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Medical/Legal Transcription

June 24, 2010

State of West Virginia
Department of Administration
Purchasing Division, Buyer 44
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

RE: RFQ No. WWV10867
Court Reporting Services
Bid Due Date: 6/29/2010; 1:30 pm

Dear Mr. Whittaker:

L S Services, Inc., welcomes the opportunity to submit this proposal on the referenced RFQ.

Should there be any questions, please call me at the telephone numbers listed above. Thank you in advance for your consideration.

We look forward to hearing from you.

Respectfully submitted,


Luther D. Ruhyon
Director of Government Contracts

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PURCHASING DIVISION
STATE OF WV

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- 2. ADDENDUM No. 1
- 3. Cost Proposal

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Overview of Services Required.

Throughout the State of West Virginia, citizens file claims for Unemployment Compensation benefits, which require adjudication by WORKFORCE West Virginia. The WORKFORCE West Virginia Board of Review conducts hearing regarding disputed claims, as well as hears appeals to decisions in unemployment benefit cases made by the Unemployment Compensation Division. The Board of Review conducts hearings, receives evidence, and issues written decisions regarding these claims. This solicitation is specifically for transcription of tape or digitally recorded hearings and digitally recorded decisions and orders. The successful vendor will be required to transcribe from cassette tapes and, later on, digitally recorded hearings conducted by the Board of Review regarding Unemployment Compensation claims, as well as provide a system allowing for Board of Review's employees to dictate decisions and orders via the telephone or other electronic transmission system and typing these documents within required time periods. Further, the successful vendor must be able to securely transfer electronically the transcribed documents to Board of Review for printing at their location.

The number of hearings will vary each month, but is estimated to be at 700 hearings recorded on cassette or recorded digitally to be transcribed per month.

Transcripts are to be prepared in the format specified in the RFQ.

The successful vendor must also provide a digital dictation system that permits toll-free receipt of telephone dictation of decisions/orders by employees of the Board of Review. The system must be via the telephone and such other electronic communication means. Further, the vendor must have the ability to accommodate the possibility that all decision/order writers may be dictating simultaneously. The Board of Review issues approximately 4,500 decisions per year. It has approximately seven individuals holding hearings and reviewing claims. The decisions vary in length from two (2) pages to as many as five (5) pages. A "typical" decision is three (3) pages. The persons dictating decisions/orders will reference certain preformatted language. The Board of Review will provide this language to the successful vendor for insertion into the decisions/orders. The Board of Review will update and change the preformatted language as necessary.

The decisions/orders are to be prepared in the format specified in the RFQ.

The successful vendor will transcribe decisions/orders from cassette tapes or digital recordings if telephone communications or other electronic means is unavailable due to malfunction of equipment. If vendor's equipment fails, the equipment must be repaired within a maximum of three (3) working days. The cassettes shall be delivered via U.S. mail to the successful vendor at the mailing address specified by the vendor,

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unless other arrangements are mutually agreed to by the vendor and the Board of Review. The successful vendor must be available for either in-person pick-up of cassettes each day in Charleston, West Virginia, or utilize a qualified courier.

The successful vendor must have the ability to electronically mail decisions/transcripts to Board of Review in format compatible with Board of Review's software, such as Word 2007. Decisions/orders are to be transcribed and forwarded within 48 hours of receiving the dictation. The vendor selected must indicate the security in place for electronic transfer of information. The vendor must accommodate the requirement of the Board of Review to prioritize the order in which the dictations or decisions are typed. The successful vendor will retain a copy of the electronically transmitted documents for a 45-day period and will provide to the Board of Review the previous month's transcription of decisions/orders on a mass magnetic storage device, such as a compact disk, within ten days of the end of each month. Further, if electronic mail is unavailable for a 24-hour period, the successful vendor is required to deliver the transcribed decisions/orders to the Board of Review by magnetic mass storage device, such as a compact disk.

The successful vendor must maintain all dictation of orders/decisions, and storage of those decisions/orders, confidential and as secure as possible.

Accuracy of work produce must be at 95 percent or above, as determined by a quality review by the Board of Review. The Board of Review considers three or more errors per page of typed decisions/orders/transcripts to exceed an acceptable level.

The vendor selected must accommodate the requirements of the Board of Review to prioritize the work and comply with special requirements regarding the order in which dictations are transcribed.

The vendor must provide keyword indexing at the end of each transcript. The indexing will be an alphabetical listing of all words in the transcript, their page number (in parenthesis) and their line number.

Also, the vendor must provide multiple copies of transcribed documents as requested by the Board of Review.

One of the primary goals of contracting out such legal transcription work is to ensure continuity of operations and maintain a high degree of accuracy. However, of paramount concern is security and confidentiality. L S Services, Inc., recognizes the need to operate in a secure environment and does so within its 10,000 sf. building, owned and solely occupied by L S Services, Inc. The security arrangements at our facility will be discussed further in the Work Plan section, below.

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The Board of Review has determined that it is most efficient and effective to contract out this transcription service versus utilizing an in-house transcription staff. Contracting out this work not only ensures that the Board of Review has a reliable and constantly available method of receiving completed transcripts, decisions, and orders, but also it eliminates the need to use their own staff.

The vendor must have a minimum of five (5) years' experience in doing legal and medical transcription.

The volume of transcription work fluctuates from month to month based upon the number of claims filed and processed. Our experience has been that the variance can be as little as 5 percent and as high as 50 percent or more. Our system is set up to provide world-class services no matter what the level of workflow.

Since parties to a case vary in their speaking abilities and habits. The transcription service awarded this contract must have the capability to adapt to the whole host of speech styles and accents, foreign or domestic. We have a wealth of experience in transcribing even the most difficult hearings. We have gained this experience through our unemployment and disability transcription work, as well as our court reporting and hospital/medical transcription work. Since many of your cases involve medical terminology, our experience and training in medical transcription provides us with the necessary terminology foundation to be able to discern even the most difficult medical terms or conditions.

Management Summary.

For the volume of transcription services required by the Board of Review, L S Services, inc., shall use its very best and most experienced personnel in all the key positions.

L S Services, Inc., shall continue to conduct this work in four phases.

- Phase I - Establish/Continue communication chains with Board of Review's key personnel
- Phase II - Develop/Continue a secure and consistent system for picking up and delivering tapes and files, and electronic delivery of decisions/orders
- Phase III - Assignment of current personnel
- Phase IV - Production Work

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The following information is provided in support of the four-phase plan:

Phase I

Establish/Continue Communication Chains with Board of Review Key Personnel.

L S Services, Inc., manages each account using primary and secondary points of contact. We are not a large conglomerate or a subsidiary of a large corporation looking to pull in numerous accounts. We provide world-class services while maintaining close and personal contact with our clients. Our approach is that we become a personal assistant to our client for all services that we are hired to provide. For instance, should the Board of Review have a question or a concern, the primary point of contact is Mr. Luther Runyon, Director of Government Contracts for the corporation. He shall establish direct communications with the key personnel at the Board of Review. Working with the key personnel, L S Services will coordinate the tasks necessary to ensure a smooth and efficiently transition.

Phase II

Develop/Continue a secure and consistent system for picking up and delivering tapes and files, and electronic delivery of decisions/orders.

