



**State of West Virginia, Purchasing Division  
Division of Rehabilitation Services,  
Disability Determination Section  
Transcription Services, Legal & Medical  
Bid Quote**

**submitted in response to:  
DRS120032**

**31 December 2011**

**SUBMITTED BY:**

United Family Healthcare, Inc. dba /  
Accutrans Solutions  
43029 Hedgeapple Court  
Ashburn, VA 20147

**SUBMITTED TO:**

Attn: Department of Administration,  
Purchasing Division, Building 15  
2019 Washington Street, East  
Charleston, WV 25305-0130



**CONTENTS SHOULD BE CONSIDERED SENSITIVE & PROPRIETARY**



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
DRS120032

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
SHELLY MURRAY 304-558-8801

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

United Family Healthcare, Inc.  
 DBA / AccuTrans Solutions  
 43029 Hedgeapple Court  
 Ashburn, VA 20147

SHIP TO

DIV OF REHABILITATION SERVICES  
 DISABILITY DETERMINATION SECT.  
 500 QUARRIER ST  
 SUITE 500  
 CHARLESTON, WV  
 25301 304-558-5340

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/26/2011				

BID OPENING DATE: 08/31/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	EA		961-72	\$0.104	\$0.104
<p>OPEN END CONTRACT</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DIVISION OF REHABILITATION SERVICES, DISABILITY DETERMINATION SECTION, IS SOLICITING BIDS FOR TELE-TRANSCRIPTION SERVICES PER THE ATTACHED SPECIFICATIONS.</p> <p>TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO SHELLY MURRAY IN THE WEST VIRGINIA PURCHASING DIVISON VIA MAIL AT THE ADDRESS SHOWN AT THE TOP OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA EMAIL AT SHELLY.L.MURRAY@WV.GOV. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 08/15/2011 AT THE CLOSE OF BUSINESS. ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ADDRESSE BY ADDENDUM AFTER THE DEADLINE.</p> <p>TRANSCRIPTION SERVICES, LEGAL AND MEDICAL</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD 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</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE 800.287.9457 x701	DATE 08/31/2011
TITLE CEO	FEIN 27-1197104	ADDRESS CHANGES TO BE NOTED ABOVE

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

**GENERAL TERMS & CONDITIONS  
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)**

1. Awards will be made in the best interest of the State of West Virginia.
  2. The State may accept or reject in part, or in whole, any bid.
  3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
  4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
  5. Payment may only be made after the delivery and acceptance of goods or services.
  6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
  7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
  8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
  9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
  10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
  11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
  12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
  13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at [www.state.wv.us/admin/purchase/vrc/hipaa.htm](http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
  14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
  15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
  16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.
- I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or Fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.
- 

**INSTRUCTIONS TO BIDDERS**

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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  
**DRS120032**

PAGE  
**2**

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

VENDOR

**RFQ COPY**  
**TYPE NAME/ADDRESS HERE**

United Family Healthcare, Inc.  
 DBA / AccuTrans Solutions  
 43029 Hedgeapple Court  
 Ashburn, VA 20147

SHIP TO

**DIV OF REHABILITATION SERVICES**  
**DISABILITY DETERMINATION SECT.**  
**500 QUARRIER ST**  
**SUITE 500**  
**CHARLESTON, WV**  
**25301**      **304-558-5340**

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/26/2011				

BID OPENING DATE: **08/31/2011**      BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>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 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</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	800.287.9457 x701	08/31/2011
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
CEO	27-1197104	

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  
**DRS120032**

PAGE  
**3**

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

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

United Family Healthcare, Inc.  
 DBA / AccuTrans Solutions  
 43029 Hedgeapple Court  
 Ashburn, VA 20147

SHIP TO

DIV OF REHABILITATION SERVICES  
 DISABILITY DETERMINATION SECT.  
 500 QUARRIER ST  
 SUITE 500  
 CHARLESTON, WV  
 25301  
 304-558-5340

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/26/2011				

BID OPENING DATE: **08/31/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>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>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</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 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>EXHIBIT 6</p> <p>PRICE ADJUSTMENT PROVISION:          THE STATE OF WEST VIRGINIA WILL CONSIDER BIDS THAT CONTAIN PROVISIONS FOR PRICE ADJUSTMENTS PRIOR TO THE ORIGINAL EXPIRATION OF THE CONTRACT, PROVIDED THAT SUCH PRICE ADJUSTMENT COVERS BOTH UPWARD AND DOWNWARD MOVEMENT OF THE COMMODITY PRICE, AND THAT ADJUSTMENT IS BASED ON THE "PASS THROUGH" INCREASE OR DECREASE OF RAW MATERIALS AND/OR LABOR, WHICH MAKE UP ALL OR A</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 800.287.9457 x701	DATE 08/31/2011
TITLE CEO	FEIN 27-1197104	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  
**DRS120032**

PAGE  
**4**

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

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

United Family Healthcare, Inc.  
 DBA / AccuTrans Solutions  
 43029 Hedgeapple Court  
 Ashburn, VA 20147

SHIP TO

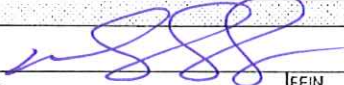
DIV OF REHABILITATION SERVICES  
 DISABILITY DETERMINATION SECT.  
 500 QUARRIER ST  
 SUITE 500  
 CHARLESTON, WV  
 25301  
 304-558-5340

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/26/2011				

BID OPENING DATE: **08/31/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>SUBSTANTIAL PART OF A PRODUCT. ADJUSTMENTS ARE TO BE BASED UPON AN ACTUAL DOLLAR FIGURE, NOT A PERCENTAGE. ALL PRICE ADJUSTMENT REQUESTS MUST BE SUBSTANTIATED IN A MANNER ACCEPTABLE TO THE DIRECTOR PURCHASING, E.G. GOVERNMENTAL BENCH MARKS, GENERAL MARKET INCREASE, PUBLISHED PRICE LISTS. SUCH REQUESTS FOR AND INCREASE SHOULD BE RECEIVED IN WRITING BY THE DIRECTOR OF PURCHASING AT LEAST 30 DAYS IN ADVANCE OF THE EFFECTIVE DATE OF THE INCREASE. ANY TIME THE VENDOR REQUESTS A PRICE ADJUSTMENT, THE PURCHASING DIVISION MAY EITHER ACCEPT THE PRICE ADJUSTMENT AND AMEND THE CONTRACT ACCORDINGLY OR REJECT THE ADJUSTMENT IN ITS ENTIRETY AND CANCEL THE CONTRACT.</p> <p>PREFERRED TERMS:            IT IS PREFERRED THAT THE PRICES ON THIS CONTRACT ARE FIRM FOR LIFE OF THE CONTRACT, AS INDICATED IN THE LIFE OF CONTRACT CLAUSE CONTAINED HEREIN, NOT TO EXCEED ONE (1) YEAR.</p> <p>PASS THROUGH PRICE INCREASES WILL BE CONSIDERED AT TIME OF CONTRACT RENWAL ONLY.</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING CARD FOR PAYMENT OF ALL ORDERS PLACED BY ANY STATE AGENCY AS A CONDITION OF AWARD.</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:            DEPARTMENT OF ADMINISTRATION</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	800.287.9457 x701	08/31/2011
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
CEO	27-1197104	

