



Transcription • Translation • Subtitling
GSA Schedule Holder

Contact Information

- Address: 1119 Colorado Avenue, Suite 104, Santa Monica, CA 90401
- Telephone: (310) 829-3272
- Fax: (310) 829-5572
- Hours: Monday-Friday, 9:30 AM-5:30 PM PST
- Email: grace@keystrokesbsc.com (main contact)
- Website: www.keystrokesbsc.com
- GSA No. GS-03F-0164X
- Schedule 36
- SIN: 51-506
- NAICS Codes: 541930 Translation and Interpretation Services
561410 Document Preparation Services
561492 – Court reporting/stenotype, closed captioning

Transcription - all media, including:

- Digital audio or video (WMA, MP3, WAV, DSS, MOV, MPG, etc.)
- Analog audio or video (cassettes, VHS, PAL/NTSC, Mini-DV, etc)
- Time coding
- English to target and source to English

Translation - all languages

- Including transcription/translation from English to target or target to English

Upload your projects to us 24-hours a day.

- Custom-tailor your transcripts to fit your needs (verbatim, cleaned-up, or paraphrased; use our format or pick your own)
- Free CD backups, transfers, hard copies, PDF conversions.
- Free pickup and delivery within 20 mile radius of Keystrokes
- Free audio enhancement if necessary.
- Free 5 minute transcription trials or 2 sentence translation trials.

Document Scanning - Turn truckloads of paper into weightless digital data. Includes:

- Document and medical chart preparation
- Scanning to PDF format at 300 DPI
- Optical Character Recognition (OCR) which makes all the scanned documents searchable by any keyword
- Secure shredding
- External hard drive for receipt of your scanned data (We also provide secure hosting and storage of scanned data for an additional fee)
- Shipping (shipping outside of CA, AZ, NV, and NM may incur nominal additional charges)

SIN	Service	UOI	GSA Price
51-506	Transcription Non-rush Rate	Per Hour	\$32.58
51-506	Transcription Rush Rate (Next-day)	Per Hour	\$42.46
51-506	Transcription Super Rush Rate (Same-day)	Per Hour	\$54.31
51-506	Transcription/Translation Source to English (on-the-fly translation)	Per Audio Minute	\$14.00
51-506	Transcription Foreign Lang. to Foreign Lang.	Per Audio Minute	\$4.00
51-506	Non-Rush (Per double-spaced page)	Per double-spaced page	\$3.61
51-506	Rush (Per double-spaced page)	Per double-spaced page	\$4.25
51-506	Non-Rush (per line)	Per line	\$0.1411
51-506	Rush (per line)	Per line	\$0.1876

Special Item Number (SIN) s Accepted:

51 506 Document Conversion Service

Basic Discount:

For SIN(s) 51-506, the Government is offered a basic discount of 2% off the commercial price list dated April 2011 at Government Sites. All discounts exclude the Industrial Funding Fee, which is calculated and remitted quarterly based on the formula at the end of this letter.

Basis of Award:

Keystrokes understands that should it deviate from the established pricing policies disclosed in this offer and disturb the discount relationship with the established Basis of Award, the terms of GSAM clause 552.238-75 PRICE REDUCTIONS apply.

Exceptions:

Keystrokes takes NO exceptions to the terms and conditions of the contract.

Prompt Payment Discount:

No Prompt Payment Discount, Net 30 Days

Freight terms:

FOB Destination – Covers delivery in Alaska, Hawaii and Puerto Rico.

Warranty:

Any defects or incomplete data will be resolved by Keystrokes for full Customer satisfaction.

Return policy:

N/A

Price Reduction Clause:

In accordance with the Price Reduction Clause (552.238-75), we understand that the award

and pricing granted to the government will be predicated on the rates given our Most Favored Customer, National/Corporate, who receives an average discount of 0%. We further understand that this pricing relationship shall be maintained throughout the contract period. If this customer is given a permanent reduction in price it will constitute a price reduction, requiring better pricing for the government.

Contract Administrator:

The Contractor Administrator is responsible for overall compliance with contract clauses, including GSAM Clause 552.238-74, INDUSTRIAL FUNDING FEE AND SALES REPORTING. The contractor's designation of representatives to handle certain functions under this contract does not relieve the contract administrator of responsibility for compliance in these areas. Therefore, any contract compliance issues, including those concerning compliance with contract clauses, may be addressed directly to the contract administrator.

Grace Kono Wells
President
Keystrokes
1119 Colorado Avenue, Suite 104
Santa Monica, CA 90401

We agree to be bound by the Solicitation in effect on the date of award. The above constitutes Keystrokes final proposal revision under this solicitation, and I understand that a contract award will be made based on these terms and conditions, to be included as an addendum to the contract.

Sincerely,



Grace Kono-Wells
President
Keystrokes