L S Services, Inc., proposes to continue to personally pick up and deliver tapes and transcripts each week. We will ensure that an employee of L S Services, Inc., physically goes to the Board of Review. See **OUR SYSTEM**, Phase III Secure Delivery Procedures, for detailing of the encrypted delivery procedures proposed to be used.

Phase III

Assignment of Current Personnel.

L S Services, Inc., currently has within its organization a highly motivated, experienced, fully trained transcriptionist staff . We do not project a need to hire additional employees to adequately perform the work required by this RFQ. We have been performing this work for approximately ten years. Based upon our experience, we are confident that we can continue to absorb the workload envisioned within this project, with the assurance that we will meet or exceed all requirements. Below, we will further explain our plan to assign the necessary personnel and how this project will fit within our organization.

Phase IV

Production Work.

Utilizing our tried and true system of work and process control, we will provide the legal transcripts and typed decisions/orders to the Board of Review, as required by the RFQ. The specifics of our production process are detailed in the Work Plan, below. There would not be a break in production should L S Services, Inc., be awarded the contract.

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Work Plan.

L S Services, Inc., is a well-established, national provider of transcription services. We have the secure facilities, equipment, and personnel to provide the services required by this bid. L S Services, Inc., is a corporation constituted under the laws of the State of Ohio. We provide the full range of both legal and medical transcription services, and have done so for over ten years.

Our management team is the best in the country. Our top staff has a wealth of experience in providing transcription services, legal and medical, in both the public and private sectors since 1992. This team is committed to excellence in all that we do! Luther Runyon has approximately 20 years of experience at the Federal level, in Legal Office Administration and customer-oriented organizations. All Department heads have years of experience in providing both medical and legal transcription services throughout the United States at both the Federal and State level.

We also bring to the table highly experienced, well-trained transcriptionists who are part of work teams which are supported by:

- top quality proofreaders
- technically competent administrative support personnel
- state-of-the-art digital equipment
- secure, modern facilities
- continuous training programs
- mentoring programs
- up-to-date technology

OUR PHILOSOPHY

We fully realize that we are hired to assist our clients in serving their customers in the most efficient and effective manner possible. Our clients look to us to fully and completely handle the scope of work within our contract, and to do so while assisting them achieve maximum results with the lowest possible expenses. We further realize that our actions reflect back to our clients, and because of this, we highly emphasize professionalism, courtesy, and technical competence. In regard to Unemployment Compensation Offices, we are keenly aware of the pressures associated with providing ever-expanding public services while experiencing decreasing numbers of staff and tight budgets.

L S Services, Inc., operates with the philosophy that well-trained and educated employees are vital to our success. Not only do we highly screen all potential employees, but also we fully evaluate which employee to place on an account. Through this double screening process, L S Services, Inc., has developed the most effective,

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finely-tuned work teams that provide nothing less than world-class services. We firmly believe that, without a doubt, people are the key to top quality services and total customer satisfaction.

OUR FIRST PRIORITY

Our first priority is providing secure, world-class services that you, our client, demand, and we do so in a professional, efficient, and effective manner. We have a track record of assisting our clients (Federal agencies, State agencies, hospitals, medical centers, medical clinics, and private practitioners) achieve significant improvements in efficiency and productivity regarding the services we have been hired to provide. For approximately ten years we have worked with Unemployment Benefits, Workers' Compensation Benefits, and Disability Determination Services Offices to ensure their transcription requirements are identified, quantified, and met or exceeded.

SECURITY AND CONFIDENTIALITY

Security and confidentiality are of paramount concern to L S Services, Inc. Please visit our web site at www.LSServices.com to view our facilities and receive a more thorough understanding of our commitment to security and confidentiality.

Our staff is fully trained on, to include refresher training, privacy and security concerns. Each staff member signs a confidentiality statement which covers not only the *Privacy Act*, but also specific confidentiality concerns of our clients. Confidentiality and security has become more of a concern since enactment of HIPAA (the *Health Information Portability and Accountability Act*). Now, it is not just irresponsible to fail to adequately control confidential medical information, but also illegal. Our processes are set up so that we remain in strict compliance with all confidentiality and security requirements.

OUR SYSTEM

To reduce costs, provide professional services, and ensure efficiency, L S Services, Inc., uses the latest technology coupled with outstanding personnel who are committed to meeting our clients' needs. The Board of Review requires continuous service, whether it be transcription service with 7-day turnaround or 24/7 dictation services. L S Services, Inc., provides that type of service to its clients and has done so for over ten years.

L S Services, Inc., has developed a FOUR-PHASE SYSTEM of providing the type of world-class transcription services that the Board of Review requires. They are:

- Phase I Secure Pick-up Procedures and Secure Voice Dictation
- Phase II Secure Transcription System
- Phase III Secure Delivery Procedures
- Phase IV Invoicing System with Audit Trail

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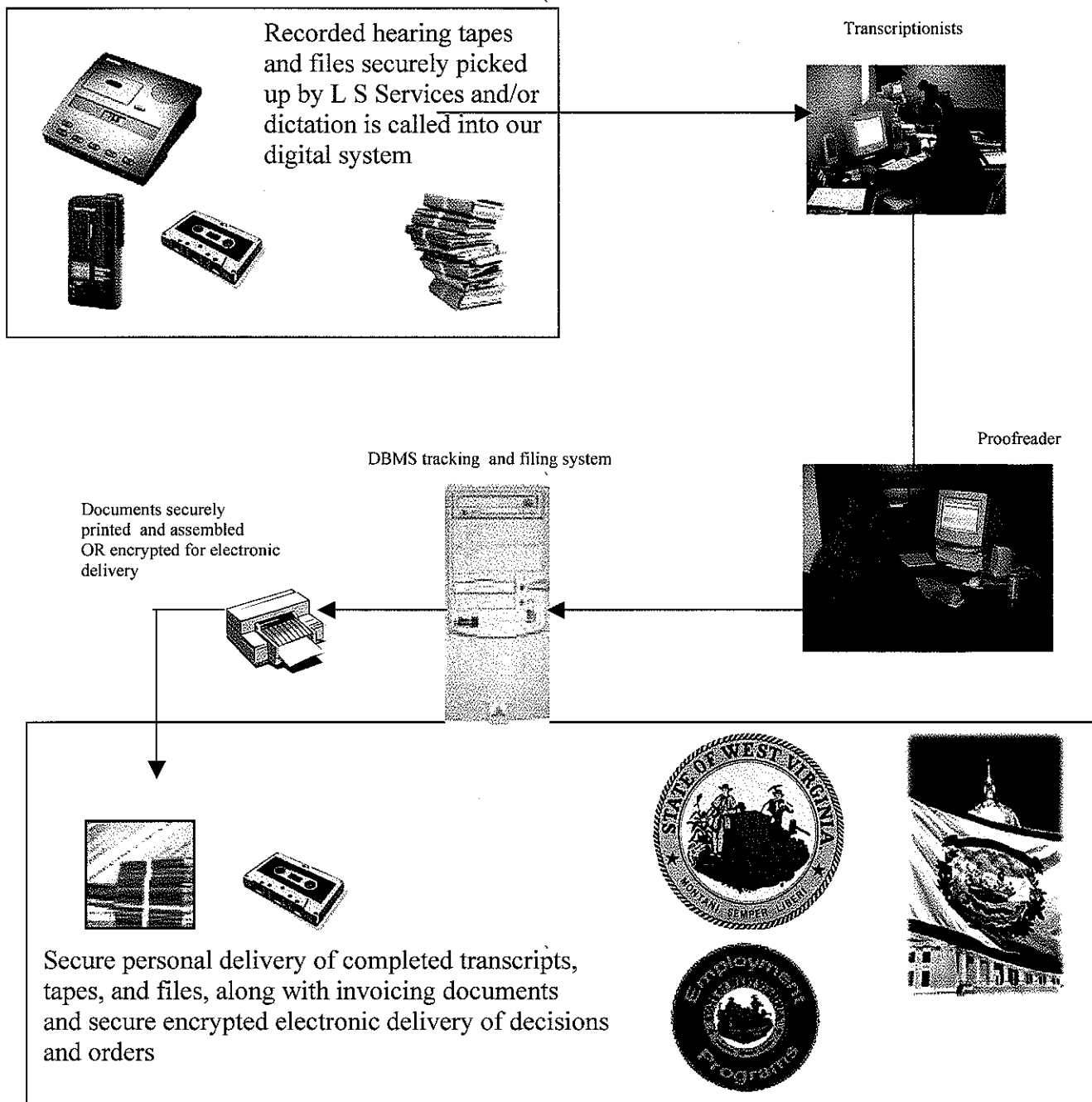
Each Phase will be thoroughly discussed below. It is through this well-coordinated, structured approach to providing services that L S Services, Inc., has the ability to provide timely, professional, and quality-checked reports, while at the same time accurately and instantaneously knowing where each and every report is within our system. You will not call our office with a question about the status of a transcript and be told, "I'll have to research that and get back to you." Our administrative support staff have the ability to provide you with the exact status of any report at any point in the process.

