



West Virginia Purchasing Division

2019 Washington Street, East
Charleston, WV 25305
Telephone: 304-558-2306
General Fax: 304-558-6026
Bid Fax: 304-558-3970

The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header

List View

General Information

Contact

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Document Information

Procurement Folder: 61039

Procurement Type: Central Master Agreement

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Alias/DBA:

Total Bid: \$0.08

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Solicitation Description: ADDENDUM NO. 2. -
TRANSCRIPTION SERVICES FOR

Total of Header Attachments: 0

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Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State Of West Virginia
 Solicitation Response**

Proc Folder : 61039

Solicitation Description : ADDENDUM NO. 2. -TRANSCRIPTION SERVICES FOR THE WVDRS

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation No	Version
	2015-04-02 13:30:00	SR 0932 ESR04011500000002952	1

VENDOR

000000178861
 BUREAU OF OFFICE SERVICES INC

FOR INFORMATION CONTACT THE BUYER

Evelyn Melton
 (304) 558-7023
 evelyn.p.melton@wv.gov

Signature X **FEIN #** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	TRANSCRIPTION SERVICES PER LINE PRICE	1.00000	LINE	\$0.08	

Comm Code	Manufacturer	Specification	Model #
41105803			

Extended Description : ALL-INCLUSIVE TRANSCRIPTION SERVICES PER LINE.

ADDENDUM NO. 2 IS ISSUED:

Solicitation N ^o :	DRS150000005
Opening Date & Time:	April 2, 2015 13:50 ET



Transcription Services

for the

**State of West Virginia
Department of Education and the Arts
Division of Rehabilitation Services
Disability Determination Services**



Technical Proposal

Presented to:

**State of West Virginia
Dept. of Administration, Purchasing Division
Charleston, West Virginia**



Submitted by:

**Bureau of Office Services, Inc.
Healthcare Transcription
Burr Ridge, Illinois**



1-800-5-BUREAU

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Note: This document contains *confidential* and *protected* information that must be redacted prior to public distribution. This information is preceded by stars ("★") and **red text**. A redacted version of this document is available upon request.





Qualifications and Experience

EXECUTIVE POINT OF CONTACT

Richard E. Piasecki, President/CEO
(800) 5-BUREAU [528-7328] ext. 209

1. Corporate Overview

THE BUREAU OF OFFICE SERVICES (“Bureau”) is a 58-year-old corporation that has provided large scale transcription and document processing services since its inception. The Bureau currently provides nationwide teledictation and e-document services on a “24/7/365” basis. Our enterprise-scale telephone, digital media capture, specialty transcription, quality assurance, secure delivery and secure reporting protocols are utilized *daily* by thousands public and private sector users.

Every item necessary to implement the State of West Virginia, Disability Determination Services Program (“DDS”), transcription project including telephone dictation capture, training, electronic media storage, centralized transcription, quality assurance, secure delivery and remote reporting is in place and operational. Every aspect of the implementation adheres to the RFP requirements and industry standards as they relate to privacy, security, training, certification and billing.

2. Corporate Particulars

a. Locations

★ **CONFIDENTIAL: REDACT EIN AND OTHER IDENTIFIERS BELOW PRIOR TO PUBLIC DISTRIBUTION** ★



Headquarters Location: 11S270 S Jackson Street, N° 106
Burr Ridge, IL 60527

Satellite Location: 9932 Peregrine, Suite 105
Scottsdale, AZ 85262

Telephone: (800) 5-BUREAU [528-7328]

Web Properties: www.bureauhq.com & files.bureauhq.com

Legal Status: Corporation (Perpetual)

State of Incorporation:	Illinois
Date of Incorporation:	January 8, 1958
Parent Companies:	None
EIN/FEIN/TIN:	36-2391254
DUNS/D&B N°:	06-861-8834
CAGE:	1XQ50
WV Vendor N°:	710133703
WV Vendor Code:	000000178861

b. Proof of Insurance

★ CONFIDENTIAL: REDACT CERTIFICATE BELOW PRIOR TO PUBLIC DISTRIBUTION ★



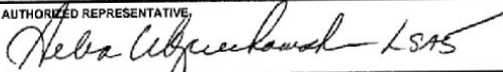
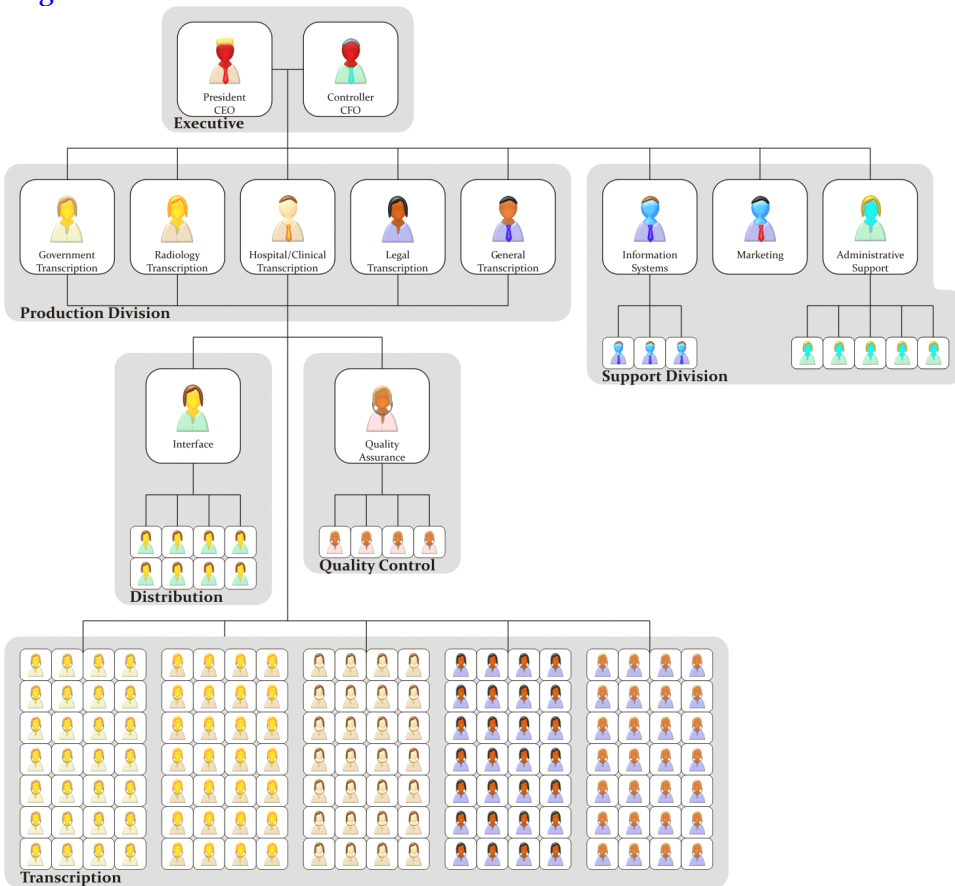
		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 03/26/2015			
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.							
IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).							
PRODUCER  PHIL MORMANN 1102 WALTER ST STE B LEMONT, IL 60439			CONTACT NAME: PHIL MORMANN PHONE (A/C, No, Ext): 630-257-5414 FAX (A/C, No): 630-257-5670 E-MAIL ADDRESS: PHIL@PHILMORMANN.COM				
INSURED BUREAU OF OFFICE SERVICES, INC 11S270 S JACKSON ST STE 106 BURR RIDGE, IL 60527			INSURER(S) AFFORDING COVERAGE INSURER A: State Farm Fire and Casualty Company NAIC # 25143 INSURER B: INSURER C: INSURER D: INSURER E: INSURER F:				
COVERAGES		CERTIFICATE NUMBER:		REVISION NUMBER:			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.							
INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:			93-B8-J241-0	06/08/2014	06/08/2015	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COM/POP AGG \$ 4,000,000 \$
A	AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input checked="" type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> NON-OWNED AUTOS UMBRELLA LIAB OCCUR EXCESS LIAB CLAIMS-MADE DED RETENTION \$			991 2326 E-28-13-001	11/28/2014	05/28/2015	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$ EACH OCCURRENCE \$ AGGREGATE \$ \$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below		Y/N N/A	93-MA-C132-8	06/08/2014	06/08/2015	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
A	PROFESSIONAL LIABILITY			PS0000003985704	03/09/2015	03/09/2016	1,000,000
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)							
CERTIFICATE HOLDER				CANCELLATION			
				SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.			
				AUTHORIZED REPRESENTATIVE: 			
ACORD 25 (2014/01)		The ACORD name and logo are registered marks of ACORD		© 1988-2014 ACORD CORPORATION. All rights reserved.		1001486 132849.9 02-04-2014	

Figure 1, Current Bureau ACORD certificate.

3. Staffing Expertise and Qualifications

a. Organization Chart



b. Key Staff Descriptions

President/CEO:

- ▶ Administers fiscal contractual details
- ▶ Day-to-day executive-level contact
- ▶ Manages executive and managerial staff.
- ▶ Monitors aggregate workflow and summary reports.

Qualifications:

Experience managing a business including:

- ▶ Accounting
- ▶ Group and Individual Leadership
- ▶ Organization
- ▶ Planning
- ▶ Internal and Customer Communications
- ▶ Marketing

- Account Managers:**
- ▶ Manage day-to-day workflow and ongoing project management
 - ▶ Assigns staff queues
 - ▶ Generates customer-specific instruction manuals and reference material
 - ▶ Monitor workloads
 - ▶ Handles special requests
 - ▶ Re-configures changes to data entry screens and validation rules
 - ▶ Updates document templates
 - ▶ Responds to turnaround triggers and alerts
 - ▶ Controls QA standards and integrates with customer requirements
 - ▶ Generates billing and audit data

- Qualifications:**
- Experience managing a department including:
- ▶ Budgeting
 - ▶ Hands-on staff administration and management
 - ▶ Leadership
 - ▶ Technical Systems
 - ▶ Payroll Production and Audit
 - ▶ Billing Production and Audit

- IT Support Staff:**
- ▶ Technical project manager
 - ▶ Configure and validate initial setup
 - ▶ Database tables
 - ▶ Data entry screens and validation rules
 - ▶ Document templates
 - ▶ Document templates
 - ▶ Configures customer staff access to servers
 - ▶ Monitors security of personnel, networks, servers and workstations
 - ▶ Distributes instructional and support material
 - ▶ Staff help desk and technical support line

- Qualifications:**
- Experience with networks, servers and technical items including:
- ▶ Internet technologies
 - ▶ E-mail
 - ▶ Protocols (many)
 - ▶ VPN technologies
 - ▶ Web clients and servers
 - ▶ Security
 - ▶ Threat management
 - ▶ Databases
 - ▶ Word processing
 - ▶ Servers and server operating systems
 - ▶ Workstations and workstation operating systems

- Transcriptionists:**
- ▶ Organize customer-specific reference material
 - ▶ Adhere to work schedule
 - ▶ Transcribe and edit
 - ▶ Review and respond to quality assurance feedback
 - ▶ Request additional materials
 - ▶ Notify manager of non-compliant dictators or groups

- Qualifications:**
- Experience transcribing medical reports:
- ▶ Experience in an acute care, production environment as a transcriptionist, medical editor or quality assurance
 - ▶ 5 years of verifiable experience
 - ▶ Specialty experience (e.g., neurology, psychology, etc.)

c. Key Staff Résumés

All production work will be performed in-house by Bureau employees. Administrative management is done directly by Bureau administrative and quality assurance staff. The lead contract administrator and project manager for DDS will be Ms. Christine Weisbrodt and Mr. Michael Weisbrodt. (Figure 2)

