Must have at least three (3) years of experience as a Quality Control Expert and be able to write/speak English without errors of grammar, structure, spelling style or vocabulary.

## CLIENT INFORMATION

### 1a. Table of Awarded Special Item Numbers

SINs	SIN Title
541930	Translation and Interpretation Services
OLM	Order-Level Materials (OLM)

**1b. Identification of the lowest priced model number and lowest unit price for that model for each special item number awarded in the contract. This price is the Government price based on a unit of one, exclusive of any quantity/dollar volume, prompt payment, or any other concession affecting price. Those contracts that have unit prices based on the geographic location of the customer, should show the range of the lowest price, and cite the areas to which the prices apply.**

Not Applicable to Services

- 1c. If the Contractor is proposing hourly rates, a description of all corresponding commercial job titles, experience, functional responsibility and education for those types of employees or subcontractors who will perform services shall be provided. If hourly rates are not applicable, indicate “Not applicable” for this item. See description(s) and pricing.**

**2. Maximum Order:**

SINs	Maximum Order
541930	\$350,000
OLM	\$250,000

**3. Minimum Order:**

\$100.00

**4. Geographic Coverage (delivery Area):**

FOB Domestic and Overseas

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

Same as contractor

**6. Discount from list prices or statement of net price:**

Government net prices (discounts already deducted).

**7. Quantity discounts:**

Tier	Threshold Amount	Additional Discount
1	\$10,000.00	2.5%
2	\$25,000.00	5.0%
3	\$50,000.00	10%

**8. Prompt payment terms:**

2% - 15 days, Net 30 days

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

Yes

**9b. Notification whether Government purchase cards are accepted or not accepted above the micro-purchase threshold:**

Contact contractor

**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:**  
Available - contact contractor
- 11c. Overnight and 2-day delivery:**  
Available – contact contractor
- 11d. Urgent Requirements:**  
Available – contact contractor
- 12. F.O.B Points(s):**  
Destination
- 13a. Ordering Address(es):**  
Same as contractor
- 13b. Ordering procedures:**  
For supplies and services, the ordering procedures, information on Blanket Purchase Agreements (BPA's) are found in Federal Acquisition Regulation (FAR) 8.405-3
- 14. Payment address(es):**  
Same as company address
- 15. Warranty provision:**  
Contractor's standard commercial warranty.
- 16. Export Packing Charges (if applicable):**  
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 installation (if applicable):**  
N/A
- 20. Terms and conditions of repair parts indicating date of parts price lists and any discounts from list prices (if applicable):**  
N/A



**20a. Terms and conditions for any other services (if applicable):**

N/A

**21. List of service and distribution points (if applicable):**

N/A

**22. List of participating dealers (if applicable):**

N/A

**23. Preventive maintenance (if applicable):**

N/A

**24a. Environmental attributes, e.g., recycled content, energy efficiency, and/or reduced pollutants:**

N/A

**24b. If applicable, indicate that Section 508 compliance information is available on Electronic and Information Technology (EIT) supplies and services and show where full details can be found:**

N/A

**25. Data Universal Numbering System (DUNS) number:**

079802412

**26. Notification regarding registration in Central Contractor Registration (CCR) database:**

Registered

**27. Final Pricing:**

The rates shown below include the Industrial Funding Fee (IFF) of 0.75%.

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## GSA PRICE SCHEDULE

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	Source	Target	To/From	Service	Type	Unit	Security	Loc	Year 1	Rush Percentage
1	Albanian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
2	Arabic	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
3	Armenian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
4	Belorussian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
5	Bosnian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%