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Workflow

The following chart depicts the manner in which the work will flow in this project for the Board of Review utilizing L S Services' Four-Phase System:



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PHASE I

SECURE PICK-UP PROCEDURES

Prior to beginning this work, L S Services, Inc., shall coordinate with the Board of Review to ensure that a system consistent with Board of Review's requirements is set up and agreed upon. The place and time of pick up will be determined by the Board of Review.

SECURE VOICE DICTATION

Prior to this work beginning, each provider/dictator will receive a brochure/instruction sheet and wallet card detailing how to call into the system and dictate a report. The brochure/instruction sheet provides each dictator with the necessary information to log onto the system, enter the correct responses to prompts, and then dictate, edit, review, modify and close dictation. Nearly all new dictators successfully log onto the system and correctly dictate the first time attempted. Each provider/dictator shall receive a Logon ID Number that specifically identifies the person by name.

Additionally, a help line via a toll-free telephone number (800-221-0244) shall be available to all dictators. Any dictator may call the help line and receive assistance. Further, L S Services, Inc., employs an answering service for emergency assistance during evening and weekend hours.



Using a standard, commonly available touch-tone telephone and a **toll-free** number accessible throughout the United States; providers/dictators call into our central dictation system (Dictaphone *Enterprise Express System, a digital system*). The system will audibly prompt the caller through the information to be entered. For instance, the first thing the caller will hear is, "Thank you for calling the Enterprise Express voice system. Enter your User ID, followed by the pound key." Upon properly entering the ID number, the caller will then be prompted with "Enter work type, followed by the pound key." Upon properly entering the work type, the caller will be prompted with "Enter patient number followed by the pound key." After properly entering the patient number, the caller will hear a tone indicating that the system is ready to receive dictation. When the dictation is completed, the provider/dictator may either begin a new report or log off of the system. Upon completion of the dictation, the provider/dictator enters the exit code. The system will automatically give the provider/dictator the Job ID Number for each report. It is a unique number. That unique number specifically identifies each separate report called in, and the dictator may use this Job ID Number for reference or tracking purposes.

The dictation system automatically enters the report identifying information into a database system that is used to control the work assignment. The information entered into the database includes the dictator's ID number, the date and time called in, the work type, the claimant number, the length of the dictation, and several other types of

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administrative data used to control workflow. Through use of its SQL database management system, this system can provide reports indicating when dictation was received and what happened to it.



Multiple callers may access the system at one time. Currently, there may be twenty (20) concurrent accesses to the system, with the ability to easily and quickly expand to sixty-four (64). Additionally, electronic access is virtually unlimited. Board of Review may use as many compatible digital

recorders as they need to securely electronically transfer their digital dictation directly to our Enterprise Express System. Hence, we have more than sufficient dictation capacity to meet or exceed the requirements of this RFQ.



The dictation is not erased upon completion of the transcription. When the report is signed off, it is transferred to a holding system that will maintain the voice recording for the length of time deemed necessary either by prudent work practices or based upon contractual requirements.

Additionally, our central digital dictation system can and does securely receive electronic transfer of compatible digitally recorded dictation files via IP routing. Dictators automatically transmit the compatible digital file to our central dictation system using digital recorders and docking stations attached to online computers. Upon receipt of the file, we have the ability to transcribe the dictation as though it had been called into our system via a toll-free telephone number.

Service agreements with the manufacturer are maintained to ensure the system is available 24/7.

PHASE II - SECURE TRANSCRIPTION SYSTEM

All transcription is performed within the United States of America.

L S Services, Inc., does not view any recorded hearing or dictation as "a problem." We expect that a certain percentage of witnesses or dictators will use slurred speech, speak much faster than normal, take shortcuts, and for those with foreign accents, will have difficulty pronouncing our English words. This is what we expect and are prepared for. We fully realize that this is not a perfect world, and witnesses, judges, lawyers, or dictators do not speak perfectly.

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Our process begins with the supervisor assigning the work to our transcription staff, based upon the priorities established by the Board of Review.

Our transcriptionists use state-of-the-art Gateway Pentium PCs equipped with electronic references, to include Stedman's Electronic Medical Dictionary, Quick Look Electronic Drug Reference, American Heritage Electronic Dictionary and Stedman's SpellChecker for Microsoft Word. The electronic references stay available on-screen through use of separate windows in the Windows operating system and are immediately available. Once accessed, the transcriptionist just has to type in the word the way it sounds and the reference program immediately will either confirm the correctness or offer alternatives to be considered. Also, the references provide definitions that further clarify the correctness of the word/term. This eliminates manually looking up words/terms in books and other hard copy reference material. We also use Black's Law Dictionary as our reference for legal terms.

Our transcriptionists are thoroughly familiar with, and highly trained on, the terminology used in the legal profession, especially unemployment and disability hearings, as well as in the healthcare profession, including all body systems and human anatomy, prescription drugs, and medical, chiropractic and other professional healthcare procedures. Based upon our wealth of both legal and medical transcription, our transcription staff have the ability to transcribe words and comprehend meanings of even the most difficult terminology, whether it be by American or foreign dictators.

Taped and handwritten hearings and reports are logged immediately upon receipt. The log details whom the taped/handwritten hearings and reports are from, the date of the material, the type of hearing or reports, et cetera. The log continues through completion of the hearings or reports and forwarding of them to the Board of Review, along with the tapes and backup data/files.

L S Services, Inc., has on-hand the equipment necessary to manage any tape dictation or handwritten dictation received. We utilize Sony, Panasonic, Lanier, and Dictaphone transcriber units which accommodate both the standard and the micro-cassette tapes. The transcriber units are maintained at the transcriptionist's desk and used when required. We have been managing large volume tape dictation and court reporting for over 10 years.