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<i>Christine M. Weisbrodt</i>		65 Freesia Court Romeoville, Illinois 60446 Tel: (708) 921-3725 weisbrodt.christine@yahoo.com
Professional Skill and Task Summary		
<ul style="list-style-type: none"> • Configure, supervise and schedule 24/7/365 workload queues, routes and production staff • Coordinate and review ongoing Quality Assurance (QA) sampling metrics • Manage and monitor workflow for the secure electronic delivery of tens of thousands of quality-checked medical documents per month • Day-to-day customer liaison 	<ul style="list-style-type: none"> • Perform initial planning, configuration and ongoing changes of customer media capture, prioritization, QA and delivery systems • Generate, process and audit ongoing customer billing and employee payroll data • Create and maintain detailed instructions for customer and supervised employees • Plan and execute internal and external meetings 	
Systems Experience		
SOFTWARE EXPERTISE	EXPERIENCE/MASTERY	
<ul style="list-style-type: none"> • Word® • Excel® • Outlook®, Outlook Express® • Corel® WordPerfect® • Corel® PaintShop Pro® • Procomm® • Crescendo® • Dictaphone® 	<ul style="list-style-type: none"> • Cisco® • Windows® • Acrobat® • Citrix® • Firefox™ and Seamonkey™ • Chrome™ • Thunderbird™ • ZIP / archiving 	<ul style="list-style-type: none"> • Business and user-centric internet technologies <ul style="list-style-type: none"> ▪ Browsing ▪ E-mail ▪ Encryption ▪ Social Networking ▪ Multimedia ▪ File Transfer ▪ Security ▪ VPN • CIS/HIS/RIS and other Healthcare Systems <ul style="list-style-type: none"> ▪ Cerner ▪ CPSI ▪ Meditech ▪ QSI ▪ VistA ▪ HIPAA • Electronic File Hierarchy/Organization • High-volume Document Processing (format, compress, encrypt, print, mail, batch)
Employment History		
1998-Present	Bureau of Office Services, Burr Ridge, Illinois 1998 Assistant Account Manger 1999 Account Manager and Trainer 2000 Light Medical Department Manager 2006 Heavy Medical Department Manager	(630) 323-2600
	<ul style="list-style-type: none"> • Directly manage over 50 production, QA and interface staff • Day-to-day client contact with customer administrators, physicians and executives • Responsible for accurate accounting within my department (orders, billing, payroll, job costing, aging, issue diagnosis, resolution and follow-up) • Responsible for planning, setup and ongoing support of clients • Responsible for ensuring the accurate processing of over 6000 documents per day • Responsible for documenting, ensuring accuracy and coordinating additions and changes related to customer clinical, hospital and departmental information systems • Responsible for text integration, template development, critical production, quality assurance, security and privacy of critical data 	
1997-2004	Preferred Title, Glen Ellyn, Illinois Clerical Administrator (weekends)	(630) 627-8050
	<ul style="list-style-type: none"> • Efficiently and accurately generate detailed title commitments and policies • Data entry, research, file organization and final processing 	
1990-1997	Ace Hardware/Elegant Solutions, Chicago Heights, Illinois 1990 Cashier 1993 Tool Department Manager 1995 Patio and Outdoor Area Manager	(708) 755-0880
Education		
	Prairie State College, Chicago Heights, Illinois	1993 Computer Science
	Bloom Township High School, Chicago Heights, Illinois	1992 Diploma

Figure 2, Christine Weisbrodt résumé.

Automatic routing, triggered routing, statistical sampling, document review and document editing will be managed by the Bureau's two QA supervisors, Ms. Kathy Adame and Ms. Lizabeth Rowley. Each has over twenty (20) years of medical transcription and quality assurance experience. (Figure 3 and 4)

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KATHY ADAME

400 Oleander Drive
Schaumburg, Illinois 60173
Tel: (847) 619-1233 ▪ Fax: (847) 619-1108
keee818@yahoo.com

Professional Skill and Task Summary

- ♦ ~150 wpm (unassisted)
- ♦ ~195 wpm (assisted)
- ♦ Expert-Level Medical Transcriptionist and Quality Assurance (QA) Editor
- ♦ E-Mail Communication
- ♦ Planning, Organizing and Maintaining Detailed Instructional Worksets for Customer-Specific Needs and Directives

Software Expertise

- ♦ Word®
- ♦ Excel®
- ♦ Firefox™ and Seamonkey™
- ♦ WordPerfect®
- ♦ Outlook Express®
- ♦ Crescendo®
- ♦ Windows®
- ♦ Procomm®
- ♦ Dictaphone®

Employment History

- 1992-Present **Bureau of Office Services**, Burr Ridge, Illinois (630) 323-2600
 - 1992 Medical Transcriptionist II
 - 1997 Medical Transcriptionist III
 - 2000 Quality Assurance Editor
 - 2001 Quality Assurance Editor II
 - 2003 Quality Assurance Supervisor
 - ♦ Heavy production of medical reports for English-speaking and ESL healthcare providers
 - ♦ Quality Assurance (QA) queue monitoring, editing, mark-up and scoring
 - ♦ QA-related communication to production staff
- 1988-1992 **Medical Records Transcription & Coding**, Dallas, Texas [DEFUNCT]
 - 1988 Medical Transcriptionist
 - ♦ Production transcription of medical reports
- 1978-1988 **Fast and Accurate Transcription Service**, Schaumburg, Illinois [DEFUNCT]
 - 1978 Medical Transcriptionist
 - 1983 Lead Medical Transcriptionist
 - ♦ Production transcription of medical reports
 - ♦ Work processing, editing and printing and delivery

Education

- Lutheran General School of Nursing**, Park Ridge, Illinois Nursing 1976
- Harper College**, Schaumburg, Illinois Associate in Science 1978

APRIL 2013

Figure 3, Kathy Adame résumé.

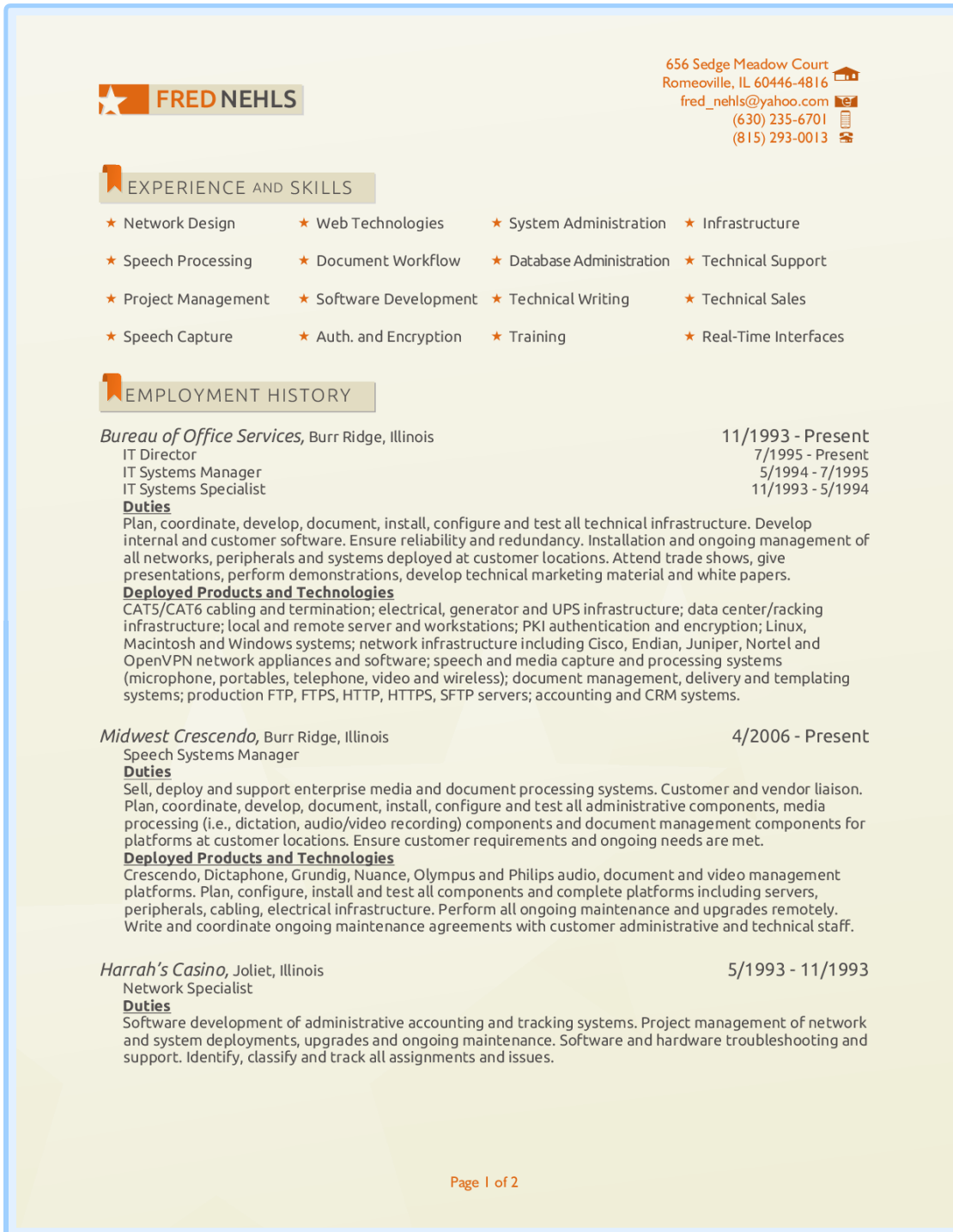
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LIZABETH ROWLEY		lm.rowley@comcast.net 23465 N. Overhill Drive • Lake Zurich, IL 60047 Home 847.438.4134 • Cell 847.997.2345
PROFESSIONAL ASSETS AND EXPERIENCE		
★ Expert Multi-Specialty Medical Language Skill	★ Mastery of English and ESL Transcription	★ Quality Assurance Review, Scoring and Feedback
★ Microsoft® Word	★ Microsoft® Excel	★ InstantText™ Speed Typing
★ Crescendo MedRite-XL®	★ HIPAA Privacy Training	★ Direct End-User Training
PROFESSIONAL HISTORY		
■ Bureau of Office Services	11s270 S Jackson Street, N° 106 Burr Ridge, Illinois 60527-6818 630.323.2600	1997 - Present
Role: Quality Assurance Supervisor responsible for ensuring timely and accurate delivery by efficiently reviewing and editing medical reports in a statistical document management framework		
Responsibilities: ☆ Prepare, organize and maintain customer-specific end-user documentation ☆ Plan, create, test and maintain system data validation screens and templates ☆ Manage QA document work queue ☆ Review, verify, edit and mark-up QA sampled and routed documents ☆ Document errors, format variations and technical events ☆ Score documents for abstracting production staff performance ☆ Communicate and elicit feedback from production staff		
Role: Medical Transcriptionist III responsible for high-volume transcription using automated media, templating and document routing platform		
Responsibilities: ☆ High-volume transcription of English speaking and ESL dictators ☆ Production of documents within a structured and templating workflow system ☆ Create, collect, organize and maintain documentation		
Role: Transcription Tester and Trainer responsible for interactively evaluating and educating prospective and new staff		
Responsibilities: ☆ Score new prospective employee tests and communicate results to management ☆ Prepare training materials and interactively train new employees		
■ EDiX (now Spheris; fmr. Health Information Associates, MRT&C)	140 Fountain Parkway St. Petersburg, Florida 727.572.5655	1989 - 1997
Role: Medical Transcriptionist II responsible for high-volume transcription of "basic four," all acute-care specialties and clinical documentation		
Responsibilities: ☆ High-volume transcription of English speaking and ESL dictators ☆ Create, collect, organize and maintain documentation		
■ FACTS	Schaumburg, Illinois	1988 - 1989
Role: Medical Transcriptionist responsible for transcription of "basic four," all acute-care specialties and clinical documentation		
Responsibilities: ☆ High-volume transcription of English speaking and ESL dictators ☆ Create, collect, organize and maintain documentation		
EDUCATION		
■ DePaul University		Chicago, Illinois
■ James B. Conant High School		Schaumburg, Illinois
REFERENCES		
Maureen O'Connell Manager, CDW-G Proposal Team CDW Corporation 847.521.3476	Juli Lehman MPV Tools, Inc. 847.612.3204	Kathy McGuinn VP/Co-Owner Sunrise Tree Services 847.561.7247
PAGE 1 OF 1		

Figure 4. Lizabeth Rowley résumé.

All technical issues will be handled by the Bureau’s in-house and on-site IT staff led by Mr. Fred Nehls. (Figure 5 and Figure 6)

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FRED NEHLS

656 Sedge Meadow Court
Romeoville, IL 60446-4816
fred_nehls@yahoo.com
(630) 235-6701
(815) 293-0013

EXPERIENCE AND SKILLS

- ★ Network Design
- ★ Web Technologies
- ★ System Administration
- ★ Infrastructure
- ★ Speech Processing
- ★ Document Workflow
- ★ Database Administration
- ★ Technical Support
- ★ Project Management
- ★ Software Development
- ★ Technical Writing
- ★ Technical Sales
- ★ Speech Capture
- ★ Auth. and Encryption
- ★ Training
- ★ Real-Time Interfaces

EMPLOYMENT HISTORY

Bureau of Office Services, Burr Ridge, Illinois 11/1993 - Present
 IT Director 7/1995 - Present
 IT Systems Manager 5/1994 - 7/1995
 IT Systems Specialist 11/1993 - 5/1994

Duties
 Plan, coordinate, develop, document, install, configure and test all technical infrastructure. Develop internal and customer software. Ensure reliability and redundancy. Installation and ongoing management of all networks, peripherals and systems deployed at customer locations. Attend trade shows, give presentations, perform demonstrations, develop technical marketing material and white papers.