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
DRS120032

PAGE
5

ADDRESS CORRESPONDENCE TO ATTENTION OF:
SHELLY MURRAY 304-558-8801

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

United Family Healthcare, Inc.  
 DBA / AccuTrans Solutions  
 43029 Hedgeapple Court  
 Ashburn, VA 20147

SHIP TO

DIV OF REHABILITATION SERVICES  
 DISABILITY DETERMINATION SECT.  
 500 QUARRIER ST  
 SUITE 500  
 CHARLESTON, WV  
 25301 304-558-5340

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
07/26/2011				

BID OPENING DATE: 08/31/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130						
THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:  SEALED BID						
BUYER:				SHELLY MURRAY		
RFQ. NO.:				DRS120032		
BID OPENING DATE:				08/31/2011		
BID OPENING TIME:				1:30 PM		
PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: 800.287.9457 Email: david.goff@accutranssolutions.com						
-----						
CONTACT PERSON (PLEASE PRINT CLEARLY): David Goff						
-----						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	800.287.9457 x701	08/31/2011
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
CEO	27-1197104	

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

**REQUEST FOR QUOTE  
DRS120032**

**Part 1 GENERAL INFORMATION**

**1.1 Purpose:**

The Acquisition and Contract Administration Section of the Purchasing Division "State" For the Department of Education and the Arts, Division of Rehabilitation Services, is soliciting quotes to provide Tele Transcription Services for Consultative Examination Sources. Any contract resulting from this RFQ shall be open-end. Estimated value of the services for the previous year is approximately 2.3 million lines. Vendors shall quote an all-inclusive per line cost. No separate reimbursement will be made to the vendor for travel, postage, or any other expense.

**1.2 Project:**

The mission or purpose of the project is to provide typed consultative examination reports to be utilized in evaluating the severity of claims. The Disability Determination Section (DDS) is to process disability claims filed by residents of West Virginia. When sufficient medical evidence of record is not available, a consultative examination must be secured in order to provide the adjudicative team with the required evidence.

The successful vendor will be required to provide toll free telephone access for dictating of reports by the consultant. Not all consultants utilize this service.

**1.3 Inquiries:**

Additional information inquiries regarding specifications of this RFQ must be submitted in writing to the State Buyer with the exception of questions regarding quote submission which may be oral. The deadline for written inquiries is identified in the Schedule of Events, Section 1.10. All inquiries of specification clarification must be addressed to:

Shelly Murray, Buyer Supervisor  
Purchasing Division  
2019 Washington Street, East  
P.O. Box 50130  
Charleston, WV 25305-0130  
Fax: (304) 558-4115  
Shelly.L.Murray@wv.gov

The State Buyer named above is the sole contact for any and all inquiries after this RFQ has been released.

**1.4 Vendor Registration:**

Vendors participating in this process should complete and file a *Vendor Registration and Disclosure Statement* (Form WV-1) and remit the registration fee. Vendor is not required to be a registered in order to submit a quote, but the **successful bidder must register and pay the fee** prior to the award of an actual purchase order/contract.

**1.5 Oral Statements and Commitments:**

Vendor must clearly understand that any verbal representations made or assumed to be made during any oral discussions held between Vendor's representatives and any State personnel is **not** binding. Only the information issued in writing and added to the Request for Quote



specifications file by an official written addendum are binding.

**1.6 Addenda:**

If it becomes necessary to revise any part of this RFQ, an official written addendum will be issued by the State to all bidders of record.

**1.7 Independent Price Determination:**

A quote will not be considered for award if the price in the quote was not arrived at Independently without collusion, consultation, communication, or agreement as to any matter relating to prices with any competitor unless the quote is submitted as a joint venture.

**1.8 Price Quotations:**

The price(s) quoted in the bidder's quotation will not be subject to any increase and will be considered firm for the life of the contract unless specific provisions have been provided for adjustment in the original contract.

**1.9 Public Record:**

*1.9.1 Submissions are Public Record.*

All documents submitted to the State Purchasing Division related to purchase orders or contracts are considered public records. All bids, proposals, or offers submitted by bidders shall become public information and are available for inspection during normal official business hours in the Purchasing Division Records and Distribution center after the bid opening.

*1.9.2 Written Release of Information.*

All public information may be released with or without a Freedom of Information request, however, only a written request will be acted upon with duplications fees paid in advance. Duplication fees shall apply to all requests for copies of any document. Currently the fees are \$0.50/page, or a minimum of \$10.00 per request whichever is greater.

*1.9.3 Risk of Disclosure.*

The only exemptions to disclosure of information are listed in West Virginia Code §29B-1-4. Primarily, only trade secrets, as submitted by a bidder, are exempt to public disclosure. The submission of any information to the State by a vendor puts the risk of disclosure on the vendor. The State does not guarantee non-disclosure of any information to the public.

**1.10 Schedule of Events:**

Vendor's Written Questions Submission Deadline .....	08/15/2011
Addendum Issued .....	TBD
Bid Opening Date .....	08/31/2011

**1.11 Purchasing Affidavit:**

West Virginia State Code §5A-3-10a(3)(d) requires that all bidders submit an affidavit regarding any debt owed to the State. The affidavit must be signed and submitted prior to award. It is preferred that the affidavit be submitted with the quote.

**1.12 Award:**

Award shall be made to the vendor with the lowest all-inclusive per line cost meeting the specifications of the RFQ. Please see 3.2.10 for a description of a line for cost purposes.

## PART 2 Locations:

### 2.1 The West Virginia Disability Determination Services has two locations

Charleston Federal Center  
500 Quarrier Street, Suite 500  
Charleston, WV 25301

Clarksburg Federal Center  
320 W. Pike Street, Suite 120  
Clarksburg, WV 26301

The Administrative Offices are located at the Charleston address.

### 2.2 Transcription will be performed in a safe secured site.

### 2.3 After award, contacts will be:

Charleston Office  
Kenneth Lim,  
Professional Relations  
304-353-5508

Clarksburg Office  
Paul Oliverio  
Professional Relations  
304-624-0323

## Part 3 Specifications:

### 3.1 General Requirements:

a. Provide sufficient telephone lines to enable CE sources toll-free access to dictating equipment. The DDS will refer any medical providers that perform consultative exams who wish to utilize the transcription service.

b. Provide accurate typed reports within 48 hours of dictation to consultative exam source.

c. Provide invoices at least bimonthly.

d. All transcription is to be performed in a safe secured site. All transcription is to be performed within the United States, District of Columbia, U.S. Virgin Island, Guam, or Puerto Rico.

### 3.2 Scope of Work:

3.2.1 Provide a toll-free telephone number with sufficient telephone lines to enable physicians from any location in the United States to telephone and dictate reports for transcription by the vendor's personnel without busy signals. These lines must be available twenty-four hours a day, seven days a week, for the exclusive use of physicians, psychologist, and others that perform examinations for the DDS under this agreement. The DDS is not responsible for any charges on these lines. The system must permit multiple callers to access and dictate at the same time.

