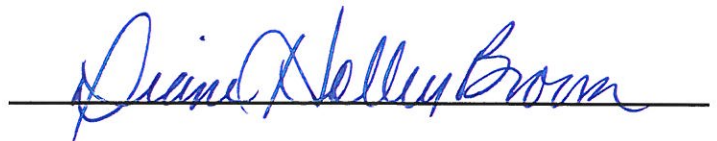


NOTICE

Please note that this bid from ACTS Document Management Inc. for WWV17*4 was received at the Purchasing Division office prior to the established bid opening date and time on April 25, 2017, but was not loaded properly within wvOASIS at the public bid opening. This bid has since been loaded and is now posted.



Diane Holley-Brown
Assistant Purchasing Director



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 7

List View

General Information

Contact

Default Values

Discount

Document Information

Procurement Folder: 313325

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0323

Vendor ID: VS0000004140

SO Doc ID: WV1700000004

Legal Name: ACTS Document Management Inc

Published Date: 4/12/17

Alias/DBA:

Close Date: 4/25/17

Total Bid: \$0.00

Close Time: 13:30

Response Date: 04/24/2017

Status: Closed

Response Time: 20:05

Solicitation Description: Addendum No. 1 Transcription Services, Legal and Medica

Total of Header Attachments: 7

Total of All Attachments: 7



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

State of West Virginia
Solicitation Response

Proc Folder : 313325

Solicitation Description : Addendum No. 1 Transcription Services, Legal and Medica

Proc Type : Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-04-25 13:30:00	SR 0323 ESR04241700000005144	1

VENDOR

VS0000004140

ACTS Document Management Inc

Solicitation Number: CRFQ 0323 WWV1700000004

Total Bid : \$0.00

Response Date: 2017-04-24

Response Time: 20:05:40

Comments:

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
(304) 558-0094
melissa.k.pettrey@wv.gov

Signature on File

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, Legal and Medical	0.00000	EA	\$1.100000	\$0.00

Comm Code	Manufacturer	Specification	Model #
82111603			

Extended Description :	Transcription Services, Legal and Medical per the specifications attached herein.
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Comments: Please see pricing page



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

State of West Virginia
Request for Quotation
33 — Service - Misc

Proc Folder: 313325

Doc Description: Transcription Services, Legal and Medical

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-04-04	2017-04-25 13:30:00	CRFQ 0323 WWV1700000004	1

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:

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey

(304) 558-0094

melissa.k.pettrey@wv.gov

Signature X

FEIN #

DATE

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

INVOICE TO		SHIP TO	
WORKFORCE WEST VIRGINIA FISCAL & ADMINISTRATIVE MANAGEMENT- 5301 112 CALIFORNIA AVE CHARLESTON WV25305-0112 US		WORKFORCE WEST VIRGINIA OFFICE OF ADMIN. SUPPORT - 5302 112 CALIFORNIA AVENUE CHARLESTON WV 25305-0112 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Transcription Services, Legal and Medical	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
82111603			

Extended Description :

Transcription Services, Legal and Medical per the specifications attached herein.

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Question Submission Deadline At 10:00AM	2017-04-11

WWV1700000004	Document Phase Draft	Document Description Transcription Services, Legal and Medical	Page 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. REVIEW DOCUMENTS THOROUGHLY: The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.

2. MANDATORY TERMS: The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.

3. PREBID MEETING: The item identified below shall apply to this Solicitation.

☒ A pre-bid meeting will not be held prior to bid opening

☐ A **NON-MANDATORY PRE-BID** meeting will be held at the following place and time:

☐ A **MANDATORY PRE-BID** meeting will be held at the following place and time:

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one person attending the pre-bid meeting may represent more than one Vendor.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing.

Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are nonbinding.

Submitted e-mails should have solicitation number in the subject line.

Question Submission Deadline: 04/11/2017 @ 10:00 A.M. DST

Submit Questions to: Melissa Pettrey

2019 Washington Street, East

Charleston, WV 25305

Fax: (304) 558-4115 (Vendors should not use this fax number for bid submission)

Email: melissa.k.pettrey@wv.gov

5. VERBAL COMMUNICATION: Any verbal communication between the Vendor and any State personnel is not binding, including verbal communication at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.

6. BID SUBMISSION: All bids must be submitted electronically through wvOASIS or signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The Purchasing Division will not accept bids, modification of bids, or addendum acknowledgment forms via e-mail. Acceptable delivery methods include electronic submission via wvOASIS, hand delivery, delivery by courier, or facsimile.