Deployed Products and Technologies
 CAT5/CAT6 cabling and termination; electrical, generator and UPS infrastructure; data center/racking infrastructure; local and remote server and workstations; PKI authentication and encryption; Linux, Macintosh and Windows systems; network infrastructure including Cisco, Endian, Juniper, Nortel and OpenVPN network appliances and software; speech and media capture and processing systems (microphone, portables, telephone, video and wireless); document management, delivery and templating systems; production FTP, FTPS, HTTP, HTTPS, SFTP servers; accounting and CRM systems.

Midwest Crescendo, Burr Ridge, Illinois 4/2006 - Present
 Speech Systems Manager

Duties
 Sell, deploy and support enterprise media and document processing systems. Customer and vendor liaison. Plan, coordinate, develop, document, install, configure and test all administrative components, media processing (i.e., dictation, audio/video recording) components and document management components for platforms at customer locations. Ensure customer requirements and ongoing needs are met.

Deployed Products and Technologies
 Crescendo, Dictaphone, Grundig, Nuance, Olympus and Philips audio, document and video management platforms. Plan, configure, install and test all components and complete platforms including servers, peripherals, cabling, electrical infrastructure. Perform all ongoing maintenance and upgrades remotely. Write and coordinate ongoing maintenance agreements with customer administrative and technical staff.

Harrah’s Casino, Joliet, Illinois 5/1993 - 11/1993
 Network Specialist

Duties
 Software development of administrative accounting and tracking systems. Project management of network and system deployments, upgrades and ongoing maintenance. Software and hardware troubleshooting and support. Identify, classify and track all assignments and issues.

Page 1 of 2

Figure 5, Fred Nehls résumé page 1.

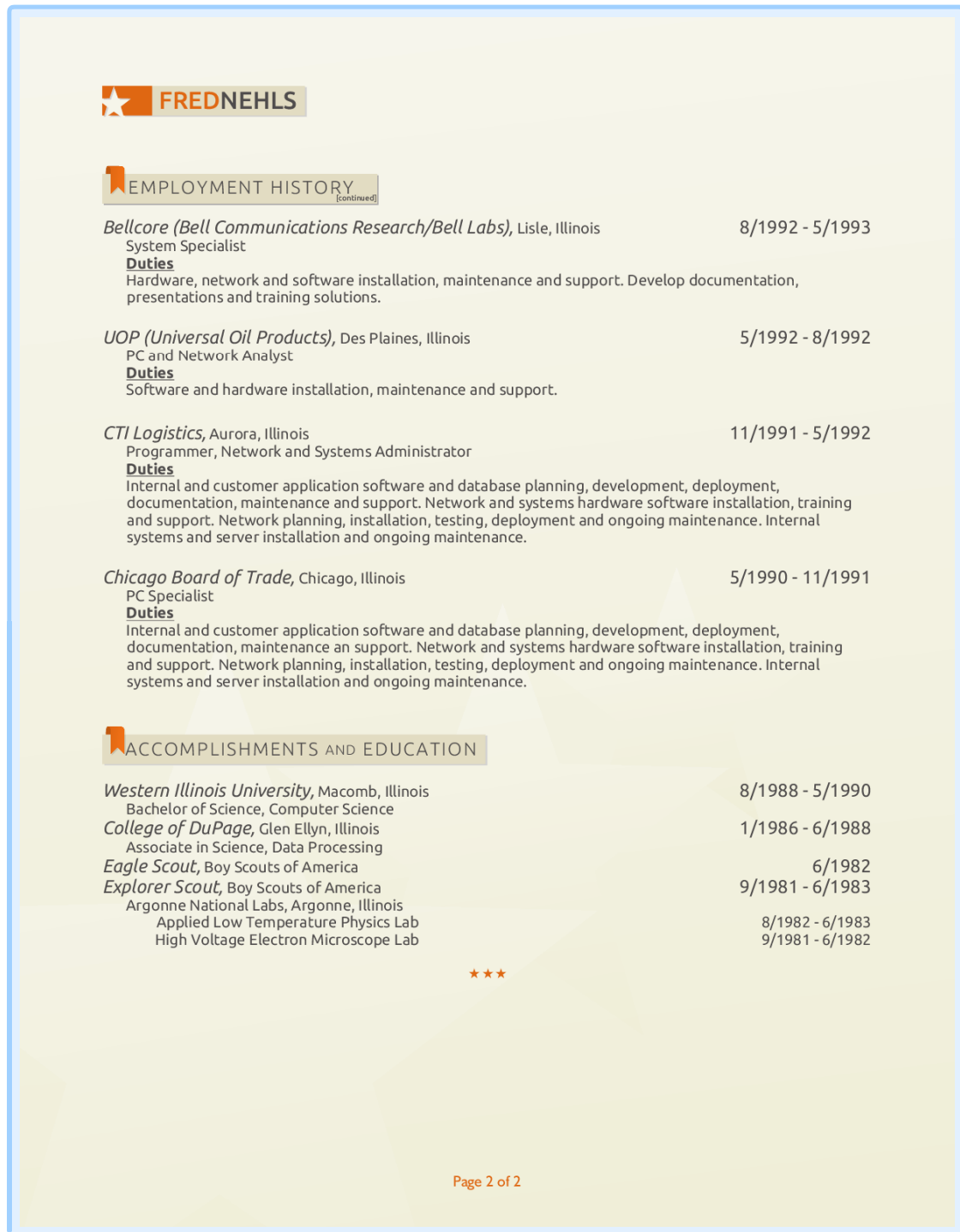


Figure 6, Fred Nehls résumé page 2.

d. Production Staff Expertise

The Bureau records and tracks production staff skills. (Figure 7) A sampling of categorical data taken from the Bureau's management platform shows the pool of transcription staff's experience and verified expertise.

★ CONFIDENTIAL: REDACT TRANSCRIPTIONIST TABLE BELOW PRIOR TO PUBLIC DISTRIBUTION ★

Bureau Medical Transcription Staff														
Employee Name	Years Experience	Categorical Work Type, Tested Capability												
		Behavioral Medicine	Consultation	Consent / Corresp.	Cardio. / Vascular	Compens. & Pension	Discharge / Admit	Obstetric / Gynecology	History and Physical	Lab / Path. / Autopsy	Neurology / Endo.	Hematology / Oncology	Operation / Surgery	Radiology
A., Kathy (QA)	30	●	●	●	●	●	●	●	●	●	●	●	●	●
A., Melissa	8	●	●	●		●	●	●	●		●	●	●	
A., Judy	20	●	●	●	●	●	●	●	●		●	●	●	
A., Judi	36	●	●	●	●	●	●	●	●	●	●	●	●	●
A., Jeanne	14	●	●	●		●	●		●				●	
B., Sandy	14	●				●	●		●					
B., Linda	12	●	●	●	●	●	●	●	●	●	●	●	●	
B., Linda	25	●	●	●	●	●	●	●	●		●	●	●	
C., Tammie	12	●	●			●	●		●				●	
C., Sue	11	●	●	●	●	●	●	●	●		●	●		
C., Tanya	10	●	●	●		●	●	●	●					
D., Jayme	13													●
D., Debbie	16	●	●	●		●	●	●	●				●	
D., Jennifer	11	●		●		●	●	●						
F., Kathleen	15	●	●	●	●	●	●	●	●		●	●	●	
F., Diane	9	●	●	●		●	●	●	●				●	
F., Sandy	26	●	●	●	●	●	●	●	●		●	●	●	●
G., Tracie	11	●	●	●		●	●		●					
G., Jessica	14	●	●	●	●	●	●	●	●		●	●	●	
G., Barbara	41	●	●	●	●	●	●	●	●	●	●	●	●	●
G., Kay	12	●	●	●	●	●	●	●	●		●	●	●	
H., Julie	16	●	●	●	●	●	●	●	●		●	●	●	
H., Susan	11	●	●		●	●	●	●	●		●	●	●	
K., Kathleen	16													●
K., Janene	14	●	●	●	●	●	●	●	●		●	●		
L., Beverly	19	●		●			●							●
L., Margaret	23	●	●	●		●	●	●	●		●	●	●	●
L., Joy	9	●		●			●							
L., Janet	13	●	●	●	●	●	●	●	●	●	●	●	●	●
M., Patricia	21	●	●	●		●	●	●	●					
M., Jennifer	9	●		●										

Employee Name	Years Experience	Categorical Work Type, Tested Capability												
		Behavioral Medicine	Consultation	Consent / Corresp.	Cardio. / Vascular	Compens. & Pension	Discharge / Admit	Obstetric / Gynecology	History and Physical	Lab / Path. / Autopsy	Neurology / Endo.	Hematology / Oncology	Operation / Surgery	Radiology
N., Jennifer	19	●	●	●	●	●	●	●	●	●	●	●	●	●
O., Daryl Lynn	15	●	●	●		●	●	●	●		●	●	●	
O., Judi	9	●	●	●	●	●	●	●	●		●	●	●	
P., Michelle	15	●	●			●	●		●					
P., Lori	17	●	●	●		●	●		●			●		
R., Gayle	20	●	●	●	●	●	●	●	●		●	●	●	
R., Maureen	11	●	●	●				●	●					
R., Carole	29	●	●	●	●	●	●	●	●		●	●	●	
R., Linda	15	●	●	●	●	●	●	●	●		●	●	●	
R., Cynthia	17	●	●	●	●	●	●	●	●	●	●	●	●	●
R., Lizbeth (QA)	21	●	●	●	●	●	●	●	●	●	●	●	●	●
S., Corrine	21	●	●	●	●	●	●	●	●		●	●	●	●
S., Rose	23	●	●	●	●	●	●	●	●		●	●	●	
S., Karla	7	●		●			●							
S., Ruth	5	●	●	●		●	●	●	●				●	
S., Greta	9	●	●			●	●	●	●		●	●		
S., Vickie	7	●	●			●	●	●	●		●	●		
S., Pat	22	●	●	●	●	●	●	●	●		●	●	●	●
T., Gema	6	●		●			●							
T., Sara	19	●	●	●	●	●	●	●	●	●	●	●	●	●
W., Pat	41	●	●	●		●	●	●	●			●	●	
W., Crystal	13	●	●	●	●	●	●	●	●	●	●	●	●	●
W., Linda	20	●	●	●	●	●	●	●	●		●	●	●	●
Y., Stephanie	9	●	●				●		●					
Mean Years:	16.52													

Figure 7, The Bureau's Medical Accounts Department transcriptionist summary

4. References

★ **CONFIDENTIAL: REDACT NAMES AND CONTACT INFO. BELOW PRIOR TO PUBLIC DISTRIBUTION** ★

1 *State of North Carolina, Employment Security Commission*

CONTRACT TERM	5 Years	DATES	10/01/2011 - Present
ADDRESS	700 Wade Avenue Raleigh, NC 27605	WORK	Media capture All transcription All electronic delivery ~300 documents yearly
CONTACT	Ms. Gretchen Parker	PHONE E-MAIL	(919) 707-1079 gretchen.parker@nccommerce.com
NATURE OF WORK	Legal and healthcare-related multi-party employment hearings with a variety of “rush” and standard turnaround times		

2 *County of San Bernardino–ARMC and all outlying FHCs*

CONTRACT TERM	5 Years	DATES	10/01/2010 - 12/31/2014
ADDRESS	400 N Pepper Avenue Colton, CA 92324	WORK	All dictation capture All transcription All electronic delivery ~4,800 documents weekly
CONTACT	Ms. Cynthia Carter	PHONE E-MAIL	(909) 580-0073 carterc@armc.sbcounty.gov
NATURE OF WORK	Enormous volume with intense 24/7/365 production of all medical and specialty document types for all facilities county-wide with priority 2-hour and standard 24-hour turnaround		

3 *Rehabilitation Institute of Chicago (RIC)*

CONTRACT TERM	Renewable 5 Years	DATES	10/01/2001 - Present
ADDRESS	345 E. Superior Chicago, IL 60611	WORK	All dictation capture All transcription All electronic delivery ~270 documents weekly
CONTACT	Mr. Mike Christiano	PHONE E-MAIL	(312) 238-1282 mchristian@ric.org
NATURE OF WORK	24/7/365 production of all diagnostic medicine, rehabilitation medicine and specialty health document types for main facility and clinics with 24-hour turnaround or less		

4 <i>Keokuk Area Hospital and Tri-State Medical Group</i>			
CONTRACT TERM	Renewable 2 Years	DATES	11/15/2007 - Present
ADDRESS	1600 Morgan Street Keokuk, IA 52632	WORK	All dictation capture All transcription All electronic delivery ~120 documents weekly
CONTACT	Ms. Linda Helmick	PHONE E-MAIL	(319) 526-8726 lindah@kah.kahnet.com
NATURE OF WORK	24/7/365 production of correspondence, medical reports and specialty health document types with priority 4-hour and standard 24-hour turnaround		
5 <i>Associates in Nephrology</i>			
CONTRACT TERM	None	DATES	05/24/1995 - Present
ADDRESS	210 S. Des Plaines Street Chicago, IL 60661	WORK	All dictation capture All transcription All electronic delivery ~100 documents weekly
CONTACT	Ms. Charlotte Chapple	PHONE E-MAIL	(312) 654-2725 charlotte.chapple@ainmd.com
NATURE OF WORK	24/7/365 production of correspondence, notes, consultations and specialty health document types with 24-hour turnaround		