Formatting of the Transcripts and Decisions/Orders. L S Services, Inc., shall prepare the Board of Review's transcripts and Orders/Decisions using the format and in the manner stated in the RFQ. We have over ten years' experience preparing these types of documents.

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Proofreading. Upon completion of the hearing transcript, decision, or order, it is reviewed in its entirety for quality assurance purposes. The proofreading will include a check for format and completeness. Any and all errors are immediately corrected, and the transcriptionist and supervisor receive feedback so as to avoid similar problems in the future. The proofreader has at his/her disposal the same electronic references as do the transcriptionists. Those electronic references include an electronic medical dictionary, electronic drug reference, electronic English dictionary, and electronic spellchecker, as well as Internet access to medical transcription linked sites via our web site (www.LSServices.com). The proofreader also uses Black's Law Dictionary as the legal terminology reference. Once the QA process has been completed, the report is permanently stored and forwarded to the Administrative Support staff for tracking, printing, and transmitting.

Management personnel also constantly/daily monitor the incoming hearing tapes, dictation, and produced transcripts so as to ensure that everything received is completed and transmitted/mailed within the prescribed time period. Logs are kept to verify this information and to determine our turnaround time for all transcription. Daily staff meetings are held with all supervisors to go over and fine tune processes and procedures. Emphasis is placed on finding better and more efficient methods to perform our transcription so that we continue to provide our clients with world-class services. Repeated problems are not tolerated. Corrective action is taken in a timely manner, to include discharge/replacement of employees, if so required.

Confidentiality/Security. Our transcriptionists are trained in security matters immediately upon hiring, and refresher training is conducted on a routine basis. Transcription staff receive ongoing training and refresher training regarding confidentiality/security so as to ensure their awareness of, and compliance with, the requirements of confidentiality in all the information processed. Additionally, management staff closely monitor all activities to further enhance and ensure that confidentiality of data is strictly adhered to. Our staff are familiar with, trained on, and adhere to the requirements of the Privacy Act.

L S Services' staff will sign a confidentiality statement upon notification of award of this contract. The original copy will be forwarded to the Board of Review prior to beginning of contract. Any new or additional employees shall sign a statement of confidentiality and the original will be forwarded to the Board of Review. L S Services, Inc., hereby agrees that on the termination or expiration of this contract, it will not use any of such data or any material derived from the data for any purpose and, where so instructed by the Board of Review, will destroy or render it unreadable.

Large Fluctuations in Volume of Work. L S Services, Inc., has the ability to adjust to gross and/or minor changes in workload volume because: 1) all work is

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accomplished with a staff of nearly 35 transcriptionists, 2) we have experience in and are quite comfortable with managing heavy workloads based upon our other clients, and 3) we utilize the very latest equipment and software which enhance our abilities to produce a world-class product in an efficient manner. The key to our success in adapting to ever-changing workload requirements is our transcription staff of fully-qualified, professional, dedicated, and highly motivated transcriptionists. Additionally, our supervisors are trained to constantly monitor fluctuations in workload and make necessary adjustments in job assignments before they become a problem. We take the proactive approach.

Another key to our success in adapting to fluctuations in workload is in top management keeping in close contact with our clients. L S Services, Inc., makes it a practice to routinely call our clients to discuss the services we are providing and any changes we have seen, request updated information from the client, and offer our assistance where it is needed. We do not sit back and wait for something to happen. From the very beginning we establish and maintain a good working relationship with our client key personnel and go out of our way to ensure that we understand what is required and expected.

Quality control.

L S Services, Inc., has developed system checks and double checks to ensure that the dictation received is, in fact, transcribed and delivered to the correct location. We accomplish this through a well-defined process.

Step 1. Transcription work is assigned to transcriptionists only by well-trained and seasoned supervisors.

Step 2. Tracking data are automatically entered into our database management tracking system upon preparation.

Step 3. Tracking logs are maintained which give the exact location the transcript or document is in the transcription cycle.

Step 4. Completed transcripts and documents are proofread and returned to the supervisor and transcriptionist.

Step 5. Database audit trail documents are matched against the listing of electronic files to ensure there is an exact match.

Step 6. Backups of all transcripts and documents and database information are automated and occur every 15 minutes throughout the day.

Step 7. Daily transmittal sheets are produced and maintained in the office. These sheets list all documents forwarded to our clients each day.

Step 8. Comeback copies and receipts are maintained for daily deliveries.

Step 9. Completed transcripts and documents are matched to the database tracking information to ensure that what was closed out and signed off was actually transcribed.

Step 10. The transmittal letters form the basis of our invoicing system, thereby

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assuring that the client is billed only for what was completed.

Step 11. Quality control meetings are held both in the office and with our clients to ensure everyone can discuss issues and has a part in resolving problems.

This system give us a total procedure review, brings us together as a team working on the process, and includes our client as an active participant in the quality review process. The Board of Review will be asked to participate in such review processes. Ours is truly a team approach.

PHASE III - SECURE DELIVERY PROCEDURES

L S Services, Inc., shall continue to personally deliver completed transcripts, tapes, and back-up data. The time and location of such delivery shall be as required by the Board of Review. Each delivery will include a transmittal sheet, which details the documents that are attached.

Encrypted electronic mail shall be used to transmit electronic files to the Board of Review. The encrypted electronic mail will contain a Daily Transmittal Sheet, which indexes the decisions/orders first by dictator and then sub-indexes by claimant last name, along with the transcribed documents. We utilize an encryption program that encrypts the documents and transmittal sheets and places them in a DataSafe that requires a "combination" to open the safe. The documents locked in the safe are not accessible to anyone other than the intended recipient. The safes are electronically mailed to the recipient, and only the recipient has the password/ combination to open the safe. This process ensures that the data is received by and reviewed by only the intended recipient. Tests are performed before we enter into production, so as to ensure the system is functioning properly and securely to the satisfaction of the Board of Review.

Additionally, as an alternate method of delivery, we have the ability to set up a secure download of the encrypted files from our secure web site. The Board of Review will be given an address to use on our web site, along with a user name and password. Once at that secure portion of our web site, the Board of Review staff will be able to automatically download the encrypted files to their computer, and from that point forward the processing will be the same as with electronic mail. The encrypted file program will automatically place the MS Word files in the directory selected.

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The DataSafe files are self-executing; therefore, the recipient does not require additional software installed on the receiving computer. When the recipient supplies the appropriate combination/password, the DataSafe program will automatically download the files contained within the safe to the folder/directory designated by the recipient. In other words, you can direct exactly where the files go on your system.

Once the contents of the DataSafe have been copied to the appropriate folder/directory, they are available as any other MS Word file would be. L S Services, Inc., transcribes using MS Word.

A sample layout for a Daily Transmittal Sheet is as follows:

<u>SAMPLE</u>					
Board of Review					
DAILY TRANSMITTAL SHEET					
11/30/2003					
DICTIONATOR	DATE OF DICT	CLMT NAME	CLAIM #	PAGES	FILENAME
DIXON	11/29/03	JONES	111223333	7	DIXON115221
	11/29/03	SMITH	222334444	5	DIXON115222
JONES	11/29/03	SAMUELS	333445555	4	JONES115290
GRAFF	11/29/03	SIMPKINS	444556666	10	GRAFF115309
TOTAL PAGES: 26					

This method provides for accurate and efficient verification that all documents were received. Someone need only check them off utilizing the Daily Transmittal Sheet.

