RESOLUTE
Documentation Services

Secure Transcription and Translation Services

Price list current as of Modification #PS-0008 effective 02/28/2024

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About Us

ResoluteDocs provides highly secure transcription and translation services for Government agencies with a focus on meeting compliance and cybersecurity goals.

Our web-based Resolute Vault is an industry leading secure system built from the ground up to satisfy the needs of federal, military, state and municipal government agencies who require increasingly high levels of confidentiality and operational assurance.

We are a small, family-owned business providing personal service and quality but with the technical skill and team to handle a wide variety of requirements.

GSA Contract Holder

On line 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 of GSA Advantage!® is: GSAAdvantage.gov

GSA Contract #: 47QREA23D001M
Federal Supply Group: Professional Services
Schedule: MAS SIN: 561410 - Transcription
541930 - Translation

Company Information:
Fenton Transcription, L.L.C. dba
Resolute Documentation Services
28632 Roadside Dr. Ste 285
Agoura Hills, CA 91301
Phone: (818) 431-5800
Fax: (818) 991-8006
www.documentationusa.com

Size: Small Business
UEI: MFC4C3U4GDK9
DUNS: #116752824
CAGE: #870P6

High Quality and Reliability

- Dedicated Quality Assurance and Proofreading team.
- Technically agile - Can customize a solution for your agency.
- Screening, testing and recruiting only top quality staff.

Cyber Security and Compliance Highlights

- NIST SP 800-53 R5 control targets.
- CMMC v2 L2 compliance targets for DOD customers.
- Willing to undergo 3rd party risk assesment and ATO review.

Technical Highlights

- Zero-trust security network/user access model.
- FedRAMP HIGH hosting in the AWS Govcloud suitable for the most sensitive government CUI data.
- Encryption in-transit and at-rest using FIPS 140-2 validated security modules.
- Remnant free RDS access leveraging desktop streaming.

100% Buy American Act Compliant

- Only USA Domiciled Staff
- Background Checked/Monitored
- Annual+ training for Security, PII, CJIS, HIPAA, etc.



Verbatim/Legal transcription covers a wide variety of work types including:
Multispeaker legal events including administrative hearings and depositions;
Communications or public relations releases;
Oral histories and interviews;
Single speaker narratives.

Sin for all items is: 561410

Turnaround time is in business days unless otherwise noted.

RDS#	Description	UOI/Unit	Price
LVPW20	Verbatim/Multispeaker/Legal – 20 day turnaround	Per word	$0.017
LVPW10	Verbatim/Multispeaker/Legal – 10 day turnaround	Per word	$0.019
LVPW5	Verbatim/Multispeaker/Legal – 5 day turnaround	Per word	$0.021
LVPW1	Verbatim/Multispeaker/Legal – Rush* 24 Hour Turnaround	Per word	$0.032
LVPP20	Verbatim/Multispeaker/Legal – 20 day turnaround	Per page[µ]	$3.155
LVPP10	Verbatim/Multispeaker/Legal – 10 day turnaround	Per page[µ]	$3.476
LVPP5	Verbatim/Multispeaker/Legal – 5 day turnaround	Per page[µ]	$3.690
LVPP1	Verbatim/Multispeaker/Legal – Rush* 24 Hour Turnaround	Per page[µ]	$4.011
LVPL20	Verbatim/Multispeaker/Legal – 20 day turnaround	Per 65 Char. Line	$0.202
LVPL10	Verbatim/Multispeaker/Legal – 10 day turnaround	Per 65 Char. Line	$0.213
LVPL5	Verbatim/Multispeaker/Legal – 5 day turnaround	Per 65 Char. Line	$0.239
LVPL1	Verbatim/Multispeaker/Legal – Rush* 24 Hour Turnaround	Per 65 Char. Line	$0.266
LVPM20	Verbatim/Multispeaker/Legal – 20 day turnaround	Per audio minute	$2.749
LVPM10	Verbatim/Multispeaker/Legal – 10 day turnaround	Per audio minute	$2.856
LVPM5	Verbatim/Multispeaker/Legal – 5 day turnaround	Per audio minute	$2.963
LVPM1	Verbatim/Multispeaker/Legal – Rush* 24 Hour Turnaround	Per audio minute	$3.369
LVLH	Experience Verbatim/Legal transcriptionist - Labor	Per labor hour	$44.332
TSPP	Time Stamps in Document	Per page	$0.214
DACHW	Difficult/Low Quality Audio surcharge[±]	Per word	$0.007
DACHP	Difficult/Low Quality Audio surcharge[±]	Per page	$1.070
DACHL	Difficult/Low Quality Audio surcharge[±]	Per 65 Char. Line	$0.075
DACHM	Difficult/Low Quality Audio surcharge[±]	Per audio minute	$1.037