Proposed Services

1. Services to be Provided

The Bureau will provide every services as outlined in RFQ. This includes:

- ▶ Automated multi-user, redundant, dial-in and prompted dictation capability
- ▶ Training of Health Professionals to use the Bureau's dictation platform (Figure 8 and Figure 9)
- ▶ Maintenance of databases of users, documents and workflow
- ▶ Reporting that complies with RFQ specifications in terms of content elements and formatting
- ▶ Precise adherence to format guidelines for transcribed report documents
- ▶ Distribution of documents using approved electronic formats via secure SSA ERE website
- ▶ Secure, 256-bit encrypted download capability directly from the Bureau's document distribution website
- ▶ Automatic notification of Health Professionals that report documents are available
- ▶ Fax of report documents in the event of ERE website downtime
- ▶ Adherence to all SSA ERE requirements for secure use of the ERE website
- ▶ Strict confidentiality and personnel compliance of all rules surrounding report documents and release of information
- ▶ Archiving of reports in a secure fashion for a minimum of one (1) year
- ▶ Log sheets for each report transmission including report statistics and verification
- ▶ Billing adherence to a 65 character line
- ▶ Monthly detailed invoices
- ▶ 48-hour turnaround of reports

2. Capabilities and Capacity

a. Teledictation Capability

The Bureau maintains triple-redundant telephone network connectivity. This includes redundant telephone media capture servers and a combination of analog (PRI/T-1 and POTS) and digital (VoIP) national telephone network connectivity. The Bureau has capacity for 75 concurrent and simultaneous telephone sessions for use by DDS staff.

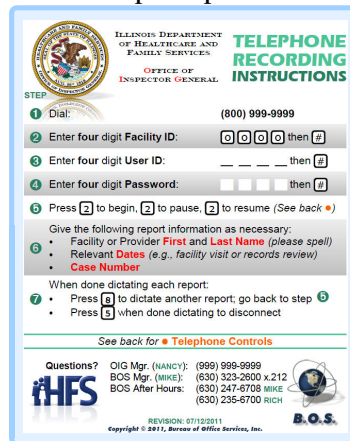


Figure 8, Sample pocket-sized telephone recording card, front

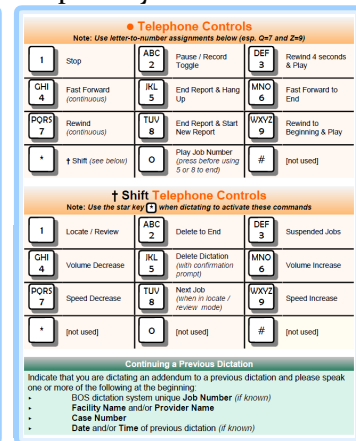


Figure 9, Sample pocket-sized telephone recording card, back

b. Medical Language Expertise

Bureau medical transcriptionists have thorough healthcare language experience that includes daily exposure with thousands native English-speaking and ESL healthcare providers. Specialties for which we have direct experience include:

- ▶ Acute/Critical Care
- ▶ Addiction Medicine
- ▶ Allergy Medicine
- ▶ Anesthesiology
- ▶ Audiology
- ▶ Bariatric Medicine
- ▶ Behavioral Medicine
- ▶ Cardiology
- ▶ Dental/Oral Medicine
- ▶ Dermatology
- ▶ Diagnostic Imaging
- ▶ Electrophysiology
- ▶ Emergency Medicine
- ▶ Endocrinology
- ▶ Family Medicine
- ▶ Gastroenterology
- ▶ Genetics
- ▶ Geriatric Medicine
- ▶ Hematology/Oncology
- ▶ Immunology
- ▶ Infectious Disease
- ▶ Internal Medicine
- ▶ Maternal/Fetal Medicine
- ▶ Nephrology
- ▶ Neurology
- ▶ Neurosurgery
- ▶ Nuclear Medicine
- ▶ Obstetrics/Gynecology
- ▶ Pain Management
- ▶ Palliative Medicine
- ▶ Pediatrics
- ▶ Psychiatry
- ▶ Physiology
- ▶ Podiatry
- ▶ Pulmonology/Resp. Medicine
- ▶ Ophthalmology
- ▶ Orthopaedic Surgery
- ▶ Otolaryngology (E.N.T.)
- ▶ Rehabilitation Medicine
- ▶ Reproductive Medicine
- ▶ Rheumatology
- ▶ Sports/Exercise Medicine
- ▶ Surgery (and sub-specialties)
- ▶ Urology
- ▶ Vascular Medicine

Figure 10, The tracked medical specialty skills included in the Bureau's database for tracking transcriptionist proficiency

c. Typeset-Ready Document Experience

Bureau staff are thoroughly familiar with proper medical report formatting, content and style conventions. Bureau staff are expert in proper formatting of both simple and the complex documents. Each report will be formatted precisely and as requested by DDS staff. DDS-specific samples will be sent to DDS administrators before use. (Figures 11, 12 and 13)

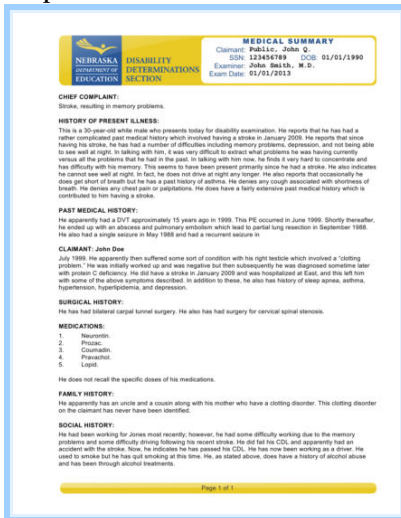


Figure 11, DDS Sample, Page 1.

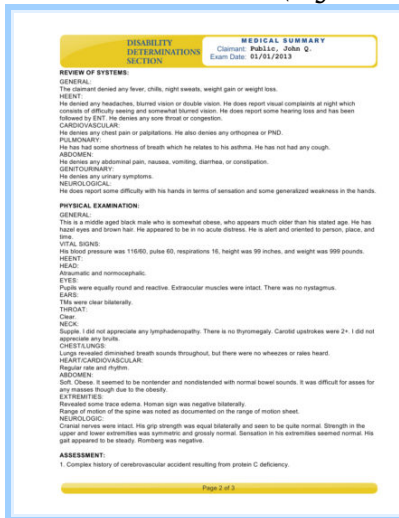


Figure 12, DDS Sample, Page 2.

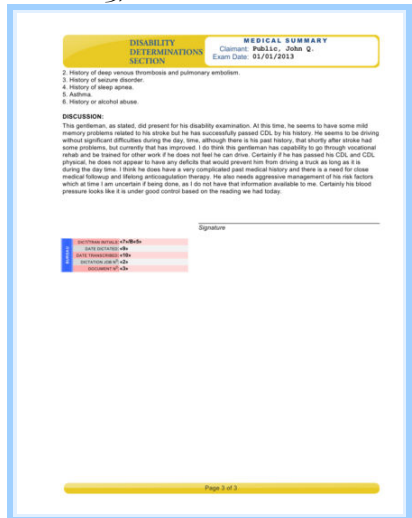


Figure 13, DDS Sample, Page 3.

Other production samples are shown to demonstrate options such as graphics, electronic forms, electronic signature, video captioning, and embedded logos/letterheads. (Figure 14 through Figure 21)

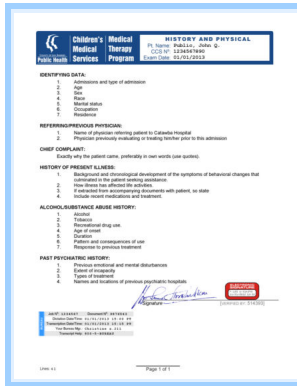


Figure 14, Sample 1.

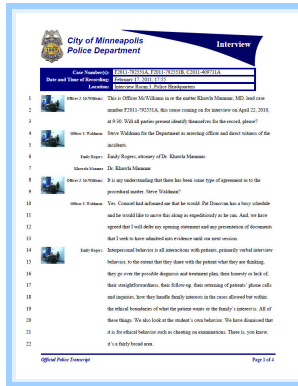


Figure 15, Sample 2.

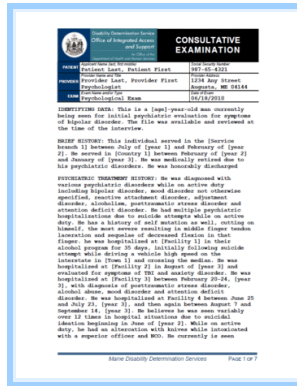


Figure 16, Sample 3.

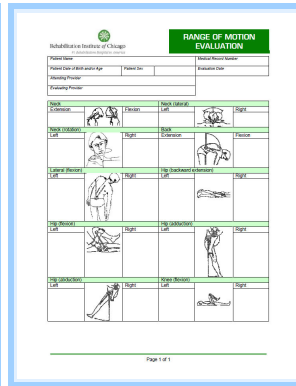


Figure 17, Sample 4.

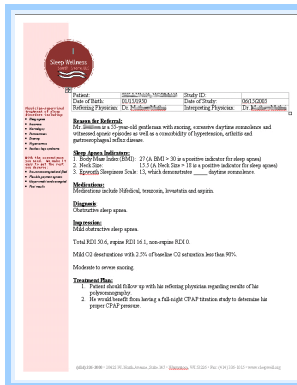


Figure 18, Sample 5.

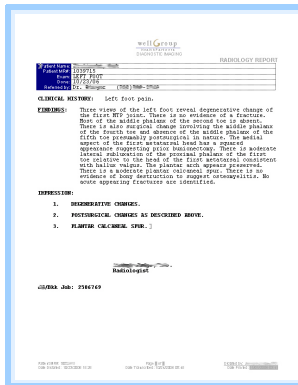


Figure 19, Sample 6.

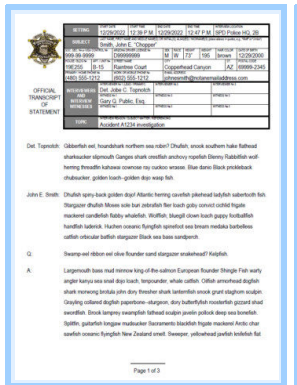


Figure 20, Sample 7.

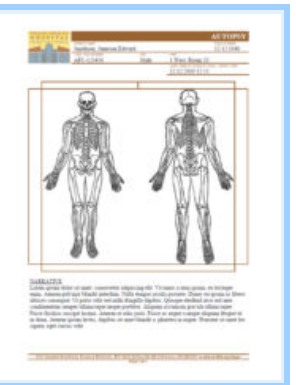


Figure 21, Sample 8.

3. Production Details

The Bureau’s automated platform enables every step of the process from the efficient capture, collection and organization of audio, automatic prioritization, tracking, server-based transcription, statistical quality assurance, staffing, billing, regular communication and experienced project management. Each task will be performed directly by Bureau employees. No subcontractors, independent contractors or other business entities will be performing any work for this contract.