A. The vendor is required to develop a brochure that completely explains the instructions of computer (including software) necessary to make full use of the dictation system. The vendor is responsible for printing adequate amount of brochures to distribute to providers currently using DDS transcription service and any additional brochures for solicitation of services at no cost to the DDS. A list of names and addresses of consultative examination vendors will be provided by the DDS. The vendor will mail paper copies or email (whatever preferred vendor method) these brochures out to the listed CE sources prior to commencement of services. The remainder of the brochures are to be delivered to the DDS upon full implementation of services, which would be two weeks following the start date of the award at the beginning of the contract. The vendor (transcription company) will send these to new vendors acquired after the beginning of the contract period. If additional brochures are required the DDS will notify the vendor and the vendor will provide the additional brochures to the DDS at no cost. Before printing, the composition and contents must be approved by the DDS.

B. Of primary importance is that the vendor must maintain an additional toll free number and email address to handle questions from dictating sources, provide excellent customer service and availability. This number is to be included in the instructions. The system must provide a verbal message that gives dictating instructions to the caller. The system is to include control features such as, but not limited to pause, listen, operator call feature available to dictator, and a twenty-four hour toll-free, non-automated customer service representative to be available for medical sources that dictate after working hours and weekends.

C. Vendor will maintain email, phone numbers, fax and mailing addresses of medical providers in the event contact needs to be made to notify of change of instructions, times of service interruptions or any individual problems related to transcription. If attempts to resolve any issues or make contact are unsuccessful, correspondence will be referred to Professional Relations at DDS.

3.2.2 Provide state-of-the-art dictation system with a sufficient capacity to handle all incoming work from the CE sources. This equipment must be available twenty-four hours a day, seven days week, for the exclusive use of CE sources who work for the department. The system must have voice or dialing pad activated stop/start and playback capability, audible end-of-tape warning, and automatic "hunt system". The vendor is required to contact, when necessary, the dictating source to inform them of lost dictation, and/or to clarify missing or incomplete information. Vendor must have fax machine and email access (complying to PII protocols), not to transcribe reports, but to send and receive communications from the DDS and CE providers.

- A. The vendor must have the capability to retrieve, type, and transmit reports on a stat basis.
- B. The vendor must be able to handle sudden work volume increases and still maintain turnaround time requirements.
- C. The vendor must be able to provide additional documents that may need to be in transcribed and dictated in conjunction with the primary report (medical/vocational questionnaires, range of motion forms, etc.) that the DDS will provide a template for.

3.2.3 Provide a system that will have a recorded voice message to answer the toll free number that will assure the dictator that they have reached your system. This message will also request specific information from the dictator to accurately complete a CE report, which can promptly be

made available via a secure, encrypted method, via fax or from website account to the dictator and distributed to the correct examiner after transmission to the DDS.

3.2.4 The vendor must have a security certificate deeming their website has a minimum of a SSL, 128-bit encryption, SHA-1 with RSA encryption. This website will be the main mode by which reports are made available for provider to access, download, save and edit. In some rare circumstances we will have providers that may prefer to receive reports via fax and this must be an option available to them as well. Reports must be made available the day the report is transcribed. A copy of each transcribed report must also be made available to the DDS by the vendor within twenty-four hours from the date the dictation was available to the vendor, if necessary.

These documents must be stored for at least 12 months. An index is to be provided. This index or log should include and be sortable by claimant's name, last 4 digits of SSN (if provided or case number), date of service, date of dictation and dictator, and some form of identification of the transcriptionist.

3.2.5 The vendor is responsible for all telephone charges connected to transmission of consultative examinations to the DDS. The vendor will be responsible for all charges for overnight mail in the event that the equipment malfunctions and a backup system is not available.

3.2.6 In conjunction with the DDS the Social Security Administration has in the process of establishing an electronic disability folder. There is a process in place that enables the vendor to transmit transcribed reports directly to SSA's ERE (Electronic Record Express) website for the medical provider to "pick-up", review and upload. In the event that WV has this capability over the course of the contract, the vendor must have the resources to meet these requirements to access the ERR Web Site.

- Need access to an Internet Browser that supports 128 bit encryption.
- In order to access the ERE web site an individual or an organization must Register for a PIN and password. To register for a password you must provide:
  1. Name, address, phone number, and name of a contact person and an email address for an organization.
  2. Name, email address, phone number, and SSN for individuals within an organization that will have access to the PIN and password.
  3. Name, address, telephone number, email address and SSN if you will access the web site as an individual.
- You must be able to provide an electronic record of a transcription in one of the following electronic file formats: .doc, .docx, .jpg, .bmp, .txt, .xls, .html, .htm, .xft, .pdf, tiff, .tif, and .zip.
- If requirements change, you may have to provide additional services to maintain compliancy for the duration of the contract, at no additional cost to the DDS.
- If you register for a PIN and password as an organization, we have a right to audit access for individuals using your PIN and password.
- All access to the ERE web site must be limited to SSA/DDS approved business.

3.2.7

- a. Vendor must have a minimum 5 years experience providing medical transcription services to providers of similar nature and volume. Vendor should provide three references with their bid submission for which the vendor has provided medical transcription service

within the past ten (10) years. The references should be submitted with the vendor bid and must be provided within 24 hours of request. The letters should be in the form of recommendation. The evaluator's may contact the references as needed to confirm the required experience.

- b. All transcriptionists must have a minimum 2 years experience transcribing medical related reports. Advise as to whether the individuals are full time or part time.

3.2.8 Work deemed unsatisfactory by the DDS, and proven to the vendor, will be done at one-half price. This includes unsatisfactory transcriptions that are retyped by the DDS and work that is not accomplished in a timely manner according to the terms of paragraph C below.

- A. Vendor must have in place a quality assurance program to assure accuracy of daily-transcribed reports.
- B. Vendor shall maintain procedures so dictation is not lost or overlooked. Vendor shall manage problem dictation such as those with incomplete dictation of doctor's name, address, or claimant name, dictations with incomprehensible words, phrases, etc., so that problems are resolved as much as possible before transmission of completed report. Vendor shall have procedures for handling partial dictations so that reports dictated in two or more sessions are connected and transmitted to DDS as a single report. Vendor shall have procedures to handle the following problems: dictator's speech is too fast, too soft, or is garbled or muffled; dictator has foreign accent; dictator plays tape into telephone. Some CE sources may prefer to dictate into a tape and forward these to your office for completion. Also, refer back to required features of program.
- C. Vendor's timeliness performance will be considered satisfactory when at least 95% of dictated reports are transcribed and transmitted to DDS within two (2) working days of dictation. Assessment will be done as the DDS monitors the saved indexes and logs (as necessary) as well as receives medical providers feedback and inquiries. These reports and inquiries will concern but not be limited to: date of dictation, date typed, and transmission date. Vendor shall maintain a high level of quality. There shall be no more than three (3) typographical errors or misspelled words per report. Correction by erasure is not acceptable. The DDS reserves the right to require, at no extra charge, the retyping or correction and transmission of reports with more than three (3) typographical errors or misspelled words, or with incorrect format or complaints about quality from the dictator. Quality performance will be assessed by the DDS based on any complaints and staff review of typed reports. The quality performance is satisfactory when at least 98% of the reports have no complaints from dictators or DDS staff that there were more than three (3) typing errors or misspelled words or that incorrect format was used. In the event that the performance standards for timeliness and quality are not met for a calendar month, that month's performance shall be considered unsatisfactory. The DDS will notify the vendor of unsatisfactory performance, which will be followed up by a written notification summarizing the unsatisfactory performance. If performance is still unsatisfactory thirty (30) days following written notice to the vendor, a contract line rate reduction of 10% will be implemented.