Prices shown herein are Net (3.5%) discount and inclusive of IFF

Understanding the Pricing Options:

Four different pricing options for transcripts (per word, page, line or minute) to allow for customer preference and easy comparison with other vendors.

When using per word, per line, or per minute pricing, the customer may choose or provide any template and format that they require. The template does not affect the price.

When using per page, the pricing is ONLY applicable to the sample template provided below. No other template may be substituted without triggering a price renegotiation. Per word, line or minute are recommended for contracting ease of use.

* Rush 24 hour turnaround may not be possible for jobs longer than 60 minutes.

± Surcharge will not be applied without customer approval.

µ Only the template shown at the end of this document can be used if a Per Page UOI is selected in your order. Margins, fonts and other style components cannot be changed. Title page can be customized.

Choosing our Law Enforcement/CJIS Compliant service means you will get:

Industry leading "built for CJIS" data security, processing and handling via our propietary platform. Experienced Law Enforcement transcriptionists who are subject to background checks and receive periodic training in regards to CJIS security rules and privacy protocols. We support a wide variety of law enforcement work types inlucing: investigative interviews, wiretaps, jail calls, body worn cameras, undercover operations, 911 calls and more.

Sin for all items is: 561410

Turnaround time is in business days unless otherwise noted.

RDS#	Description	UOI/Unit	Price
CJPW5	Law Enforcement/CJIS Compliant – 5 day turnaround	Per word	$0.021
CJPW2	Law Enforcement/CJIS Compliant – 1 - 2 day turnaround	Per word	$0.024
CJPW1	Law Enforcement/CJIS Compliant – Rush* 24 Hour Turnaround	Per word	$0.027
CJPP5	Law Enforcement/CJIS Compliant – 5 day turnaround	Per page[µ]	$3.198
CJPP2	Law Enforcement/CJIS Compliant – 1 - 2 day turnaround	Per page[µ]	$3.594
CJPP1	Law Enforcement/CJIS Compliant – Rush* 24 Hour Turnaround	Per page[µ]	$4.011
CJPL5	Law Enforcement/CJIS Compliant – 5 day turnaround	Per 65 Char. Line	$0.213
CJPL2	Law Enforcement/CJIS Compliant – 1 - 2 day turnaround	Per 65 Char. Line	$0.239
CJPL1	Law Enforcement/CJIS Compliant – Rush* 24 Hour Turnaround	Per 65 Char. Line	$0.266
CJPM5	Law Enforcement/CJIS Compliant – 5 day turnaround	Per audio minute	$2.963
CJPM2	Law Enforcement/CJIS Compliant – 1 - 2 day turnaround	Per audio minute	$3.337
CJPM1	Law Enforcement/CJIS Compliant – Rush* 24 Hour Turnaround	Per audio minute	$3.701
CJLH	Law Enforcement/CJIS Compliant – Labor	Per labor hour	$55.027
TSPP	Time Stamps in Document	Per page[µ]	$0.214
DACHW	Difficult/Low Quality Audio surcharge[±]	Per word	$0.007
DACHP	Difficult/Low Quality Audio surcharge[±]	Per page[µ]	$1.070
DACHL	Difficult/Low Quality Audio surcharge[±]	Per 65 Char. Line	$0.075
DACHM	Difficult/Low Quality Audio surcharge[±]	Per audio minute	$1.037

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* Rush 24 hour turnaround may not be possible for jobs longer than 60 minutes.

± Surcharge will not be applied without customer approval.

µ Only the template shown at the end of this document can be used if a Per Page UOI is selected in your order. Margins, fonts and other style components cannot be changed. Title page can be customized.

Straightforward Pricing for Translation and Transcription of Recorded Material:

If you have a recording that contains a language listed below, this service will provide you with a final transcript that includes the spoken source language transcribed and the translation to English of what was spoken. Transcription of any English spoken on the recording is also included. Formats can be single or double column. Jobs can be customized per your request.

