

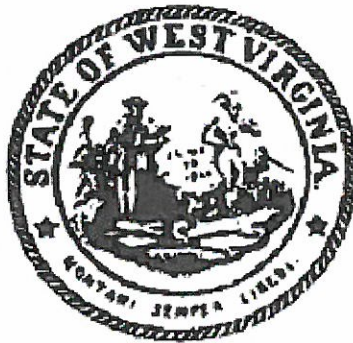


Dictate Express

BID RECEIVED LATE
BUYER EVERLYN P. NEWTON
WITNESS Jana Kyle
DISQUALIFIED

Proposal For:

State of West Virginia, Insurance Commissioner



RFQ INS14015

Transcription Services

April 8th, 2014

04/08/14 09:10:12AM
West Virginia Purchasing Division

TABLE OF CONTENTS

	<u>Page #</u>
Letter of Transmittal	3
1. Dictate Express Profile	4
Stability of firm.	
2. Management and Key Personnel	5
Staff that will provide services.	
Staff member that will be the account manager.	
Number of staff employed.	
3. Transcription Process	7
Process for how work will be completed.	
Ability to perform the scope of services.	
Implementation Plan	
4. Security	10
Measures taken to secure confidential materials.	
5. System Reliability and Backup	11
Measures taken secure confidential materials.	
6. References	13
References from other government agencies.	
7. Price Sheet	14
Attachment D - INS14015 Pricing Page	
8. Required Documents	15
Certification and Signature Page	
Purchasing Affidavit	
Vendor Preference Certificate	
Addendum Acknowledgement Form	



State of West Virginia Insurance Commissioner
RFQ - INS14015

April 1, 2014

Department of Administration, Purchasing Division
2019 Washing Street East
Charleston, WV 25305-0130

Re: RFQ - INS14015 - Transcription Services - West Virginia Insurance Commissioner

Dear Ms. Evelyn P. Melton:

Dictate Express, Inc. is pleased to submit the following bid for your consideration. Dictate Express has reviewed and accepts the terms and conditions of RFP INS14015.

We are highly qualified to provide professional transcription services to the West Virginia Insurance Commissioner. Dictate Express was incorporated in December 2006 and is an Economically Disadvantaged Woman-Owned Small Business (8E) incorporated in the state of California. Prior to 2006, Dictate Express was known as New Planet Solutions. Dictate Express currently provides transcription services to government, legal, and law enforcement agencies across the United States. Dictate Express is a privately-held United States based company generating approximately \$750 thousand annually in transcription services.

Transcription services will be performed by accredited U.S. based transcriptionists. We are highly familiar with the law enforcement processes, its specific terminology, and have the technical and service capabilities required to successfully provide transcription services to the West Virginia Insurance Commissioner. Dictate Express has nearly 50 highly experienced transcriptionists providing transcription and Quality Assurance. Our quality standards will meet and exceed the West Virginia Insurance Commissioner's accuracy rate and Turn Around Time as specified within the solicitation. Dictate Express maintains a dedicated team of senior staff on our customer care team. The customer care team interfaces directly with clients, transcriptionists and editors on a 24/7 basis to ensure a trouble-free experience.

We have diligently prepared this bid response and believe that we have fully and completely addressed all of the items raised in the solicitation. Although, we have no existing relationship with the West Virginia Insurance Commissioner, Dictate Express is fully capable of creating a relationship that will last. If the review committee feels anything is unclear or inadequately addressed, we trust that you will contact us and give us the opportunity to answer your questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'MC' with a flourish.

Mark Caton
Vice President

Dictate Express, Inc
777 S HWY 101, Suite 202 Solana Beach, CA 92075
T: 858-768-2409 | F: 858-768-2409
www.dictateexpress.com



1. INTRODUCTION TO DICTATE EXPRESS

Dictate Express, Inc. is a leading technology-enabled service company, which provides innovative transcription solutions for legal, law enforcement, and judicial organizations. Dictate Express specializes in products and services that facilitate adoption while improving outcomes in legal quality, workflow efficiencies, and financial considerations. Dictate Express has focused on the technologies that improve transcription workflow while reducing the burden of unfamiliar and time-consuming tasks. Dictate Express has been providing quality transcription services for over 10 years.

