



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 2

List View

General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 1432458

Procurement Type: Central Master Agreement

Vendor ID: VS0000046103 

Legal Name: TaikaTranslations

Alias/DBA:

Total Bid: \$2,000.00

Response Date: 06/10/2024 

Response Time: 16:24

Responded By User ID: TaikaTranslation 

First Name: Jake

Last Name: Gardner

Email: sales@taikatranslations.cc

Phone: 8652587903

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWV2400000010

Published Date: 6/7/24

Close Date: 6/12/24

Close Time: 13:30

Status: Closed

Solicitation Description: Transcription Services, Legal and Medical

Total of Header Attachments: 2

Total of All Attachments: 2



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder: 1432458
Solicitation Description: Transcription Services, Legal and Medical
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-06-12 13:30	SR 0323 ESR06102400000007674	1

VENDOR
 VS0000046103
 TaikaTranslations

Solicitation Number: CRFQ 0323 WWV2400000010

Total Bid: 2000

Response Date: 2024-06-10

Response Time: 16:24:07

Comments:

FOR INFORMATION CONTACT THE BUYER

Brandon L Barr
 304-558-2652
 brandon.l.barr@wv.gov

Vendor Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Transcription Services, Legal and Medical	2000.0000	PAGE	1.000000	2000.00

Comm Code	Manufacturer	Specification	Model #
82111603			

Commodity Line Comments:

Extended Description:

Estimated quantity of 2,000 is per month based on usage. Please enter price per page based on estimated quantity



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
Centralized Request for Quote
Service - Prof

Proc Folder: 1432458		Reason for Modification:	
Doc Description: Transcription Services, Legal and Medical		Addendum No. 1 to provide answers to vendor questions	
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2024-06-07	2024-06-12 13:30	CRFQ 0323 WWV2400000010	2

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code:
Vendor Name : TaikaTranslations
Address : 2028 East Ben White Blvd.
Street : 240-1178
City : Austin
State : TX **Country :** USA **Zip :** 78741
Principal Contact : Jake Gardner
Vendor Contact Phone: 865-258-7903 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Brandon L Barr
 304-558-2652
 brandon.l.barr@wv.gov

Vendor Signature X *Jake Gardner*

FEIN# 47-1911720

DATE 6/10/24

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

The West Virginia Purchasing Division for the Agency, The WorkForce West Virginia is soliciting bids from qualified vendors to establish an open-end contract for Transcription Services per the Specifications, Terms & Conditions and bid requirements as attached herein.

INVOICE TO		SHIP TO	
WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV US		WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD E BLDG 3, 8TH FLOOR CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Transcription Services, Legal and Medical	2000.00000	PAGE	\$1.00	\$2000.00

Comm Code	Manufacturer	Specification	Model #
82111603			

Extended Description:

Estimated quantity of 2,000 is per month based on usage. Please enter price per page based on estimated quantity

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Questions due by June 5th, 2024 at 10:00am ET	2024-06-05

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: _____

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

TaikaTranslations

Company

Jake Gardner

Authorized Signature

6/10/24

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

Revised 6/8/2012

TaikaTranslations Proposal for West Virginia Transcription

Company Information

Business Name: TaikaTranslations LLC

Mailing Address: 2028 E Ben White Blvd. #240-1178, Austin, Texas, 78741 United States of America

Telephone: +1-830-355-2205, +1-210-627-5987

UEI: RHLDDHERH8PG3

Cage Code: 7DC52

Federal Tax ID: 47-1911720

Business Size: Veteran Owned Business, Small, Emerging Small Business Enterprise

SCTRCA Certification Number: 219058581, VBE, SBE, ESBE

POC: Jake Gardner Business Development Phone: (865)-258-7903, email: sales@taikatranslations.com

Introduction

TaikaTranslations LLC would like to submit a response to West Virginia Transcription Services. We are a Government Services Administration (GSA) vendor with an active GSA Federal Supply Schedule and are certified by the South-Central Texas Regional Certification Agency as a Veteran Business Enterprise, Small Business Enterprise, and an Emerging Small Business Enterprise.

We provide transcription, editing, and transcription verification services to various federal, state, and local agencies as prime contractors, and as sub-contractors. We have experience working with the required technology and our expertise in the industry has helped us develop the best project engineering technique to deliver the best possible product to you. As such, TaikaTranslations LLC would like to submit the following bid as a response to the RFP.

Quality Assurance

We require a high standard to be met by our transcription technicians who work on various projects for us. Our effective QA process includes multiple steps of checking by different analysts for any missed or indecipherable words, grammar, and punctuation errors.

We require our transcription technicians to provide a transcription with a minimum accuracy of 99%. We then have editors/proofreaders check and improve the accuracy to 100%. It is only at this stage that the file is delivered to the Requestor.

Indicator	Standard
Transcription 99% Accuracy	99% of the transcription is accurate, run through extensive QA checks to ensure accuracy
Transcription Verbatim	100% of the transcription is accurate, run through extensive QA checks to ensure accuracy. If there are any words that are difficult to hear or decipher then they are noted.
Deadline	100% of tasks completed and delivered on time.
Communication	Any challenges or issue related to any task are communicated to the Contract POC on time, avoiding processing delays.

File Delivery

TaikaTranslations LLC offers the use of its SFTP (secure file transfer protocol server) to receive all transcription files via a secure online web portal (if requested). TaikaTranslations confirms that it also has a Customer Access Portal for submission of media files. All media formats can be received by TaikaTranslations for transcriptions to be completed. All emailed files will be encrypted to ensure that files are securely delivered.

Transcription Accuracy

TaikaTranslations LLC certifies that it will complete all transcriptions and will deliver the Transcription files as a “Verbatim Transcription”.