The bid delivery address is:
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

A bid that is not submitted electronically through wvOASIS should contain the information listed below on the face of the envelope or the bid may be rejected by the Purchasing Division.:

SEALED BID:
BUYER:
SOLICITATION NO.:
BID OPENING DATE:
BID OPENING TIME:
FAX NUMBER:

The Purchasing Division may prohibit the submission of bids electronically through wvOASIS at its sole discretion. Such a prohibition will be contained and communicated in the wvOASIS system resulting in the Vendor's inability to submit bids through wvOASIS. Submission of a response to an Expression of Interest or Request for Proposal is not permitted in wvOASIS.

For Request For Proposal ("RFP") Responses Only: In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus _____ convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: (This only applies to CRFP)

- ☐ Technical
☐ Cost

7. BID OPENING: Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when confirmation of delivery is provided by wvOASIS (in the case of electronic submission) or when the bid is time stamped by the official Purchasing Division time clock (in the case of hand delivery).

Bid Opening Date and Time: 04/25/2017 @ 1:30 P.M. DST

Bid Opening Location: Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

8. ADDENDUM ACKNOWLEDGEMENT: Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, 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.

9. BID FORMATTING: Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

10. ALTERNATES: Any model, brand, or specification listed in this Solicitation establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

13. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee, if applicable.

14. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

15. PREFERENCE: Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Vendor Preference Certificate form has been attached hereto to allow Vendor to apply for the preference. Vendor's failure to submit the Vendor Preference Certificate form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

16. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES: For any solicitations publicly advertised for bid, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to contract award to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.

17. WAIVER OF MINOR IRREGULARITIES: The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.

18. ELECTRONIC FILE ACCESS RESTRICTIONS: Vendor must ensure that its submission in wvOASIS can be accessed and viewed by the Purchasing Division staff immediately upon bid opening. The Purchasing Division will consider any file that cannot be immediately accessed and viewed at the time of the bid opening (such as, encrypted files, password protected files, or incompatible files) to be blank or incomplete as context requires, and are therefore unacceptable. A vendor will not be permitted to unencrypt files, remove password protections, or resubmit documents after bid opening to make a file viewable if those documents are required with the bid. A Vendor may be required to provide document passwords or remove access restrictions to allow the Purchasing Division to print or electronically save documents provided that those documents are viewable by the Purchasing Division prior to obtaining the password or removing the access restriction.

19. NON-RESPONSIBLE: The Purchasing Division Director reserves the right to reject the bid of any vendor as Non-Responsible in accordance with W. Va. Code of State Rules § 148-1-5.3, when the Director determines that the vendor submitting the bid does not have the capability to fully perform, or lacks the integrity and reliability to assure good-faith performance.”

20. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part in accordance with W. Va. Code of State Rules § 148-1-4.5. and § 148-1-6.4.b.”

21. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

GENERAL TERMS AND CONDITIONS:

1. CONTRACTUAL AGREEMENT: Issuance of a Award Document signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. DEFINITIONS: As used in this Solicitation/Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation/Contract.

2.1. "Agency" or "Agencies" means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.

2.2. "Bid" or "Proposal" means the vendors submitted response to this solicitation.

2.3. "Contract" means the binding agreement that is entered into between the State and the Vendor to provide the goods or services requested in the Solicitation.

2.4. "Director" means the Director of the West Virginia Department of Administration, Purchasing Division.

2.5. "Purchasing Division" means the West Virginia Department of Administration, Purchasing Division.

2.6. "Award Document" means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the contract holder.

2.7. "Solicitation" means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.

2.8. "State" means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.

2.9. "Vendor" or "Vendors" means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. CONTRACT TERM; RENEWAL; EXTENSION: The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

☒ **Term Contract**

Initial Contract Term: This Contract becomes effective on _____ upon award _____ and extends for a period of one (1) year _____ year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal should be submitted to the Purchasing Division thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to three (3) successive one (1) year periods or multiple renewal periods of less than one year, provided that the multiple renewal periods do not exceed thirty-six (36) months in total. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

Delivery Order Limitations: In the event that this contract permits delivery orders, a delivery order may only be issued during the time this Contract is in effect. Any delivery order issued within one year of the expiration of this Contract shall be effective for one year from the date the delivery order is issued. No delivery order may be extended beyond one year after this Contract has expired.

☐ **Fixed Period Contract:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within _____ days.

