

April 4, 2010

Shelly Murray Department of Administration **Purchasing Division Building 15** 2019 Washington Street, East Charleston, VA 25305

RE:

RFQ INS10002

Dear Ms. Murray,

Globespan Transcription is pleased to submit the following proposal for your consideration.

Globespan Transcription is highly qualified to provide professional transcription services to the State of West Virginia Insurance Commission and agrees to furnish the services specified in RFQ INS10002 at the prices and under the conditions indicated in our response. Globespan Transcription was founded in 1999 and currently provides transcription services across the United States including transcription for Workers Compensation for the State of Virginia.

Our work will include near error-free transcribing of all reports. Our quality standards will meet and exceed the State of West Virginia Workers Compensation accuracy rate and Turn Around Time as specified within the RFP.

Transcription services will be performed by accredited transcribers who will certify all transcribing. Globespan Transcription is the primary contractor for the purposes of the bid. We are highly familiar with the general field and specific legal terminology. We will provide unparalleled customer service with world class capabilities that no other company can provide.

Globespan Transcription maintains a dedicated team of senior staff on our customer care team. The customer care team interfaces directly with clients, dictators, transcribers and editors on a 24/7 basis to ensure a troublefree experience.

We have diligently prepared this bid response and believe that we have fully and completely addressed all of the items raised in the solicitation. If the review committee feels anything is unclear or inadequately addressed, we trust that you will contact us and give us the opportunity to answer your questions.

Sincerely,

Mark Caton

President

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

Request for Quotation

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SHELLY MURRAY 304-558-8801

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SUITE 400
5AM DIETO, CA 92127
858-832-1984

INSURANCE COMMISSION

1124 SMITH STREET CHARLESTON, WV 25305-0540 304

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SHELLY MURRAY 304-558-8801

INSURANCE COMMISSION

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SHELLY MURRAY

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Request for Guotation INSIDER

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SAN DIEGO, CA 92127
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Attachment B

CERTIFICATION OF UNDERSTANDING MANDATORY REQUIREMENTS

- 1. All transcripts will be formatted/typed in the exact manner detailed in the RFQ.
- Toll free lines will be provided for receipt of dictation from Office of Judges employees located in Charleston, Beckley and Fairmont, West Virginia. This system must be compatible with the Dictaphone Enterprise System equipment owned by the Office of Judges.

A sufficient number of lines will be available in place to accommodate all employees dictating simultaneously.

- Hearing transcribed from cassettes and those transcribed from phone or other electronic format will be prepared in the format specified of the RFQ.
- 4. In the event telephone communication or other electronic means are unavailable, vendor shall transcribe decision orders from cassette tapes. If required these tapes will be picked up daily at the Office of Judges offices located at One Players Club Drive, Charleston, WV.
- 5. Vendor shall maintain a searchable database program of all decisions and transcripts. This database will be available to the Office of Judges at all times for search.
- 6. Vendor shall be able to electronically mail decisions/transcripts to the agency. System used to transmit electronically must provide absolute security of the documents content and format.
- 7. Vendor must accommodate the requirements of the Office of Judges to prioritize work and comply with special requests regarding the order in which dictations are transcribed.
- 8. Vendor must provide the agency with a magnetic storage disc (such as compact disc) of all the previous months transcriptions within ten days of the end of each month.
- 9. Vendor agrees to maintain strict confidentiality and security of dictation system, cassettes and all transcripts.
- 10. Successful Vendor must certify that no entity, agency or person associated with the Vendor is currently debarred or pending suspension from conducting business with any governmental unit.

I certify that I have read and understand the requirement of this request by signing this certification; I agree that the terms outlined in the request for quotations are non-negotiable and must be met or the contract may be cancelled.