Dictate Express was incorporated in December 2006 and is an Economically Disadvantaged Woman-Owned Small Business (8E) incorporated in the state of California. Prior to 2006, Dictate Express was known as New Planet Solutions. Dictate Express, with revenues of approximately \$750 thousand annually, presently services over 200 clients across the United States and has the ability and capacity to successfully produce transcripts for the West Virginia Insurance Commissioner.

Dictate Express Advantage

With Dictate Express you get the technology of a "big company" and the customized customer care of a "small company" – the best of both worlds! We have the "big company" experience and ability that is second-to-none in the industry, regardless of size. We have innovative systems and processes in place. We have successfully implemented them in the past and are successfully performing them now. We can, and do, offer the most modern technology available in the industry today.

We are, however, a "small company" with all the personal client touches that implies. When you call our office, you will not get voicemail or have to play telephone tag to get a question answered. We customize your account to meet your needs – you don't have to fit your requirements into our processes. You are very important to us and you will be treated that way by everyone at Dictate Express.



2. MANAGEMENT AND KEY PERSONNEL

Annette Caton - President - Annette has been a business leader and technology advocate for the last 20 years. Beginning her career in Los Angeles in the film industry and later with "The Simpsons" as Director of New Media Annette oversees the financial and operational aspects of Dictate Express.

Mark Caton - Vice President Sales - Mark brings an eight year background in information technology, finance, and business operations. Mark has been with Dictate Express since its inception and has guided the transition and growth of Dictate Express from 4 transcriptionists to a current level of nearly 50. Mark will oversee all aspects of business operations for this contract.

Angela McConnell - Vice President Operations - Would be your Project Manager. She began her career in transcription in 1985. Among her early responsibilities was the task of designing all of the systems used in performing Federal Agencies contracts, including the design and implementation of the transition to digital recording several years ago as well as the planning, preparation and implementation of setting up many Federal Agencies accounts. Her management expertise exists in all areas of medical and legal transcription.

Cassi McConnell - Manager of Legal Operations - would be the Account Manager. She brings over five years of experience in the medical and legal transcription field as well as computer technology experience. Cassi would be responsible for the day-to-day management of this contract and would be the primary contact the West Virginia Insurance Commissioner.

Max Baker - Technical Supervisor - Max has over 20 years of experience as a software engineer, computer programmer, website designer and network trouble shooter. She has the responsibility for all of the software and hardware used by Dictate Express as well as any interfaces required. In addition, Dictate Express has access to outside knowledgeable programmer/technical staff to promptly and competently respond to questions and devise solutions to problems.

Bryan Ladd - Director of IT - As head of IT operations, Bryan is responsible for server and network operations, security compliance, data management, and electronic implementation. Bryan has over 15 years of IT management experience.

At least one member of the management team will always be present in the office during regular working hours and all of them have the ability **and authority** to answer any questions that may arise and to take whatever steps are necessary to resolve an issue. There will be no voice mail and/or telephone tag to play as you attempt to contact someone who has the ability and authority to answer your questions.

Contact Name	Contact Information
Mark Caton, Vice President	(858) 768-2409; mark@dictateexpress.com
Angela McConnell, Vice President of Operations	(918) 341-4374; angela@dictateexpress.com
Cassi McConnell, Manager of Legal Operations	(918) 893-5813; cassi@dictateexpress.com



Transcriptionists

Dictate Express hires only experienced transcriptionists. After an extensive testing process only the top 15% of all applicants are asked to interview. Upon completion of a detailed reference and background review offers are sent to those individuals who best subscribe to and operate under the core values of Dictate Express.