☐ **Fixed Period Contract with Renewals:** This Contract becomes effective upon Vendor's receipt of the notice to proceed and part of the Contract more fully described in the attached specifications must be completed within _____ days.

Upon completion, the vendor agrees that maintenance, monitoring, or warranty services will be provided for one year thereafter with an additional _____ successive one year renewal periods or multiple renewal periods of less than one year provided that the multiple renewal periods do not exceed _____ months in total. Automatic renewal of this Contract is prohibited.

☐ **One Time Purchase:** The term of this Contract shall run from the issuance of the Award Document until all of the goods contracted for have been delivered, but in no event will this Contract extend for more than one fiscal year.

☐ **Other:** See attached.

4. NOTICE TO PROCEED: Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Award Document will be considered notice to proceed.

5. QUANTITIES: The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.

☒ **Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. It is understood and agreed that the Contract shall cover the quantities actually ordered for delivery during the term of the Contract, whether more or less than the quantities shown.

☐ **Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.

☒ **Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.

☐ **One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.

6. EMERGENCY PURCHASES: The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.

7. REQUIRED DOCUMENTS: All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.

☐ **BID BOND (Construction Only):** Pursuant to the requirements contained in W. Va. Code § 5-22-1(c), All Vendors submitting a bid on a construction project shall furnish a valid bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

☐ **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of _____. The performance bond must be received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.

☐ **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be delivered to the Purchasing Division prior to Contract award. In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable.

☐ **MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

☐ **LICENSE(S) / CERTIFICATIONS / PERMITS:** In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

☐

☐

☐

☐

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

8. INSURANCE: The apparent successful Vendor shall furnish proof of the insurance identified by a checkmark below prior to Contract award. Subsequent to contract award, and prior to the insurance expiration date, Vendor shall provide the Agency with proof that the insurance mandated herein has been continued. Vendor must also provide Agency with immediate notice of any changes in its insurance policies mandated herein, including but not limited to, policy cancelation, policy reduction, or change in insurers. The insurance coverages identified below must be maintained throughout the life of this contract. The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed in this section.

Vendor must maintain:

☐ **Commercial General Liability Insurance** in at least an amount of:

☐ **Automobile Liability Insurance** in at least an amount of: _____

☐ **Professional/Malpractice/Errors and Omission Insurance** in at least an amount of:

☐ **Commercial Crime and Third Party Fidelity Insurance** in an amount of:

☐ **Cyber Liability Insurance** in an amount of: _____

☐ **Builders Risk Insurance** in an amount equal to 100% of the amount of the Contract.

☐

☐

☐

☐

☐

9. WORKERS' COMPENSATION INSURANCE: The apparent successful Vendor shall comply with laws relating to workers compensation, shall maintain workers' compensation insurance when required, and shall furnish proof of workers' compensation insurance upon request.

10. LITIGATION BOND: The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.

11. LIQUIDATED DAMAGES: Vendor shall pay liquidated damages in the amount of

for _____.

This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

12. ACCEPTANCE: Vendor's signature on its bid, or on the certification and signature page, constitutes an offer to the State that cannot be unilaterally withdrawn, signifies that the product or service proposed by vendor meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise indicated, and signifies acceptance of the terms and conditions contained in the Solicitation unless otherwise indicated.

13. PRICING: The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.

14. PAYMENT: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears.

15. PURCHASING CARD ACCEPTANCE: The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

☐ Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

16. TAXES: The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

17. ADDITIONAL FEES: Vendor is not permitted to charge additional fees or assess additional charges that were not either expressly provided for in the solicitation published by the State of West Virginia or included in the unit price or lump sum bid amount that Vendor is required by the solicitation to provide. Including such fees or charges as notes to the solicitation may result in rejection of vendor's bid. Requesting such fees or charges be paid after the contract has been awarded may result in cancellation of the contract.

18. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

19. CANCELLATION: The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may also cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-6.1.e.

20. TIME: Time is of the essence with regard to all matters of time and performance in this Contract.

21. APPLICABLE LAW: This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.

22. COMPLIANCE: Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendor acknowledges that it has reviewed, understands, and will comply with all applicable laws, regulations, and ordinances.

23. ARBITRATION: Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.

24. MODIFICATIONS: This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any change to existing contracts that adds work or changes contract cost, and were not included in the original contract, must be approved by the Purchasing Division and the Attorney General's Office (as to form) prior to the implementation of the change or commencement of work affected by the change.