Vendor Name:	GLOBEST	'AW TRAN	ISCRIPTION	
Representative:	, justice	CATON.	PRESIDENT	
Signature:	MOL			
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Attachment C

. COST PROPOSAL

TRANSCRIBING HEARINGS FROM CASSETTE TAPES	\$_	1.21	PER PG.
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Representative:	MARK	CATON	PRESIDENT	
Signature:	MC			
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RFQ No. 1NS 10002

STATE OF WEST VIRGINIA Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (West Virginia Code §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

CALIFORNIA ALL-PURPOSE ACKNOWLEDGMENT

State of California	}						
County of San Diego							
On 31410 before me, Sho	un Graham, Natary Public.						
personally appeared	Here lissert Name and Jittle of the Officer						
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SHAUN GRAHAM Commission # 1827796 Notary Public - California San Diego County My Comm. Expires Dec 22, 2012	who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is are subscribed to the within instrument and acknowledged to me that he she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument. I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.						
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Rev. 09/08

Date:

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with West Virginia Code, §5A-3-37. (Does not apply to construction contracts). West Virginia Code, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the West Virginia Code. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

	Data	3/4/10	Title:	Prusinent	
	Bidder	r. GLOBESPAN TRANSCRIPTION	Signed:	MICH	And the state of t
	and ac	r penalty of law for false swearing (West Virginia courate in all respects; and that if a contract is les during the term of the contract, Bidder will	issued to Bid	lder and if anything con	tained within this centificate
	authori the req deeme	omission of this certificate, Bidder agrees to disclose izes the Department of Revenue to disclose to the Dir quired business taxes, provided that such information and by the Tax Commissioner to be confidential.	rector of Purcha on does not cor	ssing appropriate information that is a single interesting the second states of taxes and the second	on venitying that Bidder has paid paid nor any other information
	require agains or dedu	understands if the Secretary of Revenue determine ements for such preference, the Secretary may orde at such Bidder in an amount not to exceed 5% of the sucted from any unpaid balance on the contract or pu	er the Director o bid amount an erchase order.	of Purchasing to: (a) reject d that such penalty will be	the bid; or (b) assess a penaity paid to the contracting agency
/	<u> </u>	Application is made for 3.5% resident vendor Bidder is a resident vendor who is a veteran of the purposes of producing or distributing the commodicontinuously over the entire term of the project, o residents of West Virginia who have resided in the	e United States ties or complet in average at le e state continue	armed forces, the reserve ing the project which is the east seventy-five percent ously for the two immediat	es or the National Guard, if, for subject of the vendor's bid and of the vendor's employees are ely preceding years.
1	14 5.14	Application is made for 3.5% resident vendor Bidder is an individual resident vendor who is a vete and has resided in West Virginia continuously for submitted; or,	eran of the Unite or the four yea	ed States armed forces, the ars immediately preceding	reserves or the National Guard the date on which the bid is
/	M/A	Application is made for 5% resident vendor por Bidder meets either the requirement of both subdi-	visions (1) and	(2) or subdivision (1) and (
٨	3./A	Application is made for 2.5% resident vendor Bidder is a nonresident vendor employing a minin affiliate or subsidiary which maintains its headque minimum of one hundred state residents who cert employees or Bidder's affiliate's or subsidiary's electroniuously for the two years immediately precedents.	num of one hu arters or princi lifies that, durir mployees are i ding submissio	ndred state residents or is pal place of business with ig the life of the contract, on residents of West Virginia in of this bid; or,	in West Virginia employing a in average at least 75% of the
٨	2. 4Æ	Application is made for 2.5% resident vendor Bidder is a resident vendor who certifies that, dur working on the project being bid are residents of W immediately preceding submission of this bid; or,	ing the life of t lest Virginia wh	he contract, on average a o have resided in the state	t least 75% of the employees continuously for the two years
	<u> </u>	preceding the date of this certification; or , Bidder is a nonresident vendor which has an affiliate and which has maintained its headquarters or prince years immediately preceding the date of this certification.	cipal place of b	which employs a minimum usiness within West Virgin	of one hundred state residents la continuously for the four (4)
Ϋ́	ija Ja	ing the date of this certification; or, Bidder is a partnership, association or corporation re business continuously in West Virginia for four (4) ownership interest of Bidder is held by another indi- maintained its headquarters or principal place of	years immedia vidual, partner	tely preceding the date of i ship, association or corpor	his certification; or 80% of the ation resident vendor who has
i	1. VIA	Application is made for 2.5% resident vendor plidder is an individual resident vendor and has resident	p reference fo ded continuous	r the reason checked: sly in West Virginia for four	(4) years immediately preced-

Title:

^{*}Check any combination of preference consideration(s) indicated above, which you are entitled to receive.