PHASE IV - INVOICING SYSTEM WITH AUDIT TRAIL

L S Services agrees to invoice only for typed pages. L S Services uses a database management system to track all of its transcription. The documents are automatically entered into the database as they are prepared. The database has fields which identify the date typed, date of hearing, hearing officer, transcriptionist, claimant identification information, and other information necessary for administration of our system for tracking and invoicing. It is through this database system that we have the ability to immediately respond to questions regarding the status of completed

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documents, i.e., when was the document completed, when was it transmitted/printed/mailed, et cetera. With this information, we can find previously transcribed documents and reprint them, if so requested.

The invoices will be prepared utilizing the Daily Transmittal Sheets, which contain the audit trail information, as supporting documentation. In other words, attached to each invoice will be the Daily Transmittal Sheets which cover each day listed on the invoice. This procedure ensures that the Board of Review can audit any and all invoices received, right down to the individual hearing. The total amount being invoiced is simply the line count total from the Daily Transmittal Sheets for that period of time.

The electronic files shall be maintained for whatever period of time the Board of Review requires. At the end of the retention period, L S Services, Inc., shall destroy (erase/shred) all electronic data and related documents that have been transcribed in the normal course of business, unless instructed otherwise by the Board of Review.

Keyword Index.

L S Services, Inc., contracted with Microsoft Corporation to have a program prepared to meet this requirement. The program has been written and provided to us. It provides a printout of the words in a document, listed alphabetically and detailing the page and line numbers for each word, as required by the RFQ. A copy of the keyword index will be provided along with each hearing transcript.

Prior Experience/References.

L S Services, Inc., has provided legal and medical transcription services for over ten years. We have the personnel, equipment, and secure facilities to immediately assume the scope of work envisioned in this bid. For over ten years, L S Services, Inc., has provided both legal and medical transcription services, along with court reporter services, throughout the United States. Our capacity to perform is greatly enhanced through our use of highly trained and motivated transcriptionists. Because of this, we can quickly and accurately make changes to processes, provide superior quality training, and safeguard confidential claimant/patient information. L S Services, Inc., is an established firm recognized for its capacity to perform. Our client listing includes Federal and State agencies, to include Unemployment Offices, Workers' Compensation Offices, hospitals, clinics, and private practitioners.

RE: RFQ No. WWW10867
 Court Reporting Services
 Bid Due Date: 6/29/2010; 1:30 pm

The following is provided as our list of references. Please feel free to contact the POC for a candid assessment of our past performance.

LOCATION	WORKLOAD PER YEAR	TIME PERIOD	SUMMARY
WORKFORCE WEST VIRGINIA, Board of Review (Unemployment) Charleston, WV POC Pam Dempsey (800) 635-0189	Approx 32,000 pages for hearings. Approx 12,500 pages for Decisions.	Three year contract. Initially began this work in 1996. Awarded a third three-year contract upon rebid. We recently entered our 14 th year of providing services.	Transcribe unemployment hearings from recorded tapes and return to the Board of Review within one week. Hearings average approx one (1) hour and include examination of witnesses as well as introduction of documentary evidence. Printing includes standard page and four-to-a-page. Additionally, teledictation via a toll-free telephone number into our central digital dictation system. Transcription of decisions and orders regarding workers' compensation benefits cases involving a high incidence of medical terminology. Turnaround times of 48 hours to 5 days, depending on the work type.

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<p>WEST VIRGINIA INSURANCE COMMISSION Office of Judges, Charleston, WV POC Judge Ann Rodak (304) 558-5110</p>	<p>Approx 54,000 pages for hearings. Approx 45,000 pages for Decisions and Orders.</p>	<p>Three-year contract. Initially began this work in 1996. Awarded a third three-year contract upon rebid. We recently entered our 14th year of providing services. This contract ended in April 2010.</p>	<p>Transcription of multi-voice cassette tapes of administrative hearings held throughout the State of West Virginia. Also, transcription of Occupational Pneumoconiosis Board proceedings involving a high incidence of medical terminology, including x-ray interpretation. Additionally, teledictation via a toll-free telephone number into our central digital dictation system. Transcription of decisions and orders regarding workers' compensation benefits cases involving a high incidence of medical terminology. Turnaround times of 48 hours to 5 days, depending on the work type.</p>
<p>STATE OF OREGON EMPLOYMENT DEPARTMENT Salem, OR POC Anne Kinsey (503) 947-1515</p>	<p>Approx 125,000 pages</p>	<p>Five-year contract starting 4/2002, contract awarded again for a 10-year period.</p>	<p>Transcription of multi-voice digitally recorded unemployment, tax and transportation hearings held throughout the State of Oregon.</p>
<p>STATE OF UTAH WORKFORCE SERVICES – UNEMPLOYMENT COMPENSATION Salt Lake City, UT POC Connie Dumas (801) 526-9652</p>	<p>Approx 11,000 pages</p>	<p>Three-year contract starting 4/2003. Have consistently held the contract since then.</p>	<p>Transcription of multi-voice digitally recorded unemployment hearings held throughout the State of Utah.</p>

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<p>THOMAS MEMORIAL HOSPITAL Charleston, WV POC Debbie Bennett (304) 766-5383</p>	<p>Approx 1,000,000 lines per year</p>	<p>Open-ended contract. Initially began this work in 2002.</p>	<p>Teledictation of hospital medical reports, which includes emergency room reports and discharge summaries. We connect to their system via a secure Cisco VPN connection and transcribe directly into their system. Turnaround times of 24 hours or less</p>
<p>VALLEY HEALTH SYSTEMS Various offices throughout West Virginia, Ohio, and Kentucky. POC Mandi Pitsenbarger (304) 525-3334</p>	<p>Approximately 500,000 lines</p>	<p>Open-ended contract since 2000.</p>	<p>Teledictation via a toll-free telephone number and via <u>electronic transfer of digitally recorded voice files</u> into our central digital dictation system, along with cassette tapes hand-carried to our office by courier. Transcription of the full range of medical/clinical reports. Delivery is to the various clinics throughout West Virginia, Ohio, and Kentucky via encrypted electronic mail. Turnaround time of 24 hours or less.</p>

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Personnel.

Technical staff. We employ an administrative support unit that includes people with computer technology certificates, database administrators, a web site designer, and administration experts.

Transcription/Proofreading Staff. L S Services has a staff of 35 transcriptionists. This number has been the average for nearly six years. Our transcription staff is led by a Certified Medical Transcriptionist certified by the American Association for Medical Transcription (AAMT). From among our staff we have people who have been transcribing for over ten years; have completed a master's degree in English; have seven years' experience, along with nursing classes at a local university; was a supervising transcriptionist in the Medical Records Department of a local major hospital for more than eight years; or is an x-ray technician. Additionally, one transcriptionist is an experienced emergency room and cardiology nurse with many years of hospital experience. Each is fully qualified to perform the individual function assigned. The majority of our staff has been with us for three or more years.