Revised 01/18/2017

25. WAIVER: The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.

26. SUBSEQUENT FORMS: The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.

27. ASSIGNMENT: Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.

28. WARRANTY: The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.

29. STATE EMPLOYEES: State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.

30. BANKRUPTCY: In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

31. PRIVACY, SECURITY, AND CONFIDENTIALITY: The Vendor agrees that it will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the Agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the Agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/default.html>.

32. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the Solicitation and the resulting Contract are public documents. As public documents, they will be disclosed to the public following the bid/proposal opening or award of the contract, as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., 5-22-1 et seq., and 5G-1-1 et seq. and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any bid, proposal, or other document to the Purchasing Division constitutes your explicit consent to the subsequent public disclosure of the bid, proposal, or document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

33. LICENSING: In accordance with West Virginia Code of State Rules § 148-1-6.1.e, Vendor must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

34. ANTITRUST: In submitting a bid to, signing a contract with, or accepting a Award Document from any agency of the State of West Virginia, the Vendor agrees to convey, sell, assign, or transfer to the State of West Virginia all rights, title, and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to Vendor.

35. VENDOR CERTIFICATIONS: By signing its bid or entering into this Contract, Vendor certifies (1) that its bid or offer was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid or offer for the same material, supplies, equipment or services; (2) that its bid or offer is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this Solicitation in its entirety; understands the requirements, terms and conditions, and other information contained herein.

Vendor's signature on its bid or offer also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency. The individual signing this bid or offer on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or offer or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

36. VENDOR RELATIONSHIP: The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, etc. and the filing of all necessary documents, forms, and returns pertinent to all of the foregoing.

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

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

38. PURCHASING AFFIDAVIT: In accordance with West Virginia Code § 5A-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of \$1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.

39. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE: This Contract may be utilized by other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). Any extension of this Contract to the aforementioned Other Government Entities must be on the same prices, terms, and conditions as those offered and agreed to in this Contract, provided that such extension is in compliance with the applicable laws, rules, and ordinances of the Other Government Entity. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.

40. CONFLICT OF INTEREST: Vendor, its officers or members or employees, shall not presently have or acquire an interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.

41. REPORTS: Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:

☒ Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

☐ Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

42. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision. The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

43. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.

b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open hearth, basic oxygen, electric furnace, Bessemer or other steel making process. The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

c. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

d. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

44. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a “substantial labor surplus area”, as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products. This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Name, Title)

(Printed Name and Title)

(Address)

(Phone Number) / (Fax Number)

(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated 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.

(Company)

(Authorized Signature) (Representative Name, Title)

(Printed Name and Title of Authorized Representative)

(Date)

(Phone Number) (Fax Number)

REQUEST FOR QUOTATION
Transcription Services

SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of Workforce West Virginia Board of Review to establish an open-end contract for transcription services of hearings conducted by the Board of Review and decisions resulting from those hearings.
2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.
 - 2.1 **“Contract Item” or “Contract Items”** means the list of items identified in Section 3.1 below and on the Pricing Pages.
 - 2.2 **“Pricing Pages”** means the schedule of prices, estimated order quantity, and totals contained in wvOASIS or attached hereto as Exhibit A, and used to evaluate the Solicitation responses.
 - 2.3 **“Solicitation”** means the official notice of an opportunity to supply the State with goods or services that is published by the Purchasing Division.
 - 2.4 **“Board of Review”** means the Workforce West Virginia Unemployment Compensation Board of Review.
 - 2.5 **“VPN”** means Virtual Private Network.
3. **GENERAL REQUIREMENTS:**
 - 3.1 **Contract Items and Mandatory Requirements:** Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below.
 - 3.1.1 **Hearing Transcriptions (Exhibit B)**
 - 3.1.1.1 The first page of the transcript shall have 1” margins.
 - 3.1.1.2 All subsequent pages of the transcripts shall have header on line 5 leaving 5/8” margin at top. All pages of the transcript shall have 1” margin on left and 5/8” margin on right side.

REQUEST FOR QUOTATION
Transcription Services

- 3.1.1.3** Transcripts shall include single spacing Questions and Answer format.
 - 3.1.1.4** Transcripts shall include Arial 12 point Font type and size.
 - 3.1.1.5** Hearing transcripts shall include a style of the case and appearances on page one.
 - 3.1.1.6** Hearing transcripts shall include an Index of Direct, Cross, Redirect, Recross, etc. and exhibits on the second