Dictate Express currently employs nearly 50 Certified Transcriptionists. It is not our policy to divulge the names of specific transcriptionists assigned to a particular account. However, all have been working in this field for the past several years and have direct experience with legal terminology and processes. All transcriptionists for this account reside in the US and have passed the Dictate Express testing procedure. We cannot provide typing speeds because we do not test for speed, believing that accuracy is more important than speed. Legal knowledge, evaluated by our testing, is most important so the transcriptionist can produce reports with a minimum of stopping to research terminology. Our rigorous testing procedure evaluates the following:

- Proper grammar usage of commonly misused words.
- Correct usage of punctuation.
- Verbatim and semi-verbatim transcription.
- Maintaining a 98.5% or better accuracy rate.

Background Check Policy:

Dictate Express conducts background checks on all job candidates post-offer (contingency offer). Dictate Express engages a third party administrator Clear Screening, Inc. to conduct background checks. The type of information that can be collected by this agency includes, but is not limited to, a criminal background check, education, employment history, credit, and professional and personal references. This process is conducted to verify the accuracy of the information provided by the candidate and determine his/her suitability for employment.

Dictate Express will ensure that all background checks are held in compliance with applicable federal and state statutes, such as the Fair Credit Reporting Act.

All criminal background screens are conducted post-offer (contingency offer). However, as part of Title VII of the Civil Rights Act, this information cannot be used as a basis for denying employment, unless it is determined to be job-related. Dictate Express reserves the right to make the sole determination concerning information or any employment decision arising out of the background check.

Dictate Express requires all contractors who routinely perform work for the company to sign agreements and continuously comply with the following:

- Constant confidentiality of all client information.
- Prohibiting any and all contact directly with the client.
- Saving or distributing any copies of transcripts.
- Must maintain password protection on all personal computers used for any transcription work.

3. DICTATE EXPRESS PROCESS

As described in the solicitation provided by the West Virginia Insurance Commissioner, Dictate Express is to provide transcription of digitally-recorded Hearings, electronically returned within ten (10) working days or expedited requests in seven (7) working days and digitally-recorded Decision/Orders, electronically returned within forty-eight (48) hours of receipt.

Upon receipt of each request, Dictate Express's process for receiving, transcribing and returning requests are as follows:

a) Upload Process

Dictate Express is positioned to provide immediate uploads and downloads or digital audio and completed transcripts through our secure FTP server. This capability, which is common practice for Dictate Express for many accounts, will allow for faster processing and return of transcripts.

b) Transcription Process

Once a digital audio file has been uploaded and a request received, it will be assigned to one of our US based Certified Transcriptionists for completion. Upon the transcriptionists' completion, the completed transcript will be assigned to Dictate Express's Quality Assurance team through the secure file server to be thoroughly checked for errors and corrections made.

b) Return of Transcripts

Dictate Express is positioned to provide electronic delivery of all completed transcripts to the West Virginia Insurance Commissioner within 10 working days or 7 working days for expedited requests of the receipt of request.

c) Turnaround Time (TAT)

Dictate Express will meet or exceed the TAT requirements described in RFQ - INS14015.
-100% of requests sent to Dictate Express will be completed and returned digitally via our secure FTP server within 10 working days or 7 working days for expedited requests.

Quality Assurance

1. Quality Assurance System (QA): Dictate Express has implemented and maintains a QA system that results in correction of potential and actual problems throughout the contract. The QA system contains processes for corrective actions without dependence upon direction from the West Virginia Insurance Commissioner and maintains records of all Dictate Express QA reviews and corrective actions.

2. Quality Reports: Reports shall be of the highest professional quality in the body of the text as well as any information in the header and footer. Dictate Express uses a legal spell checker on each document and performs corrections for spelling and grammar. Dictate Express shall be responsible for ensuring that all transcription is prepared using correct grammar, spelling and legal terminology, including that



particular to any subspecialty. Dictate Express shall be responsible for checking legal dictionaries and current reference sources as required to distinguish between similar sounding legal terms.