3.2.9 Type CE reports using standard type on 8 ½ x 11 bond paper. The top, bottom, and side

margins shall be no more than 1 1/4" on all transcribed reports. A line is defined as follows: the Microsoft Word total character count with spaces per document divided by 75 will equal the billable lines for the document. Should the resulting billable lines not be an even number, that number will be rounded up. For instance a document with 5882 characters with spaces as determined by Microsoft Word software divided by 75 equals 78.42 lines which rounded up equals 79 billable lines for that document. The DDS will count the lines and pay according to the DDS's count not the vendor's line count.

3.2.10 Include the dictator's name and address and examiner's name on the initial page of each report. The name and address will be spaced and typed to permit the use of a window envelope for mailing.

3.2.11 Include the claimant's name, Social Security number, and appropriate page number at the top of all pages.

3.2.12 Include on the final page of each report a "signature line". The "signature line" will consist of the dictator's name and title (as provided by the dictator).

3.2.13 Provide daily to the DDS a detailed log showing the work transcribed to include the doctor's name, claimant's name, examiner's name, total number of lines in the report, and number of reports, which will be billed to the DDS. Have the capability, when requested, to provide reports to the DDS indicating the pending dictation received in the past 24 hours.

3.2.14 Observe the confidentiality of transcribed reports as required by the Federal Privacy Act and the Freedom of Information Act. Vendor employees who will perform this contractual work shall be required to sign statements of confidentiality. The original copy of each signed statement must be submitted to the DDS two (2) weeks prior to full implementation of service. Any new or additional employees are required to sign a statement of confidentiality and the original copy sent to the DDS.

3.2.15 Microsoft Word and Internet Explorer will be the standard software by which the vendor uses; simply because this is more often the preference most providers will have as office equipment. However, the vendor will have in place necessary concessions and tech support to assist providers where compatibility is an issue (Macintosh, alternative word processing software or internet browsers).

3.2.16 Include the dictator's name and address and examiner's name on the initial page of each report.

3.2.17 Include the claimant's name, Social Security number (or last 4), or case number and appropriate page number at the top of all pages.

3.2.18 Include on the final page of each report a "signature line". The "signature line" will consist of the dictator's name and title (as provided by the dictator).

3.2.19 Have the capability, when requested, to provide reports to the DDS indicating the pending dictation received in the past 24 hours.

3.2.20 Observe the confidentiality of transcribed reports as required by the Federal Privacy Act and the Freedom of Information Act. Vendor employees who will perform this contractual work shall be required to sign statements of confidentiality. The Vendor must have a process in place

in which signed statements can be readily available if requested by DDS or SSA.

### 3.3 General Terms and Conditions

#### 3.3.1 Record Disclosure: Confidential Information:

During the term of this contract and thereafter, the Contractor shall respect the confidentiality of confidential data, information, and other such matters disclosed and entrusted to him/her in the contract, or upon termination thereof, the Contractor shall return to the State agency (DDS), all such confidential matters in their possession belonging to the other party, and further, agrees not to use such information without the expressed written permission of the State agency (DDS).

Neither the contractor nor any of the Contractor's employees involved in processing reports shall disclose any information that identifies the claimant, physician, or facility without documented permission of the DDS. Such disclosures will subject the Contractor to the penalties of the Federal Privacy Act. The Contractor must also certify compliance with the Health Insurance Portability and Accountability Act (HIPAA) of 1996. Sensitive records ready for disposal must be destroyed by burning, pulping, shredding, macerating, or other suitable similar means that ensures the information in the record is definitively destroyed. Definitively destroying the records means the material cannot be reassembled and used in an inappropriate manner in violation of law and regulation. Sensitive records are records that are national security classified or exempted from disclosure by statute, including the Privacy Act, or regulation. Electronic records must be definitively destroyed in a similar manner that prevents reconstruction as well.

#### 3.3.2 Facility Security:

The contractor must perform all work in a secure facility (facilities) which ensures the confidentiality of all reports. This requires all work pertaining to this contract to be performed in the Contractor's facility under the direct supervision of the designated contractor at all times. Social Security Administration's regulations prohibit the subcontracting of the functions in this contract due to confidentiality of materials, information, and data... without prior written consent of the State Agency (DDS). The Contractor must have a plan in place to safeguard confidentiality. All work connected with this contract will be performed in a secure facility, one which can be monitored and/or "audited" by the contractor and/or the DDS. No information obtained in connection with this contract will be transmitted electronically or by any other means, unless it is encrypted using the most secure systems "environment/software" available.

#### 3.3.3 Special Terms & Conditions:

No portion of the work shall be subcontracted without prior written consent of the purchasing agency. In the event that the Contractor desires to subcontract some part of the work specified herein, the Contractor shall furnish the purchasing agency with the names, qualifications, and experience of their proposed subcontractors. The Contractor, shall, however, remain fully liable and responsible for the work to be done by its subcontractor(s) and shall assure compliance with all requirements of this contract. The subcontractor must adhere to the same facility requirements as the Contractor. The State will consider the Vendor to be the sole point of contact with regards to contractual matters and is solely responsible for payment of all subcontractors. Additionally, any subcontracts formed must also contain the information specified herein.

**3.3.4 Loss Reporting – PII:** The contractor is responsible for safeguarding personally identifiable information (PII) and immediately reporting any loss to the appropriate State Agency (DDS) official. The contractor shall ensure that all employees report lost or possibly lost PII immediately. The contractor should gather the following information to report the loss of PII: Contact information, description of loss (including time and location), what safeguards were

used, which components (divisions or areas) were involved, whether external organizations were contacted, and whether other reports have been filed (e.g., law enforcement).

### **3.3.5 Enforcement & Recommendations:**

The DDS maintains the right to conduct periodic onsite visits/reviews to ensure compliance with contract specifications and procedures. Furthermore, the DDS recommends that the contractor have appropriate forms of suitability and systems monitoring safeguards in place. Contractor positions should be designated at the proper risk/sensitivity levels commensurate with the public trust or national security responsibilities and attributes of the position as they relate to the efficiency of the service. They should be ranked in accordance with the degree of potential adverse impact on the efficiency of service that an unsuitable person could cause. Suitability refers to whether the conduct of an individual may reasonably be expected to interfere with or prevent effective performance in his/her position or prevents effective performance of the duties and responsibilities of the employing agency. Contractors must ensure that employment of individuals in a sensitive or public trust position is appropriate. Documentation of the rationale underlying risk designation decisions should be retained for potential audit purposes.