Transcription Processing Turnaround Time

TaikaTranslations LLC certifies that it will provide an acknowledgement of file receipt within 24 hours of receipt. The final delivered files will be returned within 4 days of receipt. If there are any delays in processing, the requestor will be notified in writing immediately.

Transcription Format

TaikaTranslations understands the format that is requested for each transcription and will deliver each file in the requested format. No deviation from this format will be allowed without written authorization from the requestor.

Security Protocols

TaikaTranslations will act as the guardian for all files, transcriptions, and associated documents for West Virginia. No unauthorized personnel will have access to any of the files from this project. All members of the staff for TaikaTranslations are trained in HIPAA, PII and Sensitive material handling. All information will be regarded as Confidential and will be stored on independent servers that are only accessible to authorized personnel.

Experience and References

TaikaTranslations LLC has a long history of working in the transcription industry, providing professional services to clients daily. For the purposes of this RFP, we have listed clients for whom we have worked specifically on similar translations in the past three years.

Reference 1

Name: US Coast Guard

Contact Information: Marvin F. Williams (Purchasing Agent CG-1924)

Phone: (202)-475-3760 / email: marvin.f.williams@uscg.mil

Description of Effort

TaikaTranslations has performed multiple transcriptions for the Coast Guard in support of interviews and depositions.

Reference 2

Name: US Department of Interior- National Parks Service

Contact Information: Ryan Jennings (Program Manager L&D Education & Information)

Email: ryan_jennings@nps.gov

Description of Effort

TaikaTranslations currently provides transcription, captioning and voiceover work for media files for the National Parks Service for all Department training and education media.

Reference 3

Name: US Department of Health and Human Services- CMS

Contact Information: James Smith (Producer- Division of Multimedia Services)

Phone: (410-786-5656) / email: james.smith@cms.hhs.gov

Description of Effort

TaikaTranslations has an ongoing contract for transcription work for CMS.

Project Management Process (PM Process)

TaikaTranslations will assign a Project Manager (PM) to each file that is made available for transcriptions services. Once the request has been made and the file or files have been uploaded on the secure web portal, the PM will begin processing the file. All requests will be transcribed and edited by an analyst who is a professional transcriber and is certified by our quality assurance program.

All deliverables will be transcribed, edited, and checked for quality before delivery to the requestor.

A dedicated Program Manager and an Alternate will be assigned to oversee the performance of work.

TaikaTranslations LLC utilizes a unique quality control system that ensures transcriptions will be accurate. We are determined to ensure that you are provided with the absolute best product possible. For the requirements of this solicitation, the project management process will consist of **five steps: Receipt, Transcription, Editing, QC and Delivery.**

TaikaTranslations LLC confirms and certifies these KEY PERSONNEL REQUIREMENTS:

- One (1) Project Manager is required as key personnel for this contract. The Key Personnel must meet the following minimum qualifications:
- Have managed transcription services contracts for U.S. Government Agencies for a minimum of five (5) years.
- Have managed transcription services contracts for information technology, computer science or related field publications for a minimum of five (5) years.

The Designated Program Manager: Artjom Dudarev, SLPM, TaikaTranslations LLC, 7 years of experience in a Project Management and Business Development role with TaikaTranslations LLC, projects@taikatranslations.com (for direct contact).

The Designated Alternate Program Manager: Margarita Ehlinger, Chief Project Manager, TaikaTranslations LLC, 14 years of experience in a Project and Production Management role with TaikaTranslations LLC, margarita.ehlinger@taikatranslations.com (for direct contact).

The Designated Contract Manager: Jake Gardner, Business Development, TaikaTranslations LLC, 19 years of experience in Government Contracting and Project Management, jake@taikatranslations.com (for direct contact).

STEP 1: Receipt from Requestor

The first step in the PM process is the Receipt of the Source file. This can be done via TaikaTranslations LLC's secure web portal or via encrypted email delivery of files. On receipt, the Program Manager will identify the transcription with a unique identifier to allow proper tracking of the file throughout the process. The source file will then be examined and prepared for the next step of the PM process.

STEP 2: Transcription by Analyst

Once the Source file has been prepared for transcription, it will be assigned to a certified analyst. These analysts have been trained and qualified to use multiple methods of transcription processing means. The analysts will proceed with transcription of the files and submit to the PM for editing and proofing.

STEP 3: Editing

Once Step 2 has been completed, the Program Manager then sends the transcription and the source files to be reviewed by a second analyst who is tasked with proofreading the transcribed work by comparing it against the original source file and ensuring that there is consistency and accuracy in the transcription. The file is then returned to the Program Manager, who then verifies the transcription and any editing or proofreading corrections that were made.

STEP 4: Quality Control Check

The Program Manager performs Quality Control checks on the source edited and proofread transcriptions. This step involves a random auditing of identified sections of transcription compared with the source file to ensure that all transcribed material is accurate. Once this audit has been completed the transcription is approved for delivery.

STEP 5: Delivery to Requestor

On completion of ALL the above steps, the Program Manager then delivers the transcribed final files to the Requestor.

Confidentiality Policy

TaikaTranslations LLC adheres to high levels of confidentiality in the exchange of information, data, and content during the project management process. Since we are Federal Government prime contractors who work with agencies like the Department of Homeland Security, Department of Defense-Education Activities, we constantly process material that requires high levels of confidentiality. We utilize the SFTP (secure file transfer protocol) server to help keep all data secure.

Additionally, all technicians, editors, proofreaders, and staff who work with TaikaTranslations LLC are required to have signed Non-Disclosure Agreements (NDA) with TaikaTranslations LLC. This further supports our goal to provide the best possible service to you, while maintaining high levels of confidentiality.

Insurance

TaikaTranslations certifies that it has all required insurance policies in place and will produce COI verification if awarded.