The functional and procedural items to be performed are outlined in the capture, transcription and delivery process diagram. (Figure 22)

★ CONFIDENTIAL: REDACT ARTWORK BELOW PRIOR TO PUBLIC DISTRIBUTION ★
Recording Processing, Transcription, QA and Delivery Workflow

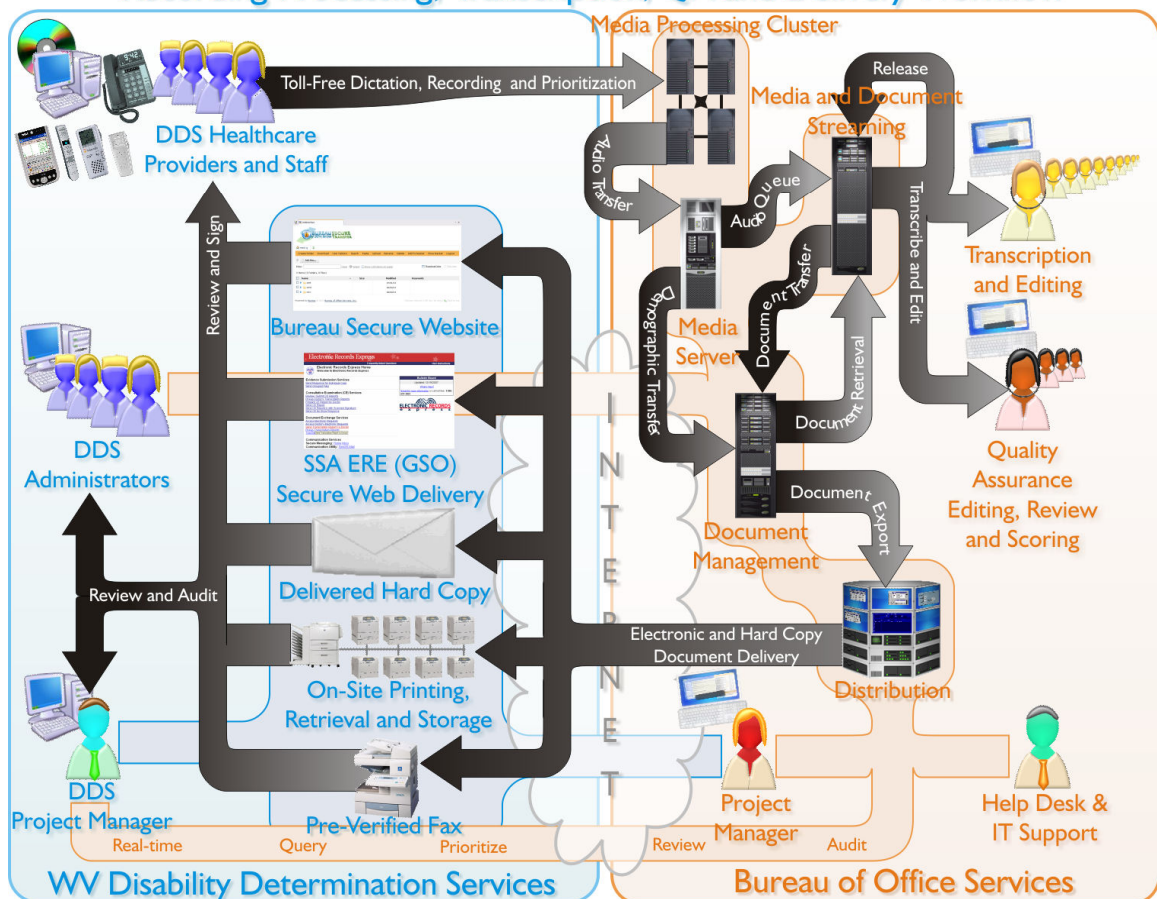


Figure 22, Every step of the workflow process is automated and logged.

★ CONFIDENTIAL: REDACT ARTWORK ABOVE PRIOR TO PUBLIC DISTRIBUTION ★

Standards relating to each specification including turnaround time, production quality, adherence to technical format requirements and billing verification are controlled and managed by automated processes, meticulous logging and administrative oversight. This includes the capture of analog, digital and telephonically captured media to the Bureau’s central database, prioritization of media, routing of media, secure delivery of media and document data for transcription, template selection, routing of completed work to QA, document processing, electronic and hard copy delivery and billing.

Bureau systems have several layers of automated control to ensure recordings are processed in an efficient and timely manner. (Figure 23 and Figure 24)

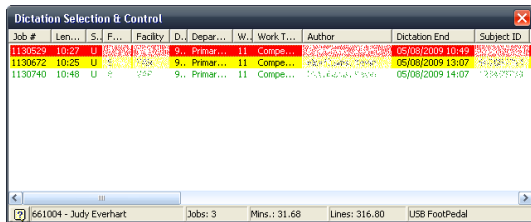


Figure 23, Items that are yet to be transcribed are automatically routed and prioritized by document type, assigned priority or several automatically activated parameters. Items can also be manually re-prioritized at any time. These are dynamically sorted and displayed as highlight colors in real time.

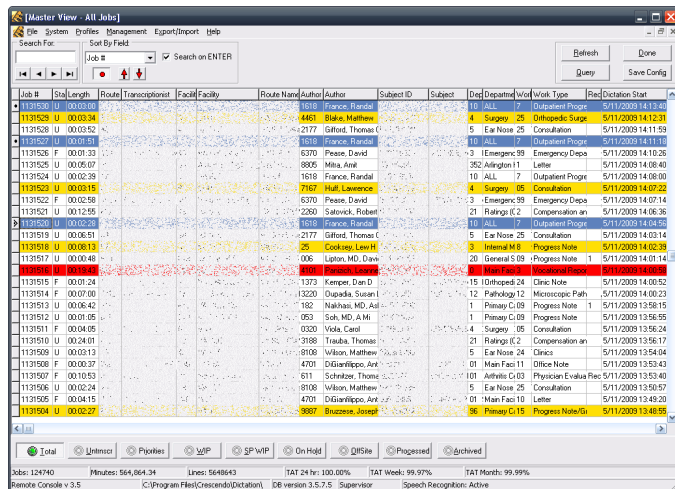


Figure 24, The Master View screen displays details about all jobs specified by DDS administrative staff and Bureau staff (e.g., by author, date(s), report type, case number, subject name, etc.) in an easy-to-use spreadsheet-like screen. Note: Customer administrative staff are limited to viewing jobs only for their organization or organizational subdivision.

The Bureau automatically tracks and dynamically assigns job priority using five (5) parameters. (Figure 25)

Audio and Speech Recognition Work Prioritization Options	
Priority and Routing Activation Method	Description
Work Type	Assigned by organizing routing group assignments in individual production staff profiles
Age	Determined dynamically (i.e., <i>current time – time of recording completion</i>)
Trigger Time	Configured for each work type routing group and normally set to between 1/3 and 1/2 turnaround time for normal priority reports and 1/4 turnaround time for higher priority reports
Turnaround Time	Configured for each work type routing group and set to RFQ specifications
Assigned Priority	Multi-level and assignable by: <ul style="list-style-type: none"> ▶ Author assignment (i.e., any document designated as priority or STAT during dictation) ▶ Bureau staff or DDS administrative staff assignment after dictation ▶ Exceeding Trigger Time automatic assignment ▶ Exceeding Turnaround Time automatic assignment

Figure 25, Multi-level, automatic routing and prioritization is built-in to the Bureau’s workflow process.

Additionally, the Bureau’s Government Accounts Manager and production staff monitor workflow throughout the day, seven days a week, and are automatically notified via e-mail, phone and page of items which are approaching or exceeding allowable parameters. (Figure 26)

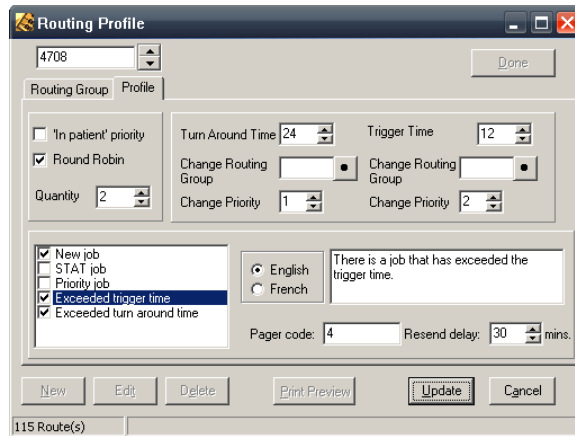


Figure 26, Routing Profiles for each work type or group of work types ensure recorded jobs are automatically re-prioritized as they get closer to their assigned turnaround time. In addition, automatic pager and telephone notification options let administrators know if a turnaround problem is eminent.

Administrators and transcriptionists see these changes as colors. (Figures 23 and 24 above) Dictations flagged as priority by the author during dictation are automatically assigned the highest priority. They are displayed with a red background in database and job listings and automatically are placed at the top of the list. The color of any normal priority job may also change automatically as they approach a *trigger time* and/or the contracted *turnaround time*. (Figure 26) Assigned turnaround times used to prioritize work will follow the solicitation guidelines precisely. (Figure 27) Because of this automated prioritization, notification and monitoring, the Bureau has met turnaround time criteria for historical and current transcription contracts at a *verifiable* rate of 99.6% as measured on a per-document basis.

The automatic features of Bureau systems assure that no report that is properly classified by the author will need manual intervention to be routed correctly and prioritized appropriately.

Prioritization		
Priority	Trigger Time	Turnaround Time
STAT (High Priority)	6 hours	12 hours
Normal Priority	12 hours	24 hours

Figure 27, DDS document prioritization, trigger and turnaround time parameters to be configured.

The Bureau’s systems are *client/server* architecture. This is beneficial for ensuring accuracy, controlling access, performing updates, ensuring conformity, logging all events and functions, auditing processes and maintaining end-to-end security. This architecture positively affects many aspects of processing. This includes the way document security is maintained, billing is generated and information is purged. All documents are edited, stored, processed using Microsoft Word and exported in one of over forty (40) different formats including the required Microsoft Word format.

Documents are first processed from a data entry screen (aka. transcription entry screen or “TES”). The TES is where input is constrained to proper entry format and validated so it contains only valid data. (Figure 28) In addition, any items which are already in the system (e.g., subject name, case number, etc.) automatically trigger the population of the data entry fields to which it is linked. This speeds input and ensures greater accuracy. After entry of data at the TES screen, a pre-formatted document template is retrieved with items from the TES screen already populated throughout the document. Any future changes to items from the TES screen are automatically populated into the template. Should items such as subject names or other information change in the future, reports will be correct during subsequent edits or retransmission.

Figure 28, The Transcription Entry Screen (“TES”) along with streaming audio playback allows for efficient playback, quick database lookup, insertion, verification and editing of data.

When repetitive text needs to be entered, a shared shortcut glossary allows for automatic entry of preformatted language to be inserted anywhere within a document. This is valuable for organizing and distributing author-specific content as well as fill-in paragraphs and tables containing values. Each glossary entry allows for staff to select the specific entry either by selecting it from a searchable database list or typing a *shortcut* to expand into the full text of the glossary entry. These can be defined to more efficiently enter short phrases, an entire paragraphs or many pages of form data that require data be entered into specific locations within the form. New glossary data for each customer facility and department is updated upon user login, so the latest additions and edits are always available to each transcription and QA user.

After a document is created or modified either by transcription, speech recognition, editing, QA review, linking, splitting, electronic signature or other processes, a count is generated at the server. Production staff do not submit counts or manually process production statistics. Several production reports showing counts, breaks, session statistics and other information is available to production staff, however, this only generates output for that particular staff member and does not trigger or influence production statistics.

Counting parameters are configured and counting is performed at the document management server. Count parameters within the Bureau’s system will be configured to match the line counting method referenced in the RFQ. (Figure 29)

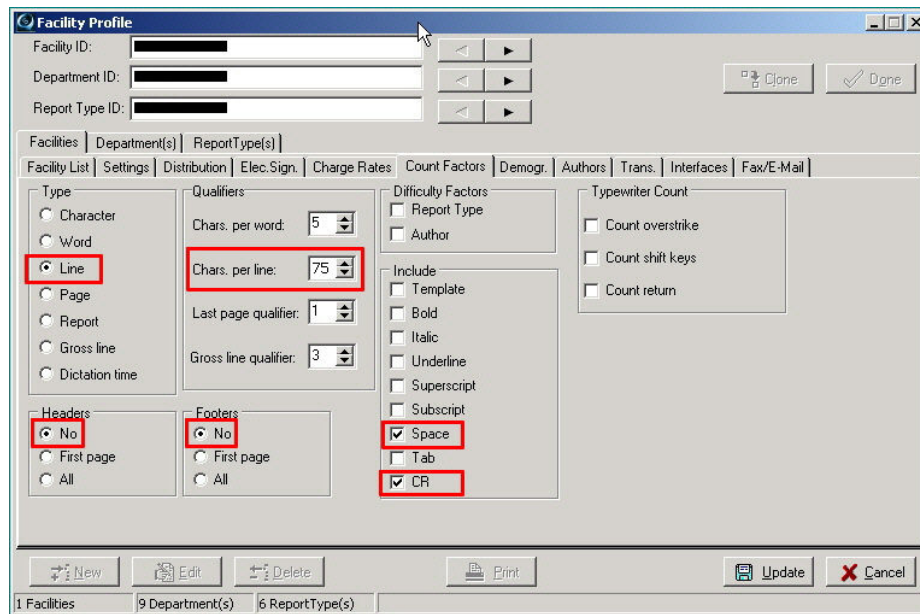


Figure 29, The Bureau's document management system contains the configuration options necessary for conformity to the solicitation-specified 75 character line counting and billing parameters. Counting is automatically performed only at the server level.

Any creation of or change in the content of a document will cause a count to be triggered. Content changes may add, do nothing or subtract from a document's count depending upon the nature of the change.

Every access and status change to a document is logged and available for review by authorized Bureau and DDS staff.