### **3.3.6 Conflict of Interest:**

Vendor affirms that it, its officers or members or employees presently have no interest and shall not acquire any interest, direct or indirect which would conflict or compromise in any manner or degree with the performance or its services hereunder. The Vendor further covenants that in the performance of the contract, the Vendor shall periodically inquire of its officers, members and employees concerning such interests. Any such interests discovered shall be promptly presented in detail to the Agency.

### **3.3.7 Prohibition Against Gratuities:**

Vendor warrants that it has not employed any company or person other than a bona fide employee working solely for the vendor or a company regularly employed as its marketing agent to solicit or secure the contract and that it has not paid or agreed to pay any company or person any fee, commission, percentage, brokerage fee, gifts or any other consideration contingent upon or resulting from the award of the contract.

For breach or violation of this warranty, the State shall have the right to annul this contract without liability at its discretion, and/or to pursue any other remedies available under this contract or by law.

### **3.3.8 Certifications Related to Lobbying:**

Vendor certifies that no federal appropriated funds have been paid or will be paid, by or on behalf of the company or an employee thereof, to any person for purposes of influencing or attempting to influence an officer or employee of any Federal entity, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment or modification of any Federal contract, grant, loan, or cooperative agreement.

If any funds other than federally appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee or any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, the Vendor shall complete and submit a disclosure form to report the lobbying.



Vendor agrees that this language of certification shall be included in the award documents for all sub-awards at all tiers (including subcontracts, sub-grants, and contracts under grants, loans, and cooperative agreements) and that all subrecipients shall certify and disclose accordingly. This certification is a material representation of fact upon which reliance was placed when this contract was made and entered into.

### **3.3.9 Vendor Relationship:**

The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by the parties to this contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents.

Vendor shall be responsible for selecting, supervising and compensating any and all individuals employed pursuant to the terms of this RFP and resulting contract. Neither the Vendor nor any employees or contractors of the vendor shall be deemed to be employees of the State for any purposes whatsoever.

Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension or other deferred compensation plans, including but not limited to Workers' Compensation and Social Security obligations, and licensing fees, etc. and the filing of all necessary documents, forms and returns pertinent to all of the foregoing.

Vendor shall hold harmless the State, and shall provide the State and Agency with a defense against any and all claims including but not limited to the foregoing payments, withholdings, contributions, taxes, social security taxes and employer income tax returns.

The Vendor shall not assign, convey, transfer or delegate any of its responsibilities and obligations under this contract to any person, corporation, partnership, association or entity without expressed written consent of the Agency.

### **3.3.10 Indemnification:**

The Vendor agrees to indemnify, defend and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person or firm performing or supplying services, materials or supplies in connection with the performance of the contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use or disposition of any data used under the contract in a manner not authorized by the contract, or by Federal or State statutes or regulations; (3) Any failure of the Vendor, its officers, employees or subcontractors to observe State and Federal laws, including but not limited to labor and wage laws.

### **3.3.11 Governing Law:**

This contract shall be governed by the laws of the State of West Virginia. The Vendor further agrees to comply with the Civil Rights Act of 1964 and all other applicable laws (Federal, State or Local Government) regulations.

### **3.3.12 Compliance with Laws and Regulations:**

The vendor shall procure all necessary permits and licenses to comply with all applicable laws, Federal, State or municipal, along with all regulations, and ordinances of any regulating body.

The Vendor shall pay any applicable sales, use, or personal property taxes arising out of this contract and the transactions contemplated thereby. Any other taxes levied upon this contract, the transaction, or the equipment, or services delivered pursuant here to shall be borne by the contractor. It is clearly understood that the State of West Virginia is exempt from any taxes regarding performance of the scope of work of this contract.

**3.3.13 Term of Contract & Renewals:**

This contract will be effective (date set upon award) and shall extend for the period of one (1) year, at which time the contract may, upon mutual consent, be renewed. Such renewals are for a period of up to one (1) year, with a maximum of two (2) one year renewals, or until such reasonable time thereafter as is necessary to obtain a new contract. The "reasonable time" period shall not exceed twelve (12) months. During the "reasonable time" period the vendor may terminate the contract for any reason upon giving the Agency ninety (90) days written notice. Notice by Vendor of intent to terminate will not relieve Vendor of the obligation to continue to provide services pursuant to the terms of the contract.

Any change in Federal or State law, or court actions which constitute binding precedent in West Virginia, and which significantly alters the Vendor's required activities or any change in the availability of funds, shall be viewed as binding and shall warrant good faith renegotiation of the compensation paid to the Vendor by the Agency and of such other provisions of the contract that are affected. If such renegotiation proves unsuccessful, the contract may be terminated by the State upon written notice to the Vendor at least thirty (30) days prior to termination of this contract.

**3.3.14 Non-Appropriation of Funds:**

If the Agency is not allotted funds in any succeeding fiscal year for the continued use of the service covered by this contract by the West Virginia Legislature, the Agency may terminate the contract at the end of the affected current fiscal period without further charge or penalty. The Agency shall give the vendor written notice of such non-allocation of funds as soon as possible after the Agency receives notice. No penalty shall accrue to the Agency in the event this provision is exercised.

**3.3.15 Contract Termination:**

The State may terminate any contract resulting from this RFQ immediately at any time the Vendor fails to carry out its responsibilities or to make substantial progress under the terms of this RFP and resulting contract. The State shall provide the Vendor with advance notice of performance conditions which are endangering the contract's continuation. If after such notice the Vendor fails to remedy the conditions contained in the notice, within the time period contained in the notice, the State shall issue the Vendor an order to cease and desist any and all work immediately. The State shall be obligated only for services rendered and accepted prior to the date of the notice of termination.

The contract may also be terminated upon mutual agreement of the parties with thirty (30) days prior notice.

**3.3.16 Changes:**

If changes to the original contract become necessary, a formal contract change order will be negotiated by the State, the Agency and the Vendor, to address changes to the terms and conditions, costs of work included under the contract. An approved contract change order is defined as one approved by the Purchasing Division and approved as to form by the West Virginia Attorney General's Office, encumbered and placed in the U.S. Mail prior to the effective

date of such amendment. An approved contract change order is required whenever the change affects the payment provision and/or the scope of the work. Such changes may be necessitated by new and amended Federal and State regulations and requirements.

As soon as possible after receipt of a written change request from the Agency, but in no event more than thirty (30) days thereafter, the Vendor shall determine if there is an impact on price with the change requested and provide the Agency a written statement to identifying any price impact on the contract or to state that there is no impact. In the event that price will be impacted by the change, the Vendor shall, provide a description of the price increase or decrease involved in implementing the requested change.