3. Screening and Proofreading: Dictate Express's procedures provide for screening and proofreading for the accuracy of all reports prior to transmittal. For any words or phrases that cannot be transcribed due to difficulties in hearing or understanding the dictator, then the transcriptionist shall enter a control code. This action inserts an incomplete marker which identifies it as an actionable item and where within the audio it occurred. The transcriptionist then continues typing. The Dictate Express software system keeps track of all incomplete markers. Upon completion, the report goes to an "incomplete queue" for review and correction.

4. Corrected Reports: Any reports returned to Dictate Express for correction for reasons stated herein, or reports that are otherwise unacceptable by the West Virginia Insurance Commissioner will be returned to Dictate Express within 48 hours of discovery of the error or problem, and shall be corrected within 24 hours of receipt at no additional expense.

5. Inaudible Reports: If any dictation should prove to be significantly or totally inaudible or otherwise unable to be transcribed, Dictate Express shall notify the West Virginia Insurance Commissioner within 24 hours of receipt of such dictation for problem resolution.

6. Order of Transcriptions: Reports are transcribed in the order in which they were received. Expedited reports shall be prioritized separately and processed in the order received.

7. Partial Dictation: A partial dictation is any incomplete report. Dictation may be interrupted if there is an equipment malfunction or if the dictator terminates the dictation prior to the end of the report. Dictate Express shall combine segments of the same report prior to final preparation, delivery, and billing to the West Virginia Insurance Commissioner. Otherwise, Dictate Express shall submit partial dictation unless specifically cancelled by the originator of the dictation.

8. Misplaced Reports: Misplaced reports are reports delivered and verified as transmitted but not delivered to the West Virginia Insurance Commissioner. Dictate Express shall be accountable for any misplaced reports. Any transcription redone due to a misplaced report shall be transcribed and returned within two (2) hours after receipt of notice.

9. Errors: Errors are defined as incorrect or omitted legal terminology that is clearly dictated, punctuation or spelling which changes the meaning of the sentence, entering material that is not dictated, entering material that is not part of the report such as dictator's directions to transcriptionist, unauthorized abbreviations, misspelled words that would have been caught by a spell-check program, or dictation that is clearly intelligible.

10. Process for QA: Quality Assurance of legal transcription begins with the generation of the recording. Accuracy and completeness of document content are dependent upon the clarity of the recording.

11. Quality Standard: Dictate Express shall maintain a quality standard of 98.5% accuracy based on a monthly random sampling report. Percentage is based on ratio of errors to lines. (Example: 1000 lines produced, 15 errors: $15/1000=0.015$ errors. Accuracy is 98.5%).



Corrections

Should an error be identified, the report can be flagged and sent back to Dictate Express for correction if desired. Problem audio is directed to the West Virginia Insurance Commissioner for review and correction of dictation issues. After the West Virginia Insurance Commissioner has reviewed the dictation issue, such reports can be returned to Dictate Express for corrections. Reports that are otherwise unacceptable can be returned to Dictate Express within 48 hours of discovery of the error or problem, and will be corrected within 24 hours of receipt at no additional expense.

Implementation Plan

Upon contract award we will be following the below procedure to be sure of a smooth transition for both the West Virginia Insurance Commissioner and Dictate Express:

Documents and lists: The West Virginia Insurance Commissioner will need to provide any templates, a list of commonly used names/words/phrases, names of persons dictating and a list of contact persons for the transcripts, management person over the requests and accounts payable. This needs to be provided to Dictate Express 2-3 days before going live.

Testing and Training: Once we have received the required documents and lists above, Dictate Express will set up a test site for the West Virginia Insurance Commissioner. We will provide the training on our system for all the users within the West Virginia Insurance Commissioner's offices that will be accessing this system. The training will cover uploading of voice files and downloading of completed transcripts.

Final Implementation of System: After the training is completed and all users with the West Virginia Insurance Commissioner have obtained full knowledge of the Dictate Express system, the contract will go live and we will begin completing all requests per the contractual agreement.