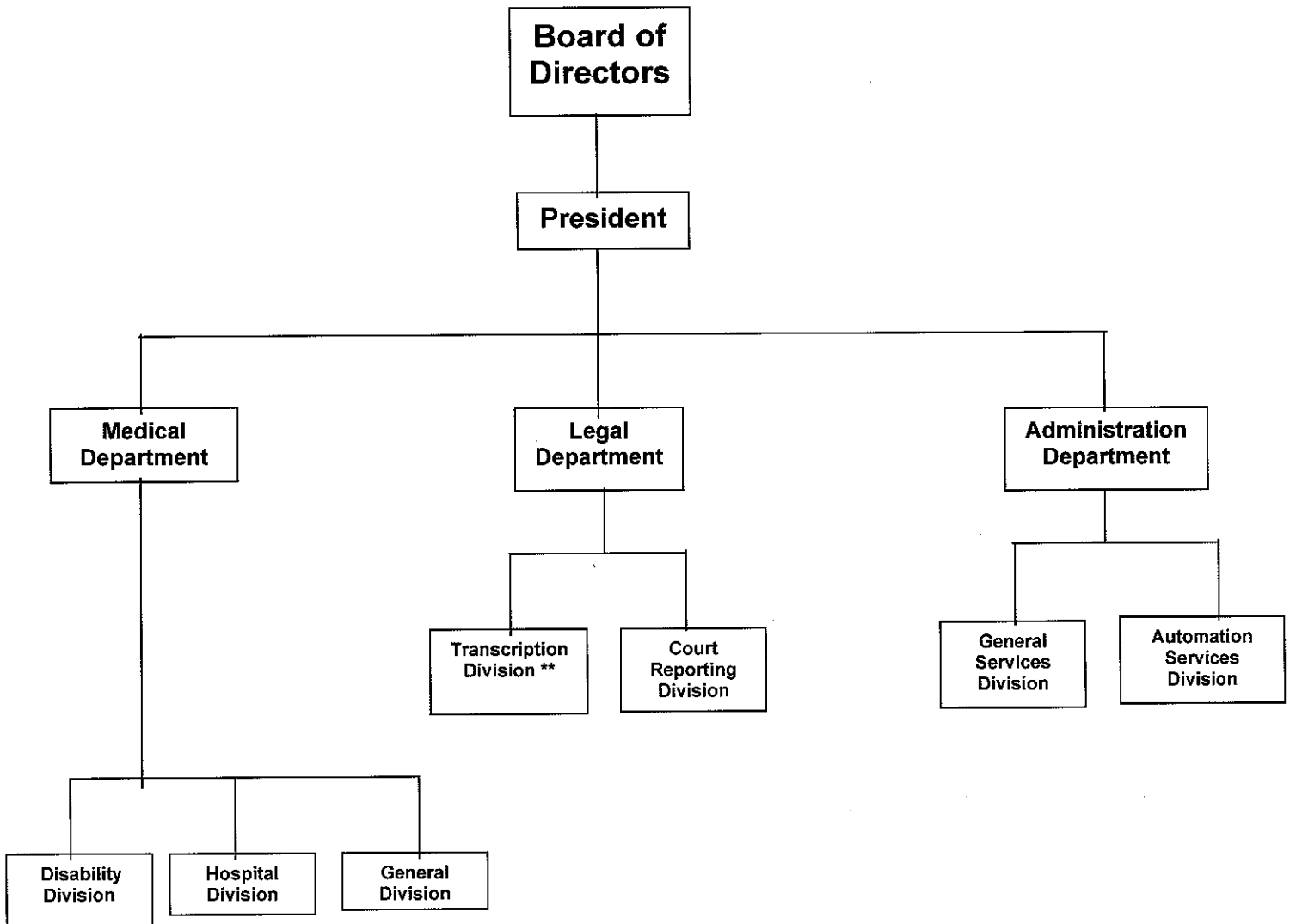
Many of the transcriptionists are continuing their education through college attendance, and several have nearly completed their bachelor's degree in the medical administrative support services area. We have professional staff who have experience and training in both the medical and legal fields. The depth of experience includes the entire range of legal and medical hearings and reports, including Unemployment Compensation and Workers' Compensation hearings, along with Social Security Disability examinations, the various hospital/medical subspecialties, such as, cardiology, endocrinology, gastroenterology, oncology, orthopedics, urology, pathology, vascular, radiology, psychiatry, pulmonary, and nephrology, along with Federal disability Board of Review reports, as well as transcription of legal proceedings, such as, depositions, hearings, arbitrations, and trials.

(REMAINDER OF PAGES INTENTIONALLY LEFT BLANK)

RE: RFQ No. WWW10867
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Organization Chart.

The following is our office organization chart:



** Board of Review project will remain within the Transcription Division of the Legal Department

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Management Staff.

Management of this work will be performed by Luther D. Runyon on a full-time basis. He is qualified in medical and legal transcription/court reporting functions, as well as overall management experience and training. He has over 20 years' experience in managing small and large office staff, consistently involved with sensitive and confidential material. He has nearly 15 years' experience in the United States Army, to include four years' experience in Washington, D.C., culminating with two years' service as the Legal Administrator for The Judge Advocate General of the Army, responsible for management and administrative support functions of the largest legal services office in the world, with offices through the United States and overseas. These duties included supervising classified documents control, up to and including top secret documents, as well as providing automation/computer support. He has supervised many court reporters, transcriptionists, legal specialists, budget analysts, and secretaries in the performance of confidential, time-sensitive materials. He is thoroughly familiar with, and has set up many of, the control systems that ensure all the work product is timely, efficient, and of outstanding quality. He has attended many conferences on effective management, has instructed in such conferences, and has developed and presented management courses to other managers, to include developing and presenting such courses at The Judge Advocate General's School at the University of Virginia, Charlottesville, Virginia. Mr. Runyon is also well-versed and well-trained in automation functions, to include UNIX, SQL, and automation connectivity protocols. He has owned and operated a transcription/court reporting business since 1992.

Hiring Procedures for Additional Staff.

Our standard operating procedures for hiring additional personnel include regular advertising in both local and surrounding areas but primarily in Huntington, West Virginia, along with routine receipt of applications for employment based upon our advertising and via our web site on-line application form, as well as nearly daily interviewing and testing of potential employees. This, coupled with ongoing training and mentoring of our current staff, ensures we maintain the depth and flexibility necessary to meet our constantly changing workload. We currently have on file interview paperwork from a sufficient number of applicants that, should your volume of work increase, we are confident we have the ability to ramp up to the necessary number of staff quickly. We have on hand sufficient employees to perform the work.

Before making an offer of employment, we require completion of in-depth application forms which provide total disclosure of previous employment, training, and education, and completion of a reference release form to send to previous employers. Also, at that time, the applicant must take English grammar and legal/medical terminology written tests. Upon completion of the application forms and the written tests, a transcription test is administered which covers the full range of legal and

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medical hearings and reports. Based upon the results of that testing, the applicant may or may not receive a personal interview. For those applicants who do well on all phases of the application process and testing, an employment interview is scheduled, which includes a personal interview by the President of the corporation. The application forms, test results, and interview notes are then reviewed by our employment committee. Approval by the committee could result in an offer of employment, should there be a vacancy. As you can see, we are tightly focused on the hiring process and go to great lengths to find and employ only the best transcriptionists available.

Our on-site staff is cross-trained and receives ongoing training in all areas of transcription, both legal and medical. We have seen swings in transcription workload as high as 100% increase from one month to another, and have been able to make the adjustments while meeting our clients' demands.

As an extra buffer, L S Services, Inc., conducts an on-site training program offered to those applicants who have the abilities to do the work but just need the extra training and experience before being hired as a transcriptionist. Also, L S Services, Inc., provides on-site training to students enrolled in local transcription courses. This training is a part of their course curriculum and is required for successful completion.