**NO CHANGE SHALL BE IMPLEMENTED BY THE VENDOR UNTIL SUCH TIME AS THE VENDOR RECEIVES AN APPROVED WRITTEN CHANGE ORDER.**

**3.3.17 Invoices, Progress Payments, & Retainage:**

The Vendor shall submit invoices, in arrears, to the following address:

Administrative Office  
Disability Determination Section  
500 Quarrier St., Suite 500  
Charleston, WV 25304

The invoice is to be sent at least 2 times a month and show by each day the number of reports with the total lines for that day with each office separate.

The DDS is under no obligation to pay for transcribed reports which do not belong to the department or are otherwise unusable.

**3.3.18 Record Retention (Access & Confidentiality):**

Vendor shall comply with all applicable Federal and State of West Virginia rules and regulations, and requirements governing the maintenance of documentation to verify any cost of services or commodities rendered under this contract by Vendor. The Vendor shall maintain such records a minimum of five (5) years and make available all records to Agency personnel at Vendor's location during normal business hours upon written request by Agency within 10 days after receipt of the request.

Vendor shall have access to private and confidential data maintained by Agency to the extent required for Vendor to carry out the duties and responsibilities defined in this contract. Vendor agrees to maintain confidentiality and security of the data made available and shall indemnify and hold harmless the State and Agency against any and all claims brought by any party attributed to actions of breach of confidentiality by the Vendor, subcontractors, or individuals permitted access by Vendor.

**3.3.19 Quantities:**

Quantities listed in the requisition are approximations only, based on estimates supplied by the end users. 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.

**DRS120032  
BID SHEET**

All inclusive per line cost.....\$ 0.104

RFQ No. \_\_\_\_\_

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: \_\_\_\_\_

Authorized Signature: \_\_\_\_\_ Date: \_\_\_\_\_

State of \_\_\_\_\_

County of \_\_\_\_\_, to-wit:

Taken, subscribed, and sworn to before me this \_\_\_\_ day of \_\_\_\_\_, 20\_\_.

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

**AFFIX SEAL HERE**

**NOTARY PUBLIC** \_\_\_\_\_

# State of West Virginia VENDOR PREFERENCE CERTIFICATE

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

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 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:**  
 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: \_\_\_\_\_ Signed: \_\_\_\_\_

Date: \_\_\_\_\_ Title: \_\_\_\_\_

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



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

**request for  
 Quotation**

REQ NUMBER  
**DRS120032**

P. 1/5  
**1**

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

RFQ COPY  
 TYPE NAME/ADDRESS HERE

**AccuTrans Sol**

United Family Healthcare, Inc.  
 DBA / AccuTrans Solutions  
 43029 Hedgeapple Court  
 Ashburn, VA 20147

DIV OF REHABILITATION SERVICES  
 DISABILITY DETERMINATION SECT.  
 500 QUARRIER ST  
 SUITE 500  
 CHARLESTON, WV  
 25301 304-558-5340

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
08/17/2011				
BID OPENING DATE: 08/31/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UQP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
THIS ADDENDUM IS ISSUED TO ADDRESS THE QUESTIONS SUBMITTED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 08/15/2011.						
0001	1	EA		961-72		
TRANSCRIPTION SERVICES				LEGAL AND MEDICAL		
EXHIBIT 10				REQUISITION NO.: DRS120032		
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:						
NO. 1 . . . . X . . . .						
NO. 2 . . . . .						
NO. 3 . . . . .						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE 	TELEPHONE 800.287.9457 x701	DATE 8/31/2011
TITLE CEO	FEIN 27-1197104	ADDRESS CHANGES TO BE NOTED ABOVE

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

## GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
  2. The State may accept or reject in part, or in whole, any bid.
  3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
  4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
  5. Payment may only be made after the delivery and acceptance of goods or services.
  6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
  7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
  8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
  9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
  10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
  11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
  12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
  13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at [www.state.wv.us/admin/purchase/vrc/hipaa.htm](http://www.state.wv.us/admin/purchase/vrc/hipaa.htm) and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
  14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
  15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
  16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.
- I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

### INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).





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	NO. 1963	P. 3/5
DRS120032		2

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

RFQ COPY  
 TYPE NAME/ADDRESS HERE

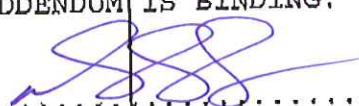
VENDOR

United Family Healthcare, Inc.  
 DBA / AccuTrans Solutions  
 43029 Hedgeapple Court  
 Ashburn, VA 20147

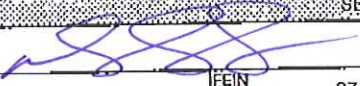
SHIP TO

DIV OF REHABILITATION SERVICES  
 DISABILITY DETERMINATION SECT.  
 500 QUARRIER ST  
 SUITE 500  
 CHARLESTON, WV  
 25301 304-558-5340

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
08/17/2011				
BID OPENING DATE: 08/31/2011		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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;">               .....              SIGNATURE              .....              AccuTrans Solutions              .....              COMPANY              .....              8/31/2011              .....              DATE         </p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>----- END OF ADDENDUM NO. 1 -----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
	800.287.9457 x701	8/31/2011
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
CEO	27-1197104	

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

**DR\$120032****ADDENDUM # 01**

1. Reference paragraph 1.12: Is there a point system that will be applied to the scoring criteria during the evaluation process? For example: 30 points for lowest per line price, 40 points for technical approach, and 30 points for experience? If not, is our understanding correct that the award will be based solely on the lowest price from any vendor stating in their proposal that they can meet the specifications and regardless of whether, for instance, they have 5 years of experience or 10 years of experience, or whether the experience is DDS specific or not, etc.?

**No. This is a Request for Quote. Award will be made to the lowest bid vendor meeting the specifications as stated in the document. The minimum experience is five years for work of a similar nature and volume.**

2. Reference paragraph 3.2.7a: Are you requiring vendors to submit signed letters of recommendation with the proposal, or just a listing of references with the potential for the need to provide signed recommendation letters later?

**If the vendor does not include them with their bid, they must provide them within 24 hours of request. We prefer the references be in the form of a letter of recommendation with contact information for the agency to confirm.**

3. Are there any specific insurance requirements, to include submitting a Certificate of Insurance with the proposal?

**No.**

4. What is the current per line cost?

**\$.109 per line**

5. What is the current definition of a line? A typed CE report margins shall be no more than 1 3/4" on all transcribed reports. If paper report is requested is shall be typed on 8 1/2 X 11" bond paper.

**Please see specification 3.2.9 for the definition of a line for payment purposes.**

6. Who is the current vendor?

**We are currently in contract with I-MEDX.**

7. What are the actual number of lines billed with the current contract in the past 6 months?

**1,102,334 lines**

8. In the RFQ, section 3.2.5, briefly describes transmission of consultative examinations to the DDS. What equipment will vendor be connecting with and will vendor be providing said equipment? If vendor is to provide said equipment, what are the required specifications?