4. SECURITY

Data Security Features

Dictate Express's platform, when configured properly by the System Administrator, adheres to the guidelines outlined in the HIPAA and HITECH regulations, providing an additional layer of data security to the West Virginia Insurance Commissioner.

Dictate Express can utilize either public (e.g. Internet) or private networks (e.g. VPNs) to transfer data from one system to another. All data transfers across public or private networks are transmitted using the HTTPS protocol and encrypted using the industry standard Secure Socket Layer (SSL) technology. This insures that all data is protected from unauthorized access while in transmission between Dictate Express systems and the West Virginia Insurance Commissioner (i.e. "data in motion").

Dictate Express protects data that is in permanent storage ("at rest") by storing the data in secure, firewall protected, virus-protected data centers that host the database servers used by Dictate Express customers. These database servers can only be accessed by Dictate Express applications and authorized system administrators. Related data is stored in a commercially available database management system (DBMS) and is protected from unauthorized access via secure embedded login credentials that are required to access data in the DBMS. Data is further protected by separating the actual transcribed document files from the database itself.

When users access data from their local workstations, the data is encrypted and stored in a local copy of the database and protected from unauthorized access via the same security and encryption mechanisms used by the server. Only the current report that is being transcribed or displayed is stored in the local DBMS and is permanently erased once the user is finished with it.

5. SYSTEM RELIABILITY AND BACKUP

a) Fault tolerance begins with High Availability (HA): The Dictate Express transcription service is hosted in a HA data center, and on HA physical infrastructure. In addition to HA, we augment our fault tolerance with full redundancy. Our architecture eliminates any single point of failure. In combination, both HA and full redundancy address virtually all infrastructure related system faults.

Dictate Express maintains redundant components and systems to facilitate automated failover in the event of a failure. We regularly test the automated failover functionality by forcing the failure of our infrastructure components.

Dictate Express systems have redundant power supplies, redundant power taps and redundant hard drives in RAID configurations. Redundant components with a single power supply are split onto-different power taps. All Systems have multiple network connections to redundant switches and are housed in nondescript, Mission-critical Tier-1 Data Centers which are seismically fortified, environmentally controlled, with oversized standby diesel generators that are regularly maintained and tested. Physical access requires both physical and biometric authentication and the entire Data Center, including all public areas is under complete 24-hour video surveillance.

b) Infrastructure: Dictate Express has implemented an n+1 High Availability (HA) environment and, with the exception of previously scheduled maintenance, the database and system remain available 24/7. Due to our HA, multi-server approach, we achieve more than 99.9% uptime. Our Data Centers use multiple ultra High-Capacity Tier 1 providers for high-availability Internet Access.

Dictate Express has implemented a highly sophisticated Storage Area Network which allows for snapshots of our database every 15 minutes. These snapshots are generated instantaneously and are immediately available for mounting and recovery as necessary. We also utilize SOL Log Shipping and we perform full online backups daily both to tape and disk for expedient recovery.

If required to restore a database, several options are at our disposal:

- Mount a snapshot. Any snapshot can be brought online in minutes.
- Restore a database (from disk or tape).

It has been Dictate Express's experience based upon our HA infrastructure and the elimination of any single point of failure that neither authors' or transcriptionists' work can be deleted from the system by connectivity or system failure.

In the example of a recording that is interrupted by a communications issue, the completed recording will have been captured by the voice management system and not lost. Once a connection has been re-established the recording would restart using the same account and complete the recording. Dictate Express's recording software would link the two parts of the dictation for transcription.