Sin for all items is: 541930

Turnaround time is in business days unless otherwise noted.

Source Language	Target Language	UOI/Unit*	Price
Arabic	English	Per word	$0.1664
Chinese (Mandarin)	English	Per word	$0.1362
Dutch	English	Per word	$0.1664
Farsi	English	Per word	$0.1463
French	English	Per word	$0.1463
German	English	Per word	$0.1463
Haitian Creole	English	Per word	$0.2220
Hebrew	English	Per word	$0.2118
Hindi	English	Per word	$0.1664
Hmong	English	Per word	$0.1664
Italian	English	Per word	$0.1664
Japanese	English	Per word	$0.1967
Korean	English	Per word	$0.1463
Lao	English	Per word	$0.1816
Pashto	English	Per word	$0.1715
Portuguese	English	Per word	$0.1362
Russian	English	Per word	$0.1664
Spanish	English	Per word	$0.1160
Tagalog	English	Per word	$0.1362
Ukrainian	English	Per word	$0.1766
Urdu	English	Per word	$0.1664
Vietnamese	English	Per word	$0.1463

Prices shown herein are Net (5.0%) discount and inclusive of IFF

Options and Information:

- Standard turnaround time is 10 business days or less. Actual turnaround will vary by project and any adjustments will be submitted for your approval before proceeding.
- Rush Fee of 30% for turnaround of 3 business days or less. Rush may not be available for some projects.
- For languages not listed above, please contact us at gsa@documentationusa.com

* Per word price based on the word count of the final deliverable.

The template shown at the end of this document will be used by default. You can provide a custom template with your request as needed.

Document Translation:
Includes translation of a typeset or handwritten document from the source language to English.

Sin for all items is: 541930

Turnaround time is in business days unless otherwise noted.

Source Language	Target Language	UOI/Unit	Price*
Arabic	English	Per word	$0.1938
Chinese (Simplified)	English	Per word	$0.2007
Dutch	English	Per word	$0.2220
Farsi	English	Per word	$0.2007
French	English	Per word	$0.1938
German	English	Per word	$0.2007
Haitian Creole	English	Per word	$0.2310
Hebrew	English	Per word	$0.2179
Hindi	English	Per word	$0.2007
Hmong	English	Per word	$0.2502
Italian	English	Per word	$0.2109
Japanese	English	Per word	$0.2300
Korean	English	Per word	$0.2210
Lao	English	Per word	$0.2300
Pashto	English	Per word	$0.2371
Portuguese	English	Per word	$0.2007
Russian	English	Per word	$0.2058
Spanish	English	Per word	$0.1302
Tagalog	English	Per word	$0.2007
Ukrainian	English	Per word	$0.2210
Urdu	English	Per word	$0.2614
Vietnamese	English	Per word	$0.2109

Prices shown herein are Net (5.0%) discount and inclusive of IFF

Options and Information:

- Standard turnaround time is 10 business days or less. Actual turnaround will vary by project and any adjustments will be submitted for your approval before proceeding.
- Rush Fee of 30% for turnaround of 3 business days or less. Rush may not be available for some projects.
- For languages not listed above, please contact us at gsa@documentationusa.com

* Price does not include desktop publishing. Deliverable will be page matched to originals. Service can be customized upon request. Highly technical or complex subject mater (legal, etc.) may incur an extra charge. Extra services will be quoted on an as needed basis.

1a - Table of SINs Available

Large Category	Subcategory	SIN	Description
Office Management	Media Services	561410	561410 Editorial, Publishing, and Library Media Services
Professional Services	Language Services	541930	541930 Translation and Interpretation Services

1b - N/A

1c - Job Description for Hourly Labor:

Applies to 561410 - Transcription only. Staff with minimum of 3 years experience or a certification from a recognized authority. Experience and training specific to the work type assigned.

2 - Maximum Order = 561410 - $1,000,000
541930 - $350,000

3 - Minimum Order = $100

4 - Geographic Coverage: 561410 - 48 States, DC
541930 - Worldwide

5 - Point of Production:
28632 Roadside Dr. Ste. 285
Agoura Hills, CA 91301

6 - Statement of Net Price

- SIN 561410: Prices are listed as GSA Net, 3.5% discount deducted and IFF included.
- SIN 541930: Prices are listed as GSA Net, 5.0% discount deducted and IFF included.