**"Telephone charges" refer to any FAX and/or landline phone correspondence/usage that is necessary between the vendor and DDS to conduct business efficiently. The costs for calling and/or FAXING to the DDS would be the vendor's responsibility.**



**State of West Virginia, Purchasing Division  
Division of Rehabilitation Services,  
Disability Determination Section  
Transcription Services, Legal & Medical  
Bid Quote**

**submitted in response to:  
DRS120032**

**31 December 2011**

**SUBMITTED BY:**  
United Family Healthcare, Inc. dba /  
Accutrans Solutions  
43029 Hedgeapple Court  
Ashburn, VA 20147

**SUBMITTED TO:**  
Attn: Department of Administration,  
Purchasing Division, Building 15  
2019 Washington Street, East  
Charleston, WV 25305-0130

**CONTENTS SHOULD BE CONSIDERED SENSITIVE & PROPRIETARY**



This page intentionally left blank.



## Table of Contents

<b>EXECUTIVE SUMMARY .....</b>	<b>5</b>
<b>1.0 TRANSCRIPTION SERVICES .....</b>	<b>5</b>
1.1 Technical Services .....	5
1.2 Management Approach .....	6
1.2.1 Account Manager .....	6
1.2.2 Quality Control Analyst.....	6
1.3 Security .....	6
1.3.1 Physical Security .....	6
1.3.2 Information Security.....	6
1.3.3 Desktop Access.....	7
1.3.4 Continuity .....	7
1.3.5 Privacy .....	7
<b>2.0 PRICE QUOTE .....</b>	<b>7</b>
2.1 AccuTrans Solutions Cost Approach.....	7
2.1.1 Line Count.....	7
2.1.2 Price Detail .....	7
2.1.3 Billing Information.....	7
<b>3.0 SUBCONTRACTING .....</b>	<b>8</b>
<b>4.0 GENERAL COMPANY INFORMATION .....</b>	<b>8</b>
<b>5.0 BIDDER'S PAST PERFORMANCE.....</b>	<b>9</b>



## EXECUTIVE SUMMARY

AccuTrans Solutions has been in business since October 10, 2000. United Family Healthcare, Inc. was incorporated in the state of Virginia on November 4, 2009. Effective June 1, 2010, United Family Healthcare, Inc. acquired AccuTrans Solutions.

AccuTrans Solutions provides medical, legal and general transcription services to the Department of Defense, State Agencies, commercial medical practices, physicians offices, legal firms, and other government and commercial customers. AccuTrans Solutions is headquartered in Ashburn, VA. and has resources located in several locations worldwide. Additional information on the AccuTrans Solutions division is available on its website at [www.accutranssolutions.com](http://www.accutranssolutions.com).

We are proud of our 10 year plus history with our existing client base, excelling in customer service, and look forward to building our collectively rich history of achievements and innovations with your organization. AccuTrans Solutions has assembled a team of highly skilled transcriptionists with outstanding knowledge and breath of experience to access an extensive base, analyze emerging technology capabilities and to assess the future impact to our customers. Our cost and pricing is based on providing the best people and best value to your organization for the solution that you require.

This proposal provides the cost and pricing data that supports our assignment of the right resources to perform specific tasks, to maintain mission continuity and improve productivity by multi-tasking our personnel while keeping cost under tight control. AccuTrans Solutions' extensive experience supporting these requirements has enabled us to identify the essential personnel qualifications and multi-disciplinary requirements of the stated scope of work. We already have in place an eminently qualified team with the necessary experience to provide you support. AccuTrans Solutions is a proven, responsive and low-risk asset for continuing to support you in all of your transcription needs.

## 1.0 TRANSCRIPTION SERVICES

### 1.1 Technical Services

AccuTrans Solutions will provide toll free service which allows you to dictate from any touch tone phone any time (24 hours per day) from anywhere in North America or including Canada. We use Boston Bar Systems Corp's Telewave dictation system. Telewave is recognized as one of the leading dictation systems in both the Medical and Legal communities. We provide unique user ID's for each user who dial into the servers. The completed sound files are then located on the servers for access by our transcriptionists in either standard .wav or compressed .mp3 format.

Our workflow system is built into the telephone service which allows each dictating medical provider to be allocated to a specific or group folder on our secure FTP site. We are able to assign unique ID's for each client as well as individual FTP ID's as required for each folder on the secure FTP Site.

Once those reports are dictated our dedicated Regional Account Manager will retrieve the files from our transcription system and assign them to one of our medical transcriptionists who will then complete the transcription using our standard workstation configuration and upload to the facility computerized patient record systems. Our standard workstation configuration includes desktop/laptop computer, Express Scribe, Microsoft Office compatible software, a Lanier



headset, a universal foot pedal, AHDI Book Of Style for Medical Transcription 3<sup>rd</sup> Edition, Stedman's reference manual, and Mosby's reference manual.

## **1.2 Management Approach**

### **1.2.1 Account Manager**

All of our clients are assigned an account manager to assist with all services that may be required throughout the period of performance for this contract. AccuTrans Solutions' approach to customer service ensures a high degree of customer satisfaction from our clients as they only have one phone call to make for all of their needs. This approach also ensures that we continue to build relationships with our clients so that we truly understand their individual needs so that we can continue to offer high quality custom service.

### **1.2.2 Quality Control Analyst**

All transcription will be verbatim and contain no omissions or deviations from the content of the recording. In addition our standard quality assurance process requires all transcripts to be proof read by a quality assurance analyst. The quality assurance analyst shall not be the same individual who initially transcribes the document.

## **1.3 Security**

AccuTrans Solutions shall properly safeguard all recordings and transcribed documents. Such safeguards shall include, but are not limited to, maintaining adequate controls over recordings and resulting documents when being processed. AccuTrans Solutions shall not release, copy, or make available any recording, transcribed document, or information relating to them to any individual other than designated agency personnel unless specifically authorized in writing.

### **1.3.1 Physical Security**

Access to our data storage facilities is controlled by key entry only. Only authorized staff who are fully aware and trained in the HIPAA Privacy requirements will be issued access.

### **1.3.2 Information Security**

- We use an ICSA certified firewall and filter on incoming ports allowing only FTP and management ports for administrative access into our system.
- Our network performs Network Address Translation (NAT) and addresses cannot be routed without traversing the firewall.
- When our FTP Server is accessed with any FTP Client that also supports SSL all files are encrypted while being sent across the internet. This means, anyone intercepting any data while it is being transferred from our server to your computer could not interpret or decode this data.
- To access any data from our FTP Server, a valid username and password is required.





### 1.3.3 Desktop Access

- Access to our network is limited by auto-logout, ID/password protection, password protected screensavers, and a security-enabled OS (WinNT)
- Only fully trained staff have access to the server and dictation files for support and maintenance.

### 1.3.4 Continuity

- The operating software and digital voice software reside on two 80 GB mirrored hard drives which provide full fault tolerance and total system redundancy. Only one of the server towers is in use at any particular time, thereby guaranteeing a second level of system redundancy as well as a readily accessible emergency parts inventory.

### 1.3.5 Privacy

- We are not responsible for nor will we provide access to any files on our system to any other person other than those authorized by the originator of the dictation.
- We will not release any files directly to a patient.
- The responsibility for enabling the patients to control their health records including access, disclosures, 'minimum necessary' standard, consent and authorization, etc. resides with the medical professional who initiated that document.