Service Level Guarantees

a) Network: We guarantee that our data center network will be available 100% of the time in a given month, excluding scheduled maintenance. The data center network means the portion of the Dictate Express network extending from the outbound port on your edge device to the outbound port of the data center border router and includes Dictate Express managed switches, routers, and cabling.

b) Infrastructure: We guarantee that data center HVAC and power will be functioning 100% of the time in a given month, excluding scheduled maintenance. Power includes UPSs, PDUs and cabling, but does not include the power supplies on your servers. Infrastructure downtime exists when a particular server is shut down due to power or heat problems.

c) Hardware: We guarantee the functioning of the following dedicated Dictate Express hardware: (i) servers, firewalls, and load balancers; (ii) attached storage devices; and (iii) network attached storage devices. Hardware repair or replacement will begin once we identify the cause of the problem. Hardware repair or replacement is guaranteed to be complete within five hours of problem identification for network attached storage devices and within one hour of problem identification for all other hardware covered by this guarantee.

Support and Maintenance

1. Monitoring the System

Dictate Express utilizes several system management solutions including active monitoring of system logs, SNMP traps and statistics, as well as Syslog events. All information is stored in a central database for alert management and trending. Additionally, the application has operational management user interfaces for monitoring distributed system processes from a central user interface. The monitor can display the "health" of a system process (such as the asynchronous archiving or communications services) as well as the last contact with the process, allowing the system to alert individuals when processes are overdue for contact.

2. Escalation Policy

Our internal escalation timeframes for critical problems are as follows:

- a) Receipt of customer call by 1st level support, our initial customer contact, will attempt by phone and via access over the Internet to address the requirement or concern.
- b) After a maximum of 2 hours without resolution or earlier if identified, the requirement will be passed to 2nd level support if they are not already involved. Second level will define and if necessary work with 3rd level support to address the requirement.
- c) Customer support calls unresolved within the initial 2-hour period are elevated immediately internally to the Vice President of Customer Support. If the call extends beyond 4 hours the customer call is elevated to the Executive Vice President and President. Calls beyond 6 hours are escalated to the CEO.

3. Maintenance

For routine maintenance, since our data center based infrastructure is fully redundant, there is typically no need to schedule downtime to accommodate updates/upgrades to server side hardware and software. If it should become necessary for some reason, it is scheduled for a time when usage is lightest and clients are notified in advance. (Typically 12 - 2 a.m.).

6. REFERENCES

Utah Department of Workforce Services
140 East 300 South
Salt Lake City, UT 84111

Attn: Connie Dumas
801-526-9652
cdumas@utah.gov

Division of Employment Security Appeals
421 East Dunlin Street
Jefferson City, MO 65101

Attn: Athea Ziehmer
573-751-3882
athea.ziehmer@labor.mo.gov

Commonwealth of Virginia
Workers Compensation Commission
1000 DMV Dr.
Richmond, VA 23220

Attn: Jeremiah Smallwood
804-205-3943
Jeremiah.Smallwood@vwc.state.va.us

ATTACHMENT D
INS14015 - PRICING PAGE

ITEM #	DESCRIPTION	Unit Price Per Page
1	Transcribing Hearings from Digital Voice Files	\$ 2.59
2	Transcribing Decisions from Digital Voice Files	\$ 1.21
TOTAL COST		\$ 3.80

Award will be made to the responsible Vendor with the lowest overall cost meeting specifications.

VENDOR NAME: Dictate Express

VENDOR ADDRESS: 777 S. Hwy 101 Ste 202
Solana Beach, CA 92075

VENDOR TELEPHONE: 858-768-2409 FAX: 858-768-2409

VENDOR EMAIL: Mark@dictateexpress.com

REMIT TO ADDRESS: P.O. Box 270052
San Diego, CA 92198

SIGNATURE: MC

DATE: 4-1-2014

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety, understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Dictate Express
(Company)

MC
(Authorized Signature)

Mark Caton, VP.
(Representative Name, Title)

858-768-2409 (also Fax)
(Phone Number) (Fax Number)

4-1-2014
(Date)

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceed five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Dictate Express

Authorized Signature: MCE Date: 4-1-14

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 _____

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:

MC

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,

MC

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:

MC

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:

MC

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:

MC

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:

MC

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:

MC

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.

7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with *West Virginia Code* §5A-3-59 and *West Virginia Code of State Rules*.