6	Bulgarian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
7	Croatian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
8	Czech	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
9	Chinese S	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0796	20.00%
10	Chinese T	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
11	Danish	English	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1300	20.00%
12	Dutch	English	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1199	20.00%
13	Estonian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0907	20.00%
14	Farsi	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0907	20.00%
15	French	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0907	20.00%
16	Finnish	English	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1501	20.00%
17	German	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.1300	20.00%
18	Greek	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
19	Hebrew	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
20	Hindi	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
21	Hungarian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
22	Indonesian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
23	Italian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
24	Japanese	English	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1501	20.00%
25	Korean	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
26	Latvian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
27	Lithuanian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
28	Macedonian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
29	Malay	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
30	Norwegian	English	No	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
31	Polish	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
32	Portuguese	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
33	Romanian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
34	Russian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
35	Serbian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
36	Slovak	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
37	Slovenian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%

38	Spanish	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
39	Swedish	English	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1300	20.00%
40	Tagalog	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
41	Thai	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
42	Turkish	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
43	Ukrainian	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
44	Uzbek	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
45	Vietnamese	English	Yes	Translation	All	Word	No Security Clearance	Contractor	\$0.0997	20.00%
46	English	Danish	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1602	20.00%
47	English	Dutch	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1401	20.00%
48	English	Finnish	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1804	20.00%
49	English	Japanese	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1501	20.00%
50	English	Norwegian	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1804	20.00%
51	English	Swedish	No	Translation	All	Word	No Security Clearance	Contractor	\$0.1501	20.00%
52	Albanian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
53	Arabic	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
54	Armenian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
55	Belorussian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
56	Bosnian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
57	Bulgarian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
58	Croatian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
59	Czech	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
60	Chinese S	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0393	20.00%
61	Chinese T	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
62	Danish	English	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0645	20.00%
63	Dutch	English	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0594	20.00%
64	Estonian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
65	Farsi	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
66	French	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
67	Finnish	English	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0746	20.00%
68	German	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0645	20.00%

69	Greek	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
70	Hebrew	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
71	Hindi	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
72	Hungarian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
73	Indonesian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
74	Italian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
75	Japanese	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
76	Korean	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
77	Latvian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
78	Lithuanian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
79	Macedonian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
80	Malay	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
81	Norwegian	English	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
82	Polish	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
83	Portuguese	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
84	Romanian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
85	Russian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
86	Serbian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
87	Slovak	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
88	Slovenian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
89	Spanish	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
90	Swedish	English	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0645	20.00%
91	Tagalog	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
92	Thai	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
93	Turkish	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
94	Ukrainian	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
95	Uzbek	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
96	Vietnamese	English	Yes	Editing	All	Word	No Security Clearance	Contractor	\$0.0494	20.00%
97	English	Danish	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0897	20.00%
98	English	Dutch	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0695	20.00%
99	English	Finnish	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0897	20.00%

100	English	Japanese	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0746	20.00%
101	English	Norwegian	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0897	20.00%
102	English	Swedish	No	Editing	All	Word	No Security Clearance	Contractor	\$0.0746	20.00%
103	All	All	Yes	Proof Reading	All	Word	No Security Clearance	Contractor	\$0.0101	20.00%
104	All	All	Yes	File Prep	All	Hour	No Security Clearance	Contractor	\$29.2191	20.00%
105	All	All	Yes	Glossary Development	All	Hour	No Security Clearance	Contractor	\$44.3325	20.00%
106	All	All	Yes	Formatting	All	Hour	No Security Clearance	Contractor	\$29.2191	20.00%
107	All	All	Yes	Desktop Publishing	All	Hour	No Security Clearance	Contractor	\$39.2947	20.00%

**Service Contract Labor Standards (SCLS):**

The Service Contract Labor Standards (SCLS) is applicable to this contract as it applies to the entire Multiple Award Schedule (MAS) and all services provided. While no specific labor categories have been identified as being subject to SCLS due to exemptions for professional employees (FAR 22.1101, 22.1102 and 29 CFR 541.300), this contract still maintains the provisions and protections for SCLS eligible labor categories. If and / or when the contractor adds SCLS labor categories / employees to the contract through the modification process, the contractor must inform the Contracting Officer and establish a SCLS matrix identifying the GSA labor category titles, the occupational code, SCLS labor category titles and the applicable WD number. Failure to do so may result in cancellation of the contract.