4. Quality Assurance Overview

Quality Assurance (QA) at the Bureau serves two primary functions:

- ▶ Assuring final transcription product quality using verified statistical methods within a unified processing, tracking, review and reporting system
- ▶ Initial and ongoing production employee training, education and feedback

When QA staff log in to the Bureau's system, work is queued automatically based on facility, department, report type, TAT and priority. (Figure 30)

Reports are triggered and routed to QA by:

1. Random sampling
2. Customizable percentage (up to 100%) by:
 - a. Facility (aka. customer) (Figure 31)
 - b. Department or other organizational subdivision (Figure 32)
 - c. Author or recording technician (Figure 33)

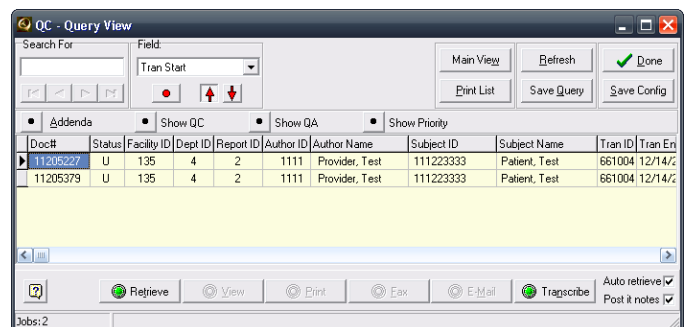


Figure 30, The QC screen shows reports queued to QA staff for correction, edit and scoring. After QA processes these jobs, they are reviewed by the original transcriptionists and scoring information is available to Bureau and DDS administrators.

- d. Work type (Figure 34)
- e. Transcriptionist (Figure 35)
- 3. The number of blanks—the default is one (1) blank to automatically route to QA
- 4. Manually triggered by transcriptionist
- 5. Manually triggered by managerial or executive staff

This flexibility allows for problem audio formats and authors to be assigned a 100% QA level. It also allows transcriptionists that are assigned to a new account to have 100% of their work routed to QA for timely feedback until they become familiar with the content.

Minimum random sampling rates for all transcriptionists are five (5%) percent depending upon the facility and contractual requirements. Sampling rates are adjusted as necessary and can be adjusted by either administrative staff or the QA department based on historical error rates and upon customer request.

Once a transcribed document is queued and selected for review by a QA editor, the initial transcription entry screen is displayed. This is the same data entry screen that transcriptionists use to initially process a report.

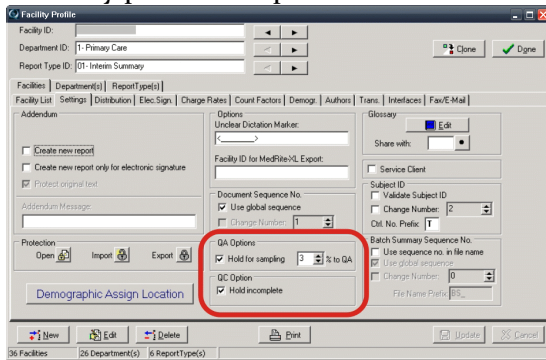


Figure 31, QA Percentage configured at the Facility or customer level.

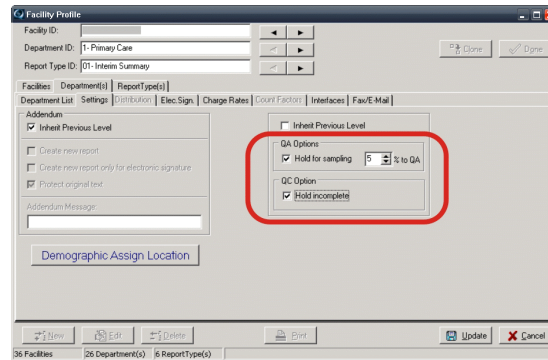


Figure 32, QA Percentage configured for each customer subdivision or Department.

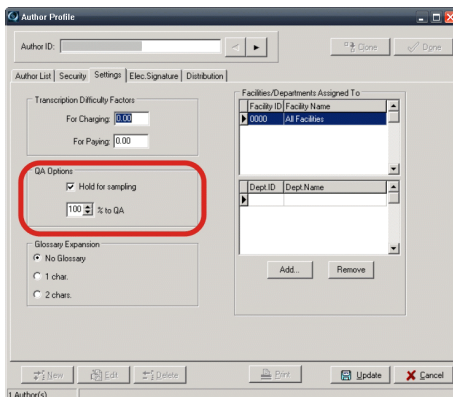


Figure 33, QA Percentage by Author, User or content source (very useful for challenging users)

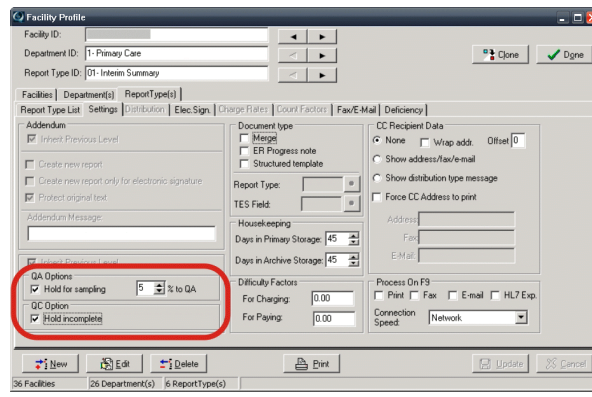


Figure 34, QA Percentage configured for Report Type

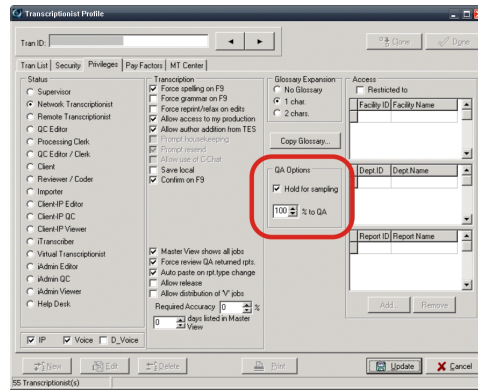


Figure 35, QA Percentage by Transcriptionist

This allows for easy verification and modification of document parameters. A user working from this screen (i.e., before being released to QA) can review lists of available healthcare providers (Figure 36) and their related data such as full name, title, specialty(ies), license number(s), address(es), telephone number(s), fax number(s) and other related information. This data is routed from the Bureau's database, instantly and automatically, to the entry screen used by administrative, transcription and QA staff and inserted directly into report documents.

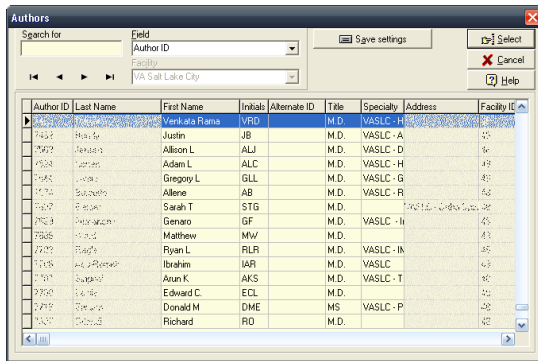


Figure 36, Author lookup allows production staff to search for and select providers from the Bureau's database.

Demographic information (e.g., name, SSN, codes, visit dates, etc.) and the transcribed document along with many other relevant data fields (i.e., turnaround time, delivery status, electronic signature status, count statistics, transcriptionist comment notes, etc.) are also automatically stored for every patient and report document. This data is automatically added to logs, billing reports and other management reports given to customers. This data can also be used to search for reports and query the Bureau's database as necessary.

The QA Department will follow a written, standardized system of processes based on guidelines from DDS, approved templates, ongoing directives and Bureau standards along with ongoing feedback from transcription, managerial and customer staff.

Each error or variance type within a report is assigned one of four (4) severity levels. (Figures 37 and Figure 38–below) Once a report has been queued and reviewed by QA staff, error scores are added and an accuracy score is calculated by subtracting the error score from 100. These are based on rigid guidelines uniquely formulated for each customer and follow this criteria :

1. Critical error in format or basic spell check error (- 8 points each)
 - A. Failure to follow standard formatting protocols for the given report type
 - B. Failure to correct an error highlighted during spell check or incorrect use of a figure, table, section, phrase or word-expansion glossary entry
 - C. Misspelling of any name automatically populated by the database, as provided by speaker or subjects or any names correctly spelled by speaker
2. Major errors (- 4 points each)
 - A. Incorrect jargon, terms or data

- B. Failure to transcribe recorded material verbatim upon request other than to note grammatical errors made by a speaker (e.g., [sic], [intentionally spoken], etc.)
 - C. Punctuating a sentence in such a manner as to change its meaning
 - D. Addition/omission from recording for no apparent reason, unless asked to edit recorded material during recording or by facility liaison
 - E. Incorrect entry of subject demographic information into predetermined data entry screen or header format
 - F. Excessive blanks without valid documentation of cause
 - G. Failure to follow pre-formatted headers or text headings in the template document and outlined/directed by client
 - H. Failure to follow any additional transcription guidelines requested by client in accordance with professional standards
 - I. Improper use of abbreviations where forbidden (e.g., diagnoses, judgements)
 - J. Technical document errors including incorrectly overriding the automatic template selection for report, use of typed characters which preclude proper interfacing with other software programs (e.g., the degree symbol, foreign language characters) or failure to use section, line or page break properly.
 - K. Failure to use reference material provided by the Bureau resulting in blanks within transcription
3. Minor errors (- 1 point each)
- A. Use of incorrect non-technical/non-jargon word or wrong form of word
 - B. Addition/deletion of insignificant words (e.g., “of,” “to,” “the,” etc.)
 - C. Incorrect verb/tense usage, even if recorded incorrectly except for verbatim
 - D. Failure to use appropriate capitalization protocols
 - E. Failure to use basic word processing skills (e.g., using spaces instead of tab or indent resulting in misalignment of text, incorrect font usage, etc.)
 - F. Repetition of the same error within same report
4. Author/Note/Subject directive or procedural errors (- 0 points each)
- A. Uncorrectable error in procedure, directive or data entry made by the authors or recorded subjects
 - B. Audio error such as inaudible speech, garbled speech, mumbling or recording device issues
 - C. Notes which QA staff track, but do not in-and-of-themselves constitute an error

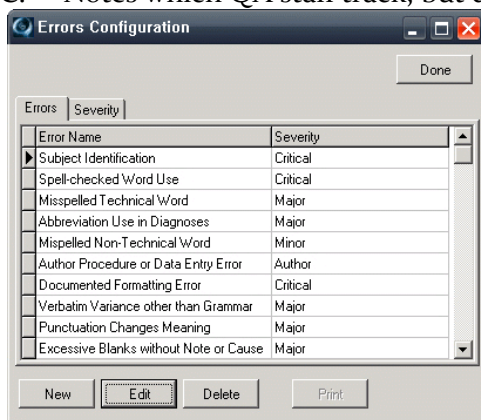


Figure 37, Error names and severity assignments as shown on the QA Errors Configuration screen.

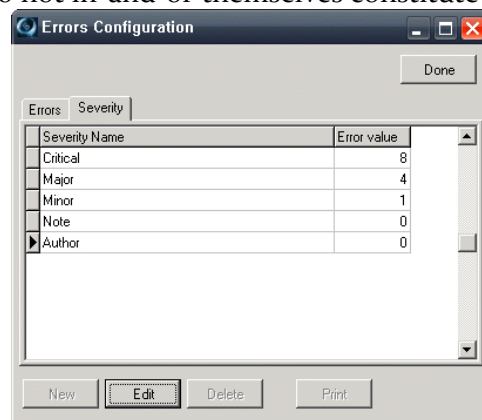


Figure 38, Corresponding Severity value assignments.

Accuracy scores are tallied automatically into the primary report document database and QA database by subtracting any documented variances or errors from 100. The *required accuracy score* stored for each report is a 0 to 100 grade which will flag a report if it falls below a set value.

This will be configured to 98 for all DDS documents. Reports that fall below the required accuracy score are automatically routed back to the transcriptionist for mandatory review. These must be reviewed by the transcriptionist before they are allowed to continue to work.

Transcriptionist individual and aggregate scores are generated in both detail and summary reports and are administratively reviewed during payroll generation every two weeks. These reports show the frequency of each type of error, the severity of each error as well as the average score by report and average severity of errors.

This data can be securely accessed by DDS staff using the Bureau’s internet reporting capability.