7 - Quantity Discounts

- Additional 2.5% for orders valued at $100,000
- Additional 2.0% for orders valued at $250,000

8 - Prompt Payment Terms

3% Net 10 days of invoice submission - Net 30

Information for Ordering Offices: Prompt payment terms cannot be negotiated out of the contractual agreement in exchange for other concessions.

9 - Foreign Items: N/A

10 - Time of Delivery:

a. As agreed upon based on ordering activity.
b. Items available for expedited delivery are noted in this price list.
c. To be determined at Task Order level.
d. To be determined at Task Order level.

11 - FOB Points: Destination

12 - Ordering Address and Procedures

a. 28632 Roadside Dr. Ste. 285,
Agoura Hills, CA 91301
b. Email gsa@documentationusa.com or call (818) 431-5800 and ask for Matt or Adam.
c. Upload orders directly to website once enrolled

13 - Payment Address

Resolute Documentation Services
28632 Roadside Dr. Ste. 285
Agoura Hills, CA 91301

Government Purchase Cards

a. Accepted at or below the micro-purchase threshold.
b. Not accepted above the micro-purchase threshold.

14 - Warranty provision

Errors or incomplete data will be corrected at no charge.

15 - N/A
16 - N/A
17 - N/A
18a - N/A
18b - N/A
19 - N/A
20 - N/A
21 - N/A
22a - N/A
22b - N/A

23 - Contractor Registration

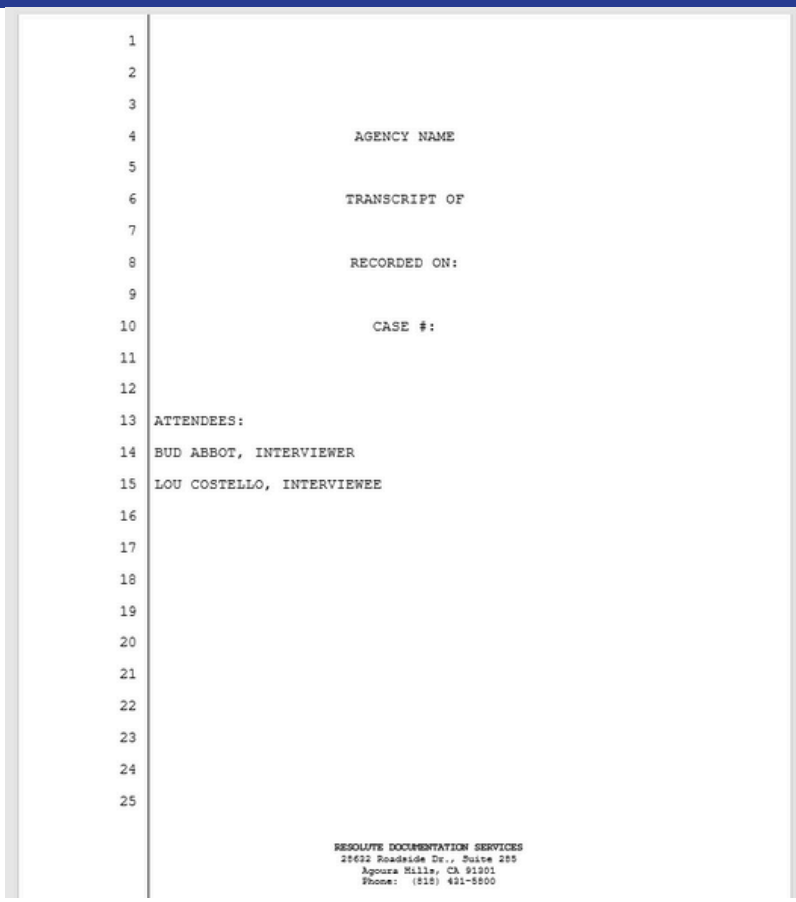
UEI: MFC4C3U4GDK9
DUNS: #116752824
CAGE: #870P6

24 - Contractor Registration - Active SAM

Service Contract Labor Standards Matrix:

SCA/SCLS Matrix		
SCLS Eligible Contract Labor Category/Fixed Price Service	**SCLS Equivalent Code Title**	**WD Number**
Foreign Language Translator	30110 – Foreign Language Translator	1987-0989

