

# REPORTERS Transcription Center

## FACSIMILE TRANSMITTAL

The documents transmitted with this facsimile transmittal sheet may contain information that is confidential and/or privileged. These documents are intended for the use of the addressee named on this transmittal sheet only. Unauthorized secondary disclosure of any information contained within these documents is strictly prohibited.

DATE: 3/2/2010  
TO: Shelby Murray  
FROM: Scott Kinne  
# Pages including cover sheet: 9

Message:  
8 page proposal for  
RFQ: INS 10002

RECEIVED  
2010 MAR -2 A 11:01  
REGASING DIVISION  
STATE OF WV

*Scott Kinne*

(If you have any difficulties in receiving this transmittal, or you have received this transmittal in error, please call (607) 724-8228



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

**Request for Quotation**

RFQ NUMBER  
**INS10002**

PAGE  
**6**

ADDRESS/CORRESPONDENCE TO ATTENTION OF  
**SHELLY MURRAY  
 304-558-8801**

**INSURANCE COMMISSION  
 1124 SMITH STREET  
 CHARLESTON, WV  
 25305-0540 304-558-3707**

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE  
**Reporters Trancription Center  
 71 State St.  
 Binghamton, New York 13901**

SUBMIT TO

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
01/26/2010				

BID OPENING DATE: **02/24/2010** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CA/NO	ITEM NUMBER	UNIT PRICE	AMOUNT
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: <b>(607) 723-5934</b>						
CONTACT PERSON (PLEASE PRINT CLEARLY): <b>Scott Kinne</b>						
***** THIS IS THE END OF RFQ INS10002 ***** TOTAL:						Pricing provided on Attachment C

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
Director, Business Development	<b>(607) 724-8228</b>	<b>02/02/2010</b>
FEDIN 161211192		ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

RFQ# INS 10002


**Attachment B****CERTIFICATION OF UNDERSTANDING  
MANDATORY REQUIREMENTS**

1. All transcripts will be formatted/typed in the exact manner detailed in the RFQ.
2. 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.
3. 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: Reporters Transcription Center

Representative: Scott Kinne, Director of Business Development

Signature: 

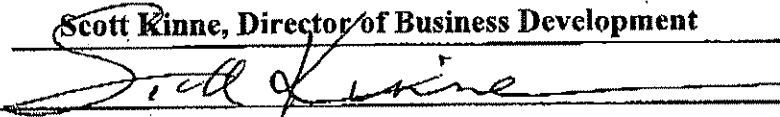
Date: February 2, 2010

Attachment C  
COST PROPOSAL

RFQ# INS 10002

TRANSCRIBING HEARINGS FROM ~~CASSETTE TAPES~~ \$ 1.30 PER PG.  
DIGITAL RECORDERS

TRANSCRIBING TELEPHONE DICTATION \$ 4.05 PER PG.

Vendor Name: Reporters Transcription Center  
Representative: Scott Kinne, Director of Business Development  
Signature:   
Date: February 2, 2010

RFQ No. INS 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 exceeds 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.

**WITNESS THE FOLLOWING SIGNATURE**

Vendor's Name: Reporters Transcription Center

Authorized Signature: *Jack K...* Date: February 2, 2010

State of New York

County of Broome, to-wit:

Taken, subscribed, and sworn to before me this 2 day of February, 2010.

My Commission expires \_\_\_\_\_, 20\_\_\_\_.

**AFFIX SEAL HERE**

NOTARY PUBLIC *Patricia A. Pollack*

PATRICIA A. POLLACK  
Notary Public, State of New York  
No. 4804643  
Residing in \_\_\_\_\_  
My Commission Expires March 30, 19\_\_\_\_ 1704, 31, 2010

Rev. 09/08

State of West Virginia

RFQ# INS 10002

**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.

**1. Application is made for 2.5% resident vendor preference for the reason checked:**

no Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,

no Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,

no Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,

**2. Application is made for 2.5% resident vendor preference for the reason checked:**

no Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

**3. Application is made for 2.5% resident vendor preference for the reason checked:**

no Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,

**4. Application is made for 5% resident vendor preference for the reason checked:**

no Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,

**5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

no Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,

**6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**

no Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: Scott KinneSigned: Date: February 2, 2010Title: Director of Business Development

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



## **REPORTERS TRANSCRIPTION CENTER**

**In response to;**

**RFQ# INS10002**

### **Transcription and Decision Typing Service**

As a full service legal/medical transcription company, Reporters Transcription Center (RTC) is in complete understanding of the scope of work, general terms and conditions, and mandatory requirements specified in the RFQ document. With over 15 years of experience and growth as substantiation, we are confident in our ability to successfully fulfill this contract. Our technologies for telephone dictation, document delivery, archiving, and data searches meet or exceed every specification listed.