Employee benefits. L S Services, Inc., offers its employees many benefits found only in much larger corporations, such as, full medical care insurance (including hospitalization, dental, vision, and life insurance), paid holidays and vacations, free training, and advancement opportunities that lead to supervisor positions.

Office Space and Facilities.

Security is our primary concern. The 10,000 square foot brick building owned by L S Services, Inc., is secured by means of access codes and surveillance cameras, as well as automated alarming via a central station service. L S Services ensures that every necessary precaution is taken to safeguard all information, to include employing only on-site transcriptionists.

L S Services is located in South Point, Ohio, in its own 10,000 square foot, single occupancy office



building. Entry is through a secure front door opening to a foyer/lobby area. Further access is not permitted past the lobby without either being an employee or being escorted into the work areas. Security is a key element to our operations, and security training is conducted on a routine basis.

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The office entrances are monitored via electronic surveillance, 24 hours a day. The electronic surveillance includes both door/window monitors and motion detectors. When the office is unmanned, which is not the norm, the electronic surveillance system will alert the local sheriff of any unauthorized access, who responds within minutes, and will alert the management/owners, all within 15 seconds of an alarm being activated. Should anyone illegally gain entry, in addition to the silent alerting of the sheriff and others, there is an audible loud, shrill alarm that is immediately triggered.

The first entry area into the building is into a foyer. Further entry requires passage through another locked door. In other words, there are two locked doors to go through before entering into the work area, an outside door and an inside door.

The central digital dictation system is behind another locked door.

The Ohio State Patrol office is within one mile of the office. The local police office is within two miles of the office. Security checks are performed routinely when the building is not manned.

Additionally, our automation and transcription/dictation equipment are protected through surge and lightening protectors, as well as through the use of an uninterrupted power supply that provides for normal shutting down of equipment should the building power supply be interrupted, an added security measure against loss of data.



Cameras have also been installed throughout the facility to enhance our security functions. The cameras are connected to a 24-hour recorder that records all activity on videocassette tapes.

There has never been a breach of security, physical or otherwise, in L S Services' offices.

The manager has supervised classified documents control, up to and including top secret documents, for over 15 years in the federal government, as well as supervised automation/computer security. Personnel files are maintained in a locked/secure area. Transcribed reports are mailed as quickly as possible to eliminate access to printed sensitive documents left over from the previous day. Automation systems all have controlled access.

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Our system checks and double-checks are set up so as to ensure documents go only where they are intended.

We maintain a 24-hour monitoring system through use of modems and dedicated telephone lines. The system automatically notifies the manufacturer when there is a suspected problem, and through use of a remote access system, the manufacturer's technical department in Florida accesses the dictation system, assesses the reported problem, and if necessary may make adjustments/repairs on the spot or calls in a local technician, who is located only minutes away.

The system uses mirrored hard drives to ensure that if one has a problem, there is a duplicate recording/record on another.

Additionally, we have installed a UPS system that will keep our on-site, state-of-the-art digital dictation system alive during any emergency power outage and, if necessary, will shut the system down properly so as to avoid any loss of dictation/information. Should a problem occur where the system has a need to shut down, the SOS system will also alert the manufacturer's technical department and our management staff so that remedial action may be taken immediately.

Finally, if for some reason a temporary need would occur to require our digital dictation system to be temporarily out of service, the local manufacturer's technical representative will immediately install another comparable system for us to use. There will be no change to the way reports are dictated and transcribed. The provider/dictator will not know that a change has occurred.

Equipment.

We utilize only state-of-the-art equipment, which includes secure connectivity hardware and software. Because of our commitment to provide 24/7 teledictation and transcription services to our clients, our systems are the most reliable, not the cheapest available. For instance, our T-1 telephone service has proven to be the most reliable. There are other less expensive telephone providers, but none as tried and true for reliability and quality. We also utilize an in-house Mitel telephone switch to control our communications processes, a world leader in telephone switches. Further, our computer systems are all state-of-the-art Gateway Pentium PCs, networked via 3Com 10/100 hubs, and Cisco PIX firewalls. Again, not the cheapest, but the most reliable and the highest quality.

Service Agreements. L S Services, Inc., has always maintained appropriate service agreements with all of its primary vendors so that we may ensure 24/7 availability to our clients. Additionally, we maintain on-site technical staff qualified in all

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the major areas who perform equipment maintenance, backup, and service not requiring a manufacturer service tech. We have the in-house ability to load/reload software, test and repair component parts, replace defective parts, and maintain a spare part/spare system inventory. Our equipment will be maintained so as to ensure that any problems are corrected within one working day or less, and this includes the associated software and peripheral systems.

Pricing.

L S Services, Inc., hereby submits its pricing on the appropriate page included within the RFQ document.



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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 WWV10867

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ADDRESS CORRESPONDENCE TO ATTENTION OF
 FRANK WHITTAKER
 304-558-2316

PROPERTY

*308145108 740-377-9411
 LS SERVICES INC
 PO BOX 1153
 SOUTH POINT OH 45680

SHIP TO

BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302
 112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
05/26/2010				

BID OPENING DATE: 06/24/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		961-24		
<p>COURT REPORTING SERVICES</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, WORKFORCE WEST VIRGINIA. IS SOLICITING BIDS FOR TRANSCRIPTION SERVICES PER THE ATTACHED SPECIFICATIONS.</p> <p>ALL TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO FRANK WHITTAKER IN THE WEST VIRGINIA PURCHASING DIVISION VIA EMAIL AT FRANK.M.WHITTAKER@WV.GOV CC KRISTA.S.FERRELL@WV.GOV OR VIA FAX AT 304-558-4115. DEADLINE FOR TECHNICAL QUESTIONS IS 06/09/2010 AT THE CLOSE OF BUSINESS. ALL TECHNICAL QUESTIONS WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE ON AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p> <p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *[Signature]* TELEPHONE 800-221-0244 DATE 6/24/10

TITLE Dir of Govt Contracts FEIN 31-1608615 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
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 Post Office Box 50130
 Charleston, WV 25305-0130

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ADDRESS CORRESPONDENCE TO ATTENTION OF
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VENDOR

*308145108 740-377-9411
 LS SERVICES INC
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 SOUTH POINT OH 45680

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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/26/2010				

BID OPENING DATE: 06/24/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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



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**Request for
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ADDRESS CORRESPONDENCE TO ATTENTION OF
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 304-558-2316

*308145108 740-377-9411
 LS SERVICES INC
 PO BOX 1153
 SOUTH POINT OH 45680

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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B	FREIGHT TERMS
05/26/2010				

BID OPENING DATE:	06/24/2010	BID OPENING TIME	01:30PM
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LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 05/26/2009</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 44</p> <p>RFQ. NO.: WWV10867</p> <p>BID OPENING DATE: 06/24/10</p> <p>BID OPENING TIME: 1:30 PM</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS		
SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	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
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ADDRESS CORRESPONDENCE TO ATTENTION OF:
 FRANK WHITTAKER
 304-558-2316

RODZNY

*308145108 740-377-9411
 LS SERVICES INC
 PO BOX 1153
 SOUTH POINT OH 45680

SHIP TO

BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302
 112 CALIFORNIA AVENUE
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DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/26/2010				

BID OPENING DATE:

06/24/2010

BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: <p style="text-align: center;">----- 740-377-4559 -----</p> CONTACT PERSON (PLEASE PRINT CLEARLY): <p style="text-align: center;">----- LUTHER RUNYON -----</p>						
***** THIS IS THE END OF RFQ WWV10867 ***** TOTAL: _____						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN	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

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ADDRESS CORRESPONDENCE TO ATTENTION OF
FRANK WHITTAKER
304-558-2316

RFQ COPY

TYPE NAME/ADDRESS HERE

LS Services, Inc
PO Box 1153
South Point, OH 45680

BUREAU OF EMPLOYMENT PROGRAMS
OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
CHARLESTON, WV
25305-0112 558-2634

DATE PRINTED: 06/22/2010	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
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BID OPENING DATE: 06/29/2010 BID OPENING TIME 01-30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
***** ADDENDUM NO. 1 *****						
THIS ADDENDUM I ISSUED TO REPLACE SECTION 2.1 OF THE SPECIFICATIONS WITH THE ATTACHED REVISED LANGUAGE, PROVIDE THE TECHNICAL QUESTIONS & ANSWERS, AND TO EXTEND THE BID OPENING DATE AND TIME.						
THE BID OPENING IS EXTENDED TO: 06/29/10 AT 1:30 PM						
***** END ADDENDUM NO. 1 *****						
0001	1	LS		961-24		
COURT REPORTING SERVICES						
***** THIS IS THE END OF RFQ WWV10867 ***** TOTAL:						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *[Signature]* TELEPHONE: 800-221-0244 DATE: 6/24/10

TITLE: Dir of Gen Contracts FEIN: 31-1608615 ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE I AM FILLING IN FOR 'VENDOR' .
06/23/2010 3:30AM

3. COST PROPOSAL

	Estimated Annual Pages*	Price Per Page	Cost
Transcribing Hearings from Cassette Tapes or Digital Recordings	30,000	x \$1.25	\$37,500 ⁰⁰
Transcribing Telephone Dictation	7,000	x \$1 ⁰⁰	\$7,000 ⁰⁰
Typing of Decisions/Orders	20,000	x \$2.00	\$40,000 ⁰⁰
Documentation copying (extra copies of transcripts) (mini pages - 4 to a page - dropping annual pages to 75,000)	300,000 75,000	x \$0.01	\$750.00
	TOTAL		<u> </u>
Keyword Index		NO CHARGE	<u> </u>
	TOTAL		\$85,250.00

*Estimates are for calculating purposes only.

LS Services, Inc.



P.O. Box 1153
South Point, OH 45680
(740) 377-9411 or (800) 221-0244
Fax (740) 377-4559

www.LSServices.com

Medical/Legal Transcription

June 29, 2010

State of West Virginia
Department of Administration
Purchasing Division, Buyer 44
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

RE: RFQ No. WWV10867
Court Reporting Services
Bid Due Date: 7/6/2010;1:30 pm

Dear Mr. Whittaker:

We hereby acknowledge receipt of **Addendum 2**, dated 6/28/2010, for the referenced RFQ.

Our original proposal and pricing remains unchanged.

Should there be any questions, please call me at the telephone numbers listed above. Thank you in advance for your consideration.

We look forward to hearing from you.

Respectfully submitted,



Luther D. Ruyon
Director of Government Contracts

RECEIVED

2010 JUN 30 AM 10:20

WV PURCHASING
DIVISION



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
 WWV10867

PAGE
 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 FRANK WHITTAKER
 304-558-2316

MAIL ROOM

*308145108 740-377-9411
 LS SERVICES INC
 PO BOX 1153
 SOUTH POINT OH 45680

MAIL ROOM

BUREAU OF EMPLOYMENT PROGRAMS
 OFFICE OF ADMIN. SUPPORT-5302
 112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 558-2634

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
06/28/2010				

BID OPENING DATE: 07/06/2010 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	UNIT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		961-24		
***** THIS IS THE END OF RFQ WWV10867 ***** TOTAL: _____						

***** ADDENDUM NO. 2 *****
 THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED
 TECHNICAL QUESTIONS & ANSWERS INADVERTENTLY OMITTED
 FROM ADDENDUM NO. 1, AND TO EXTEND THE BID OPENING.
 BID OPENING DATE AND TIME IS CHANGED TO: 07/06/2010
 AT 1:30 PM.

COURT REPORTING SERVICES

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *[Signature]* TELEPHONE: 800-221-0244 DATE: 6/29/2010
 TITLE: Dir of Govt Contracts FEIN: 31-1608615 ADDRESS CHANGES TO BE NOTED ABOVE

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



P.O. Box 1153
South Point, OH 45680
(740) 377-9411 or (800) 221-0244
Fax (740) 377-4559

www.LSServices.com

Medical/Legal Transcription

June 29, 2010

State of West Virginia
Department of Administration
Purchasing Division, Buyer 44
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

RE: RFQ No. WWV10867
Court Reporting Services
Bid Due Date: 7/6/2010; 1:30 pm

Dear Mr. Whittaker:

We hereby acknowledge receipt of **Addendum 2**, dated 6/28/2010, for the referenced RFQ.

Our original proposal and pricing remains unchanged.

Should there be any questions, please call me at the telephone numbers listed above. Thank you in advance for your consideration.

We look forward to hearing from you.

Respectfully submitted,

Luther D. Runyon
Director of Government Contracts



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
WV10867

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
FRANK WHITTAKER
304-558-2316

STATE OF WEST VIRGINIA

*308145108 740-377-9411
LS SERVICES INC
PO BOX L153

SOUTH POINT OH 45680

STATE OF WEST VIRGINIA

BUREAU OF EMPLOYMENT PROGRAMS
OFFICE OF ADMIN. SUPPORT-5302

112 CALIFORNIA AVENUE
CHARLESTON, WV
25305-0112 558-2634

DATE PRINTED: 06/28/2010	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
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BID OPENING DATE: 07/06/2010 BID OPENING TIME 01-30PM

LINE	QUANTITY	UOP	CAT. NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS	961-24	COURT REPORTING SERVICES		
<p>***** ADDENDUM NO. 2 *****</p> <p>THIS ADDENDUM IS ISSUED TO PROVIDE THE ATTACHED TECHNICAL QUESTIONS & ANSWERS INADVERTENTLY OMITTED FROM ADDENDUM NO. 1, AND TO EXTEND THE BID OPENING.</p> <p>BID OPENING DATE AND TIME IS CHANGED TO: 07/06/2010 AT 1:30 PM.</p> <p>***** THIS IS THE END OF RFQ WV10867 ***** TOTAL:</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *[Signature]* TELEPHONE: 600-221-0244 DATE: 6/29/2010

TITLE: Dir of Govt Contracts FEIN: 31-1608615 ADDRESS CHANGES TO BE NOTED ABOVE

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

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:**
 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**,
 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**,
 Bidder is a non resident 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:**
 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:**
 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:**
 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:**
 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:**
 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: LS Services, Inc
Date: 6/24/10

Signed: [Signature]
Title: Dir of Govt Contracts

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

RFQ No. WV 10867

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: LS Services, Inc.

Authorized Signature: [Signature] Date: 6-24-10

State of Ohio

County of Lancaster, to-wit:

Taken, subscribed, and sworn to before me this 24 day of June, 2010.

My Commission expires September 3, 2014.

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]