The Service Contract Labor Standards, formerly the Service Contract Act (SCA), apply to this contract and it includes SCLS applicable labor categories. Labor categories and fixed price services marked with a (**) in this pricelist are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCLS/SCA matrix. The prices awarded are in line with the geographic scope of the contract



AGENCY NAME

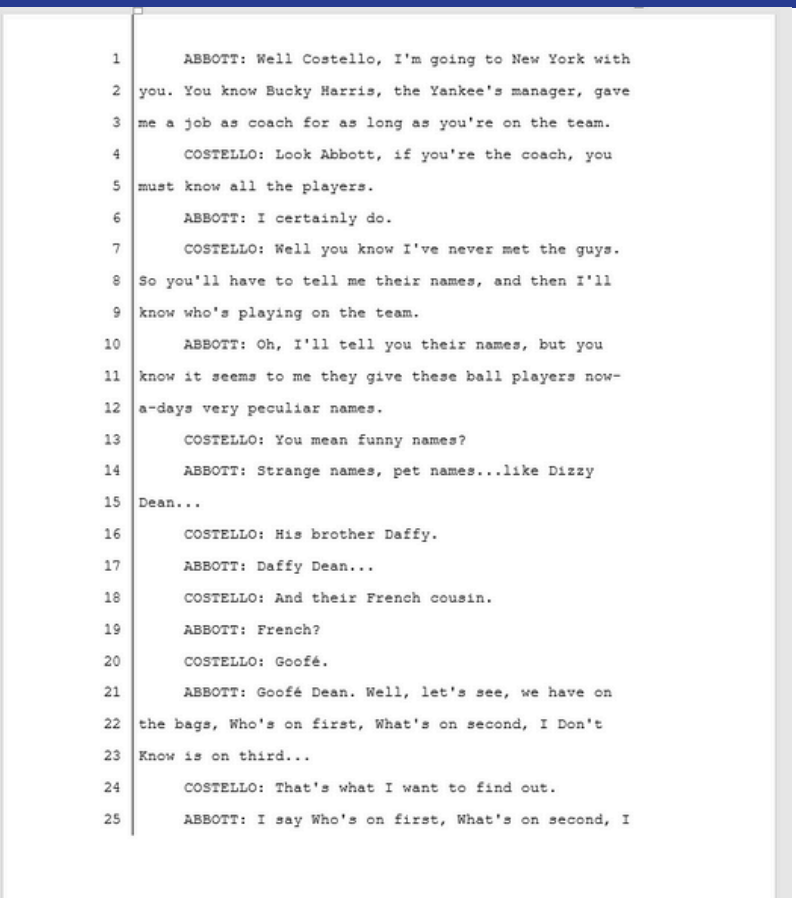
TRANSCRIPT OF

RECORDED ON:

CASE #:

ATTENDEES:
BUD ABBOT, INTERVIEWER
LOU COSTELLO, INTERVIEWEE

RESOLUTE DOCUMENTATION SERVICES
25632 Roadside Dr., Suite 255
Agoura Hills, CA 91301
Phone: (818) 421-5800



ABBOTT: Well Costello, I'm going to New York with you. You know Bucky Harris, the Yankee's manager, gave me a job as coach for as long as you're on the team.

COSTELLO: Look Abbott, if you're the coach, you must know all the players.

ABBOTT: I certainly do.

COSTELLO: Well you know I've never met the guys. So you'll have to tell me their names, and then I'll know who's playing on the team.

ABBOTT: Oh, I'll tell you their names, but you know it seems to me they give these ball players now-a-days very peculiar names.

COSTELLO: You mean funny names?

ABBOTT: Strange names, pet names...like Dizzy Dean...

COSTELLO: His brother Daffy.

ABBOTT: Daffy Dean...

COSTELLO: And their French cousin.

ABBOTT: French?

COSTELLO: Goofé.

ABBOTT: Goofé Dean. Well, let's see, we have on the bags, Who's on first, What's on second, I Don't Know is on third...

COSTELLO: That's what I want to find out.

ABBOTT: I say Who's on first, What's on second, I

This template will be used for all transcription orders made with a Per Page UOI. No substitutions are allowed. If you require a different format, please choose a UOI of Per Word, Per Page, or Per 65 Char. Line

This template will be used for Translation from Recorded Audio/Video, unless the customer provides a specific template for an order.