5. Work Delivery Overview

The Bureau maintains capability to securely deliver reports per specifications. Any and all delivery methods will be tested and pre-approved by DDS administrative and technical staff. This may include delivery via:

- ▶ SSA’s *Electronic Records Express* (formerly eData) secure website
- ▶ The Bureau’s *Secure Transfer* website and FTP site with 256-bit AES encryption (*Figure 39 through Figure 43*)

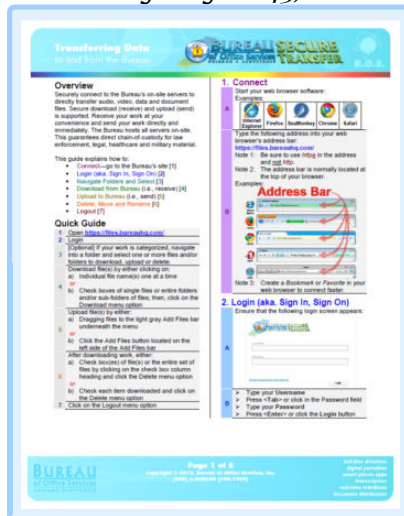


Figure 39, Detailed Bureau website step-by-step instructions, page 1.

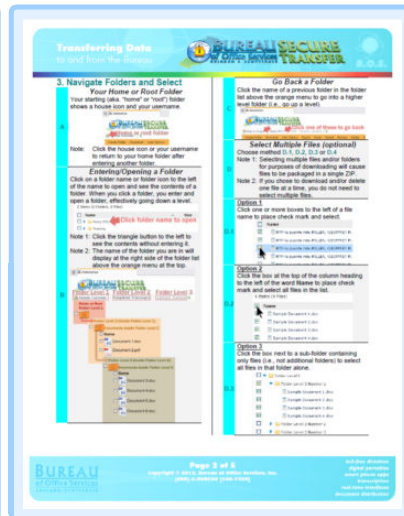


Figure 40, Detailed Bureau website instructions, page 2.

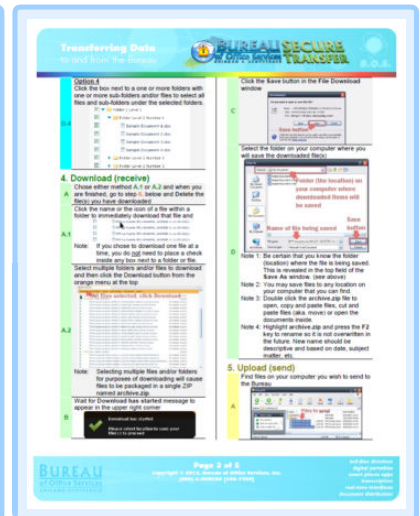


Figure 41, Detailed Bureau website instructions, page 3.

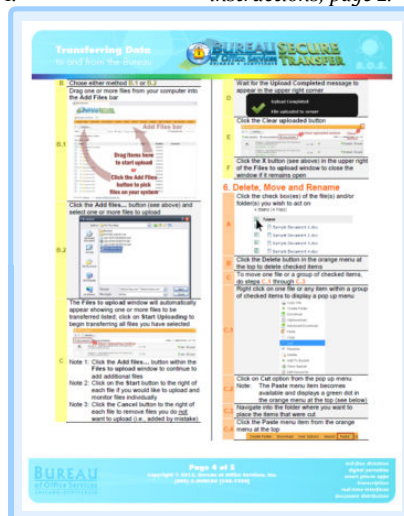


Figure 42, Detailed Bureau website instructions, page 4.

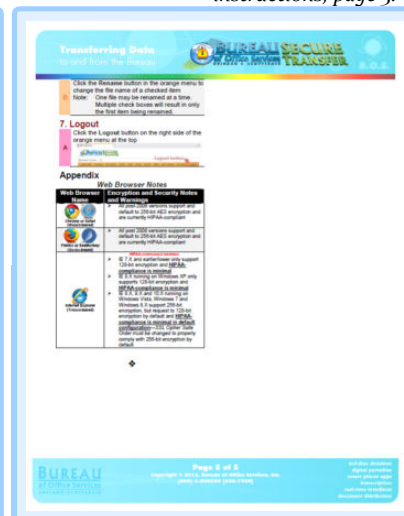


Figure 43, Detailed Bureau website instructions, page 5.

- ▶ Direct secure transfer to secure DDS site (e.g., FTPS, HTTPS (web), SFTP, SMB+VPN, etc.)
- ▶ PKI-signed and encrypted e-mail
- ▶ Printed and direct-delivered postal mail
- ▶ Secure and remote printing at DDS site (e.g., modem, VPN, etc.)
- ▶ Faxed to pre-verified fax numbers (i.e., if specifically requested and approved)
- ▶ HL7 or other electronic records interface (e.g., with VPN)

It is understood that the Bureau will incur delivery costs including paper and postage costs.

The Bureau maintains an easy-to-use, on-premises, authenticated and validated website and high-speed secure FTP site. This allows for retrieval of documents on an as-needed basis by the customer and for secure transfers to be configured on an automatic basis so that new documents are always delivered on-time. The bureau also maintains optional, secure bi-directional HL7 interface capability that includes industry standard HL7 formats along with custom HL7 segment and HL7 field modifications for specific customer format variations. In addition, Bureau staff have authenticated and encrypted PKI-e-mail available for high security e-mail communications with organizations with PKI infrastructure and individuals that have been issued valid and authenticated signing and encryption certificates.

All documents are automatically stored, archived and purged within the Bureau's centralized document management platform. Report documents will remain accessible until purged to authorized DDS administrators and authorized Bureau staff.

6. Security, Confidentiality and Privacy

The Bureau maintains HIPAA compliant, up-to-date, written security procedures for its core business function—the provision of timely, quality, high-volume medical transcription and dictation services.

The Bureau maintains strong, multi-layered security precautions. This includes internal user education regarding the use of security-related software including automated anti-virus/anti-malware software, use of document and e-mail security and other security policies (e.g., corporate system use policy, password security, hard copy shredding). This is further reinforced by the government-mandated online security and privacy training courses.

To highlight the primary security systems in place at Bureau offices, security is handled at three (3) levels:

- a. Physical site
- b. Information security
- c. Personnel security

a. Physical / Site

Three (3) and four (4) tumbler deadbolt locks with 14-inch stainless steel anti-jimmy plates secure entrances. The main entrance of the Bureau headquarters in Burr Ridge, Illinois is further protected by two heavy glass doors blocking entrance to the main office from the foyer.

Full-office, ADT-monitored alarm systems are installed and include:

- ▶ Magnetic sensors at each door
- ▶ Passive infrared motion detectors in each exterior room and every central area
- ▶ Active sonic sensors with glass breakage detection

- ▶ Fire sensors
- ▶ Remote monitoring with immediate law enforcement and Bureau staff notification
- ▶ Cellular network notification vector
- ▶ Event logging
- ▶ Physically separate, doubly redundant battery backup with on-site generator
- ▶ Secured control panel

Managers are provided with locked offices equipped with locking file cabinets, locking desk storage, secure fax machines, micro cross-cut shredders and business hour access to the corporate vault.

b. Information

Information security is maintained for a variety of processes and systems which correspond to their physical nature and usage patterns. Computer configuration, systems policy, hard copy documents, magnetic media and network communications are managed to ensure that information security is ensured.

i. Hard Copy

Bureau administrative staff are furnished with micro cross-cut shredders for disposal of printed material with protected healthcare information (PHI). This is the only hard copy or “paper” document with PHI at the Bureau. All patient schedules, client dictation system listings and other hard copy material with PHI is shredded prior to disposal.

Documents faxed from clients are received on toll-free, secure fax machines that are programmed to delete transmissions upon successful completion. All faxing of PHI to or from DDS facilities will be done with fax machines secured in individual managerial offices. These are individually configured for no memory retention of sent or received faxes.

For any special cases where the Bureau is directed by DDS facilities staff to maintain hard copies of documents with PHI, it will be stored in locked offices within a locked file cabinet.

ii. Systems

Bureau systems employ multi-layered security which includes:

- ▶ Automatic operating system, anti-malware and production application updates
- ▶ Disabling of all unused and non-essential operating system services and bundled software packages
- ▶ Uninstall and/or disabling of statistically/historically vulnerable application software (e.g., MSN Messenger, Internet Explorer)
- ▶ Real-time anti-virus and anti-malware software which dynamically alerts and automatically protects local file system entities as well as inbound and outbound internet communication including:
 - ▶ All executable programs, program libraries and other stored content
 - ▶ E-mail
 - ▶ Corporate instant messaging
 - ▶ Network *worm* attacks
 - ▶ Compressed files (local, remote and attachments)
 - ▶ Malicious web scripts
 - ▶ Blocking of malicious internet addresses
- ▶ NIST FIPS 140-2 level 1 compliant encryption (AES-256) of secondary storage
- ▶ US DoD 5220.22-M file system *shredding* of documents, logs and other files containing PHI

- ▶ Encrypted network communications (i.e., virtual private network [VPN])
- ▶ Public key infrastructure-based (PKI) encrypted e-mail
- ▶ Spam and “phishing” e-mail tagging and filtering
- ▶ Firewall protection of internet connections

In addition, the Bureau’s system user policy further enhances integrity and security. Bureau system user policy mandates that all Bureau systems are:

- ▶ Only for work-related endeavors
- ▶ To be used only by Bureau employees
- ▶ To have no security, policy or use-limiting features permanently circumvented
- ▶ To be kept updated by affirming and/or triggering *genuine* application, operating system and utility software updates
- ▶ To never use removable media to store or transport PHI for all government accounts
- ▶ To have no additional software installed by users without direct written approval and/or intervention by Bureau executive or IT staff
- ▶ Always to be used with Bureau-provided battery backup and surge protection
- ▶ To be turned off after shift completion
- ▶ Continuously audited for compliance—without notification or warning

(1) Server and Workstation Configuration and Encryption

All dictation and transcription system servers, related communications and peripheral equipment are housed in the secure, Class III data center located at the Bureau headquarters in Burr Ridge, Illinois.

All Bureau computers are protected by automated system policy, configuration options, specialized software and the network communications infrastructure. This is installed, maintained and supported by the Bureau’s internal IT department. Industry *best practices* are used for the many security-related policy items enforced within the Bureau’s corporate domain.

Before use, all systems are *imaged* (i.e., wiped and initialized) to install and configure the operating system and the default Bureau software.

Bureau systems are configured with whole-disk encryption. This is activated upon system startup using a specialized boot loader (i.e., after BIOS initialization and test and prior to operating system start).

No removable media (e.g., floppy disks, optical media, digital tape, etc.) is used for the storage or processing of reports, logs or other data.

Symantec (i.e., “Norton Corporate Edition”) AntiVirus, ClamAV and Avast! AntiVirus are utilized on all server and desktop systems. These are configured for automatic software and virus database updates. Updates are normally released on a weekly basis, but often arrive with greater frequency.

Bureau servers are configured with user authentication lockout threshold configured for three (3) incorrect login attempts, strong password selection with character complexity requirements and 60 day rotation.

User accounts are given privileges with the minimum user requirements necessary to work. For normal work, standard user-level system access is given. For application software, operating

system and utility updates which require normally inaccessible, protected components to be updated, elevated user privileges are temporarily granted.

(2) Redundant and Secure Network Communications

The Bureau's corporate network is connected to the internet using three (3) redundant connections. Each connection *peers* the Bureau with a separate internet service provider (ISP). These connections are routed through the Bureau's network firewall appliances. These appliances provide network management, filtering, packet inspection, VPN services and logging.

The Bureau's two (2) redundant SE Linux-based network appliances allow secure communications with external employees as well as protection and efficiency improvements for internal employees. All external employees communicate using OpenVPN utilizing FIPS 140-2 compliant encryption modules and algorithms. The Bureau's OpenVPN servers and clients are configured to use AES-256 encryption with dynamic, streaming LZO data compression. Initial authentication starts with the Bureau's 2048-bit public key certificate and then utilizes Bureau user accounts with complexity-compliant passwords that are SHA-1 hashed. Internal employee internet communications are managed using a variety of tool sets built-in to Bureau network security appliances including *iptables* filtering, *Squid* web cache and proxy, *SpamAssassin* e-mail filtering and tagging along with a variety of other network control and alert tools. The Bureau's two (2) Cisco appliances are used for continuous IPSEC connectivity for site-to-site VPNs requiring strict Cisco compatibility with customer equipment.

All user workstations at the Bureau use the Microsoft Windows® firewall configured in the *on* state. This enables application-level as well as inbound and outbound port and protocol blocking with user notification of exceptions. Remote users are also provided with network routers as a first layer of network defense (via NAT) for remote users from direct compromise, "zero day" attacks and other direct connection vulnerabilities.

All Bureau administrative staff are issued personal authentication and encryption certificates for use with PKI e-mail on a yearly basis. This allows for the automatic authentication and highest levels of encryption for e-mails to internal staff and PKI-enabled customers.

Daily, monthly and quarterly transcription, billing, QA and compliance reporting is traditionally printed on site or sent via PKI encrypted e-mail as attached Microsoft Excel® spreadsheets, Microsoft Word® files and/or PDF files depending upon facility preference.