## 2.0 PRICE QUOTE

### 2.1 AccuTrans Solutions Cost Approach

#### 2.1.1 Line Count

AccuTrans Solutions defines a line by counting all characters within a document and dividing by 75. This is the most transparent method of billing in the transcription industry and is also the most widely used. However, should your organization have different needs AccuTrans Solutions will meet those requirements.

#### 2.1.2 Price Detail

Price per 75 character line	\$	0.104
-----------------------------	----	-------

#### 2.1.3 Billing Information

The following describes the general billing information used by AccuTrans Solutions.

##### 2.1.3.1 Customer Credit Card Purchases

We have assumed the proposed services or products will not be purchased using a customer's credit card. Bank fees charged to AccuTrans Solutions for customer credit card use to purchase the proposed services or products have not been proposed.



**2.1.3.2 General Conditions and Payment Information**

Invoice Cycle: Per the Bid Specifications AccuTrans Solutions will invoice twice per month

Payment terms: Payments are due 30 calendar days from the invoice date.

Validity Period: This proposal shall remain valid from 120 days of the submission date.

**3.0 SUBCONTRACTING**

Per the Bid Specifications AccuTrans Solutions will receive written consent of the purchasing agency prior to subcontracting any portion of the work.

**4.0 CONTRACT RENEWAL PRICING**

Per the Bid Specifications the price per line included with this quote is firm for the life of the contract. For contract renewals any price modifications, whether they be up or down, will be approved by the Director of Purchasing.

**5.0 GENERAL COMPANY INFORMATION**

The following provides general information about United Family Healthcare, Inc and the AccuTrans Solutions division.

Parent Company:

United Family Healthcare, Inc.  
dba/ AccuTrans Solutions  
Federal Tax ID (TIN): 27-1197104  
CAGE: 5V6N0  
DUNS: 833147437  
Address: 43029 Hedgeapple Court  
Ashburn, VA 20147  
State of Incorporation: Virginia

Person Authorized to Negotiate on behalf of United Family Healthcare, Inc.:

David K. Goff  
[david.goff@accutranssolutions.com](mailto:david.goff@accutranssolutions.com)  
43029 Hedgeapple Court  
Ashburn, VA 20147  
800.287.9457 x701  
703.347.3846



## 6.0 BIDDER'S PAST PERFORMANCE

As mentioned above, AccuTrans Solutions has been in the business of providing medical and legal transcription for over 10 years. Below are some of our current representative clients and attached are letters of recommendation from the majority of these clients.

### A. Reference #1

- a. Customer: Virginia Employment Commission
- b. Contact: Doris Faulkner, Commonwealth of Virginia
- c. Address: 703 E Main St. Richmond, VA 23219
- d. Phone Number: 804-786-6030

### B. Reference #2

- a. Customer: Christus Spohn Health System
- b. Contact: Dr. Erik M Santos, Dr. Aaron Tucker
- c. Address: 613 Elizabeth Suite #804 Corpus Christi, TX 78404
- d. Phone Number: 361-881-3351

### C. Reference #3

- a. Customer / Contact: Dr. Stephen Barth, Family Practice
- b. Address: 3301 South Alameda #204 Corpus Christi, TX 78413
- c. Phone Number: 361-853-4191

### D. Reference #4

- a. Customer: Christus St. Catherine Medical Group – Gastroenterology
- b. Contact: Dr. Amir Ahmed
- c. Address: 707 S. Fry Rd #365 Katy, TX 77450
- d. Phone Number: 281-599-6960

### E. Reference #5

- a. Customer: Christus St. Catherine Hospital
- b. Contact: Dr. Jose Diez
- c. Address: 19770 Kingsland Blvd Houston, TX 77094
- d. Phone Number: 281-599-6970

### F. Reference #6

- a. Customer: Dr. Eisen Espina
- b. Address: 5525 S. Staples St. Unit E-2 Corpus Christi, TX 78411
- c. Phone Number: 361-993-9500



August 23, 2011

To Whom It May Concern:

Shoreline Orthopedics has been utilizing AccuTrans Solution for our transcription needs since August 2010. We have been very satisfied with their professionalism and servicing our needs. We would highly recommend them as a transcription service for your business.

Sincerely,

A handwritten signature in black ink, appearing to read "Erick M. Santos", written over a horizontal line.

Dr. Erick M. Santos, MD, PhD

A handwritten signature in black ink, appearing to read "Wm. Aaron Tucker", written over a horizontal line.

Dr. Wm. Aaron Tucker, DO

Stephen H. Barth, M.D.  
3301 South Alameda #204  
Corpus Christi, Tx., 78411  
361-853-4191

August 24, 2011

To Whom It May Concern:

I have used AccuTrans for my office transcription now for over four years. The use of this service has been extremely easy and hassle free. The prices are reasonable and the turnaround time is 24 hours or less. I highly recommend this service to anyone looking for transcription services.

Sincerely yours,



Stephen H. Barth, M.D.  
Family Practice

SHB/blk



**CHRISTUS.**  
**ST. CATHERINE MEDICAL GROUP**  
Gastroenterology Center

August 26, 2011

To Whom It May Concern;

Please be advised that we have been utilizing AccuTrans Solutions for our practice dictation since June, 2011. The staff at AccuTrans Solutions are expedient with the turnaround time for dictation. The quality of dictation meets our standards for efficiency and accuracy. I would highly recommend their agency for any of your office dictation needs.

Please feel free to contact our office if you need any further assistance.

Sincerely,

Amir R. Ahmed, MD  
Board Certified in Gastroenterology



**CHRISTUS<sup>®</sup>**  
**ST. CATHERINE MEDICAL GROUP**  
Cardiology Associates

August 24, 2011

**Letter of recommendation**

We here at Cardiology Associates are very impressed and pleased with AccuTrans for their exceptional work and professionalism in regards to our dictation needs. We recognize that you have consistently achieved, and often exceeded, your goals, in being proficient with our dictation needs. Such performance does not go unnoticed. Cardiology Associates are very fortunate to have such a professional staff working for our dictation needs and answers all questions with speed. We are very pleased with your work and together we can accomplish great things. Keep up the good work!

José G. Díez, MD, FACC, FSCAI  
Medical Director Cardiovascular Program  
CHRISTUS St. Catherine Hospital

EISEN J. ESPINA, M.D., P.A.

FELLOW, AMERICAN ACADEMY OF FAMILY PHYSICIANS


Telephone: (361)993-9500  
Office Hours by Appointment  
IF NO ANSWER - (361)884-0661

THE ENCLAVE  
5525 S. STAPLES ST. UNIT E-2  
CORPUS CHRISTI, TX 78411

---

August 25, 2011

I have been using Accutrans Solutions for five months now and I am very pleased with their work. They are very knowledgeable with medical terms and I hardly ever have to make any corrections. The turn-around time is within 24 hours and the charge is very reasonable. I would highly recommend Accutrans Solutions to other offices for their transcription needs.

  
Eisen J. Espina, M.D.