Regarding the use of analog cassette recorders, RTC encourages their elimination and offers to replace them with hand held digital recorders. This is primarily because of security, quality, and time sensitivity issues. A number of undesirable situations can arise from their use because of the unsecured nature they present:

- No audit trail as to who has accessed the recordings, as required by HIPAA.
- Unmanageable as to whom, what, and when a tape is transcribed.
- When should the tape be erased, and by whom?
- Lack of Chain of Custody during transport.

Secondary to security issues are quality and delivery time issues. The foundation of a quality document is based on the quality of the recording. Digital recordings offer superior quality. Delivery time is delayed due to the time in transit. Digital recordings are available immediately upon upload.

RTC will provide digital recorders and the required software for uploading digital audio files to our secure dictation system. Digital recording offers the provider the freedom that comes with tape recorders, but with additional benefits such as greater security of confidential information, no handling headaches from premature erasure of recordings (prior to transcribing), and archived back-ups of all recordings in a secure database. Separate audio files are easily created for each case or hearing, so when transmitted to RTC, each case file will be uniquely identified and handled individually.

A demonstration of the use of digital recorders can easily be arranged; ease of use, software set-up, sending files via the Internet, etc.

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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**

INS10002

1

SHELLY MURRAY  
 304-558-8801

RFQ COPY  
 TYPE NAME/ADDRESS HERE  
 Reporters Transcription Ctr  
 71 State St.  
 Binghamton, NY 13901

INSURANCE COMMISSION  
 1124 SMITH STREET  
 CHARLESTON, WV  
 25305-0540 304-558-3707

DATE PRINTED 02/21/2010	TERMS OF SALE	SUPPLIER	FOR	FREIGHT TERMS
BID OPENING DATE: 03/09/2010	BID OPENING TIME 01:30PM			

LINE	QUANTITY	UNIT	PRICE	ITEM NUMBER	DESCRIPTION	AMOUNT
0001	1	LS	961-72		TRANSCRIPTION SERVICES	
ADDENDUM NO. 1 THIS ADDENDUM IS ISSUED TO ADDRESS THE QUESTIONS RECEIVED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 02/10/2010. THE BID OPENING DATE IS EXTENDED: FROM: 02/24/2010 TO : 03/09/2010 REQUISITION NO.: INS10002 ADDENDUM ACKNOWLEDGEMENT I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC. ADDENDUM NO.'S:						

SIGNATURE: *[Signature]* TELEPHONE: 607-724-8228 DATE: 3/2/2010  
 Dir. Business Dev FEIN 16121192 ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'





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

**Request for  
 Quotation**

RFQ NUMBER <b>INS10002</b>	PAGE NUMBER <b>2</b>
ADDRESS CORRESPONDENCE TO ATTENTION OF <b>SHELLY MURRAY 304-558-8801</b>	

RFQ COPY  
 TYPE NAME/ADDRESS HERE

*Reporters Transcription Ctr  
 71 State St.  
 Binghamton, NY 13901*

INSURANCE COMMISSION

1124 SMITH STREET  
 CHARLESTON, WV  
 25305-0540 304-558-3707

DATE PRINTED	TERMS OF SALE	SHIP	FOB	FREIGHT TERMS		
02/21/2010						
BID OPENING DATE: 03/09/2010		BID OPENING TIME 01:30PM				
LINE	QUANTITY	UNIT	BAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
NO. 1						
NO. 2						
NO. 3						
NO. 4						
NO. 5						
<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY 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.</p> <p style="text-align: center;"><i>Scott Kincaid</i>                  .....                  SIGNATURE  <i>Reporters T.C.</i>                  .....                  COMPANY                  .....                  3/2/2010                  .....                  DATE</p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p style="text-align: center;">----- END OF ADDENDUM NO. 1 -----</p>						
SEE REVERSE SIDE FOR TERMS AND CONDITIONS						
SIGNATURE <i>Scott Kincaid</i>			TELEPHONE 607-724-9228		DATE 3/2/2010	
TITLE Director of Business Dev			PEIN 16-121192		ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'