(3) Application, Privacy, Security and System Software

Medical records which flow through the Bureau are stored only on server computers. Each server computer utilizes RAID disk arrays and critical databases are backed up on a nightly basis. All servers that store medical records are up-to-date and running the Microsoft Windows® Server 2012 operating system.

Bureau systems are configured to automatically receive and install application software, operating system and utility software updates.

Microsoft® Windows 7 is deployed on all user workstations for executive, administration, transcription and QA staff.

The Bureau's production workflow platform is configured for automatic update at each user login. Also, no aspect of production requires manual processing using external applications, manual copying or moving of files or other privacy or security endangering practice.



how it works

Transcriptionists work in the Bureau's document management platform in a "streaming" environment. Documents are only saved into the Bureau's centralized document management servers—not on individual workstations. There is no facility for receiving or sending data. Documents are also automatically counted, formatted and processed on Bureau servers for transmission automatically.

Bureau policy mandates that updates to computer operating systems and anti-malware software which may occasionally require user intervention be done either automatically or as soon as possible. Bureau training specifically addresses this and employees are responsible for license agreement acceptance, user intervention and reboot triggers during and after updates for their assigned workstations. Bureau IT department staff is responsible for all server systems and monitoring user compliance with existing and future system policy guidelines.

Should a customer request documents be exported in file form from the Bureau database for administrative or transmission purposes, files are shredded using automatic DoD 5220.22-M procedure after transmission. Shredding functionality is also linked to every system's *Recycle Bin*. Wipes include cluster tip area and directory entry passes for all files that are deleted manually. An additional DoD 5220.22-M *wiping* of unused disk space is scheduled to run during system idle time on each machine and is completely automated.

(4) Data Transmission Security

Any digital transmission of data to an DDS facility will be encrypted. All data encryption and data transmission vectors will use the standard data transmissions facilities approved and currently in-use by the DDS and external contractors. Bureau staff is thoroughly familiar with the process. In addition, Bureau policy and training espouses robust password selection and careful use of encryption and data transmission technologies on a daily basis.

Due to the broad spectrum of delivery technologies, the Bureau will defer final decisions and approval of methods and systems to DDS administrators.

Transmission and encryption methods used for the transfer of data—pending approval—may include one, two or more overlapping combinations of the following:

1. Site-to-site VPN (e.g., IPSEC, SSL, etc.)
2. On demand VPN (e.g., Cisco AnyConnect, Nortel EAC, OpenVPN, PPTP, etc.)
3. Direct-dialed, encrypted modem transfer to on-site Bureau delivery system
4. PKI encrypted e-mail (i.e., certificate-based, asymmetric, public key encryption)
5. Encrypted, compressed archive transfer to on-site bureau SFTP site (e.g., certificate authenticated and AES-256 encrypted, HIPAA-compliant, VA-approved and NIST-approved)
6. HIPAA-compliant and NIST-approved, application level encryption (e.g., Microsoft Word, PDF, etc.)
7. ...as requirements and regulations change, other agreed-upon, HIPAA-compliant and DDS-approved method(s) of encryption and transfer

Customer data retention is configured within the Bureau database for designated periods. (Figure 44 and Figure 45) After expiration, all audio and document records are automatically wiped from the Bureau's database. Purge logs are kept for verification and compliance.

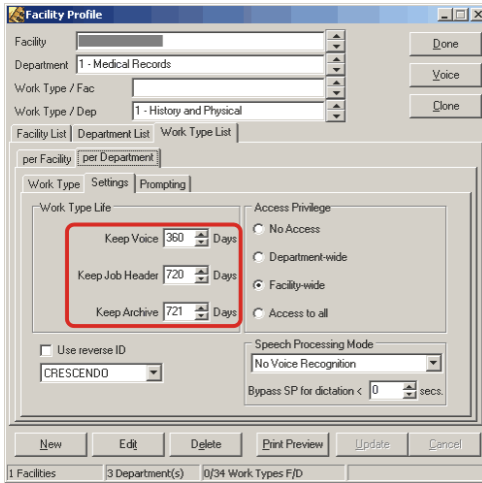


Figure 44, The Bureau platform is configured to archive, maintain tracking data and purge stored media after a set number of days on a facility, department and work type basis.

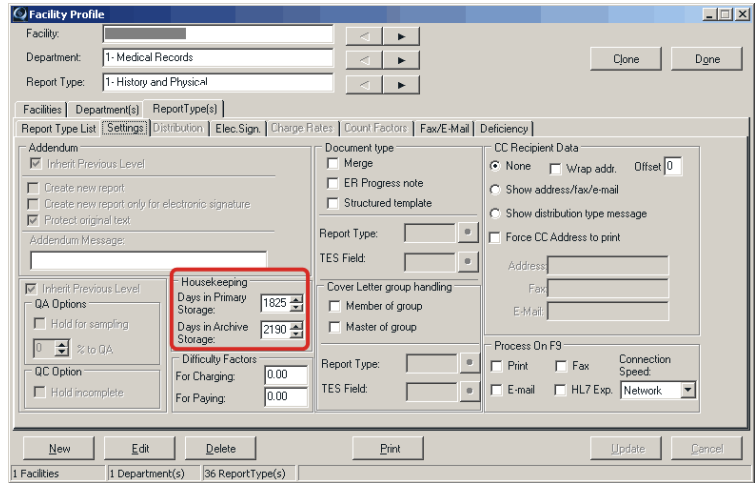


Figure 45, The Bureau platform also has equivalent storage, archive and purging parameters for stored documents.

Early every morning, a housekeeping process automatically runs, marks, purges and logs every dictation job and document that has exceeded parameters. (Figure 46) DDS work will be configured for exactly five (5) years (i.e., 60 months) per specifications.

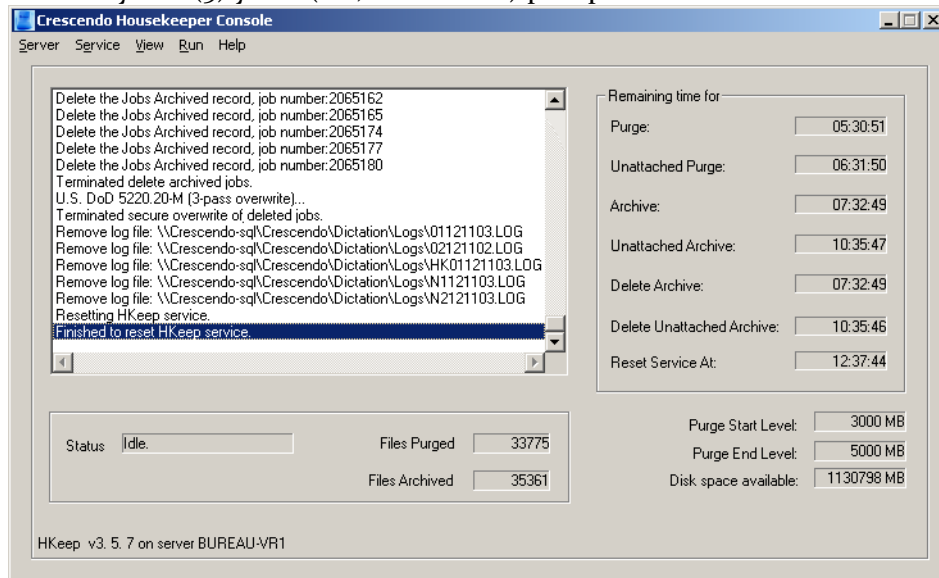


Figure 46, The Housekeeping service automatically performs the archive, record deletion and purge processes every day, 365 days a year.



Solicitation N ^o :	DRS150000005
Opening Date & Time:	April 2, 2015 13:50 ET



Transcription Services

for the

**State of West Virginia
Department of Education and the Arts
Division of Rehabilitation Services
Disability Determination Services**



Cost Proposal and Required Forms

Presented to:

**State of West Virginia
Dept. of Administration, Purchasing Division
Charleston, West Virginia**



Submitted by:

**Bureau of Office Services, Inc.
Healthcare Transcription
Burr Ridge, Illinois**



1-800-5-BUREAU

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IV. Attachment 4 - RFQ Section 11.1 Contract Manager	8
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VII. Attachment 7 - Addendum Acknowledgment Form	11

Note: This document contains *confidential* and *protected* information that must be redacted prior to public distribution. This information includes every signature, every corporate identifier (e.g., tax ID, vendor ID, etc.), telephone number, e-mail address and other items which can be used for nuisance and fraudulent purposes. A redacted version of this document is available upon request.



SEALED BID

Buyer: Evelyn Melton

Solicitation N°: DRS1500000005

Bid Opening Date: Thursday, April 2, 2015

Bid Opening Time: 1:30 p.m.

Deliver To Address: Department of Administration, Pur. Division
2019 Washington Street East
Charleson, WV 25305-0130

Fax Number: (304) 558-4115

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BIDDER PARTICULARS

Name: Bureau of Office Services
EIN/TIN: 36 2391254
Contact: Rich Piasecki
E-Mail: RichP@BureauHQ.com
Phone: (800) 528-7328 x.209



Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Request for Quotation

Proc Folder: 61039

Doc Description: ADDENDUM NO. 2. -TRANSCRIPTION SERVICES FOR THE WVDRS

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2015-03-23	2015-04-02 13:30:00	CRFQ 0932 DRS1500000005	3

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Name, Address and Telephone Number:

BUREAU OF OFFICE SERVICES, INC.
 11S270 S JACKSON STREET, STE 106
 BURR RIDGE IL 60527-6818
 US TOLL FREE: (800) 528-7328 FAX: (630) 323-6666
 WV VENDOR: *710133703 VENDOR CODE: 000000178861

FOR INFORMATION CONTACT THE BUYER

Evelyn Melton
 (304) 558-7023
 evelyn.p.melton@wv.gov

Signature X

FEIN # 36-2391254

DATE March 30, 2015

All offers subject to all terms and conditions contained in this solicitation

INVOICE TO		SHIP TO	
CHARLESTON DISABILITY DETERMINATION DIVISION OF REHABILITATION SERVICES 500 QUARRIER ST STE 500		DIVISION OF REHABILITATION SERVICES DISABILITY DETERMINATION SECTION 500 QUARRIER ST, STE 500	
CHARLESTON	WV25301	CHARLESTON	WV 25301
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	TRANSCRIPTION SERVICES PER LINE PRICE	1.00000	LINE	\$0.0849	\$0.0849

Comm Code	Manufacturer	Specification	Model #
41105803			

Extended Description :

ALL-INCLUSIVE TRANSCRIPTION SERVICES PER LINE.

ADDENDUM NO. 2 IS ISSUED:

- TO PROVIDE RESPONSES TO VENDORS' QUESTIONS REGARDING THE ABOVE SOLICITATION.
- TO PROVIDE ADDENDUM ACKNOWLEDGMENT.

--- END OF ADDENDUM NO. 2 ---

ADDENDUM NO. 1 IS ISSUED:

- TO MOVE THE BID OPENING DATE TO ALLOW FOR THE ISSUANCE OF RESPONSES TO THE QUESTIONS RECEIVED FOR THE ABOVE SOLICITATION:

FROM: MARCH 12, 2015 @ 1:30 P.M.
TO: APRIL 2, 2015 @ 1:30 P.M.

- TO PROVIDE ADDENDUM ACKNOWLEDGMENT

--- END OF ADDENDUM NO. 1 ---

DRS150000005	Document Phase Final	Document Description TRANSCRIPTION SERVICES FOR THE WVDRS DDS SECTION	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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 Vendor Preference, if applicable.

- 1. **Application is made for 2.5% 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% 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% 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% 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% 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% 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.
- 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.**
 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.

N/A

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: _____

11. MISCELLANEOUS:

11.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.


Contract Manager: Michael Weisbrodt
Vendor's Address: 11s270 S Jackson Street
Burr Ridge, IL 60527-6818
Telephone Number: (630) 323-2600 x.212
Fax Number: (630) 323-6666
Email Address: MichaelW@BureauHQ.com

CERTIFICATION AND SIGNATURE PAGE

By signing below, or submitting documentation through wvOASIS, 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, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

Bureau of Office Services, Inc.

(Company)



(Authorized Signature) (Representative Name, Title)

(630) 323-2600 x.209 (630) 323-6666 March 30, 2015

(Phone Number) (Fax Number) (Date)

RFQ No. DRS150000005

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 exceeds 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: Bureau of Office Services, Inc.

Authorized Signature: *Robert E. Parker* Date: March 10, 2015

State of Illinois

County of DuPage, to-wit:

Taken, subscribed, and sworn to before me this 10th day of March, 2015.

My Commission expires March 19, 2017.

AFFIX SEAL HERE

NOTARY PUBLIC *Michael J Weisbrodt*

Purchasing Affidavit (Revised 07/01/2012)



ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: DRS1500000005

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 checked="" 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.

Bureau of Office Services, Inc.

 Company


 Authorized Signature

March 30, 2015

 Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012