MC

Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

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: Diatate Express

Signed: MC

Date: 4-1-2014

Title: Vice President

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: INS14015

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | | | |
|-------------------------------------|----------------|--------------------------|-----------------|
| <input checked="" type="checkbox"/> | Addendum No. 1 | <input type="checkbox"/> | Addendum No. 6 |
| <input type="checkbox"/> | Addendum No. 2 | <input type="checkbox"/> | Addendum No. 7 |
| <input type="checkbox"/> | Addendum No. 3 | <input type="checkbox"/> | Addendum No. 8 |
| <input type="checkbox"/> | Addendum No. 4 | <input type="checkbox"/> | Addendum No. 9 |
| <input type="checkbox"/> | Addendum No. 5 | <input type="checkbox"/> | Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further 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.

Dictate Express

 Company

MCE

 Authorized Signature

4-1-2014

 Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

FAX

From: State of West Virginia

**Department of Administration
Purchasing Division
2019 Washington Street, East
Charleston, West Virginia 25305**

**Telephone: (304) 558-2306
Fax: (304) 558-3970**

TO: Mark Caton at Dictate Express

FAX: 858-756-1700

Comments: Addendum #1 to Solicitation WWV14128

Number of pages including cover sheet: 6

Date: April 1, 2014



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

Solicitation

NUMBER	PAGE
WWV14128	1
ADDRESS CORRESPONDENCE TO ATTENTION OF	
BETH COLLINS 304-558-2157	

RFQ COPY
 TYPE NAME/ADDRESS HERE

WORKFORCE WEST VIRGINIA
 OFFICE OF ADMIN. SUPPORT-5302
 112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 304-558-2631

DATE PRINTED
 03/26/2014

BID OPENING DATE: 04/08/2014 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	REM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 01						
THIS ADDENDUM IS ISSUED TO MODIFY THE ORIGINAL SOLICITATION PER THE ATTACHED DOCUMENTATION.						
0001	1	EA	961-72			
TRANSCRIPTION SERVICES, LEGAL AND MEDICAL						
***** THIS IS THE END OF RFQ WWV14128 ***** TOTAL:						

SIGNATURE	TELEPHONE	DATE
TITLE	PEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO SOLICITATION. INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

SOLICITATION NUMBER: WWV14128

Addendum Number: 01

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

Applicable Addendum Category:

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

Description of Modification to Solicitation:

To provide answers to vendor submitted questions.

To also change the bid opening date to April 8, 2014 at 1:30PM EST.

Additional Documentation: Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

Vendor Submitted Questions and Agency Answers for WWV14128

3/25/2014

Q1. Who is the current vendor?**A1. imedX is the current vendor.****Q2. What is the current price per page?****A.2 Records of the Purchasing Division are available to be reviewed at no charge and/or copied during normal business hours, Monday through Friday, 8:15 a.m. to 4:30 p.m., holidays and weekends excluded.**

Copies of records are available upon written request from the vendor. A cost of 50 cents per page (minimum of \$10) is charged to furnish copies. Copy charges must be paid in advance. Copies of most bids can be obtained from the Purchasing Division website (www.state.wv.us/admin/purchase/bids).
Previous Bid # WWV14127.

If you have any questions or wish to make arrangements for copies of the requested documents, please feel free to contact our Support Services Supervisor: Beverly Toler at your convenience at Beverly.A.Toler@Wv.gov.

Q3. Can you please send an example of a current hearing transcript with correct formatting on all pages, so we may better understand the requirements?**A3. The example provided as attachment two (2) is the latest formatting for hearings that is available.****Q4. With regards to hearings, will the audio be sent to the vendor via telephone communication?****A4. The audio file is transmitted electronically via computer.****Q5. How many hearings will be sent via cassette versus digital recording format?****A5. The hearings sent via cassette hearings are less than one per cent of the hearings, there has not been any cassette hearings sent in the previous year. The hearings sent via digital recording format are more than 99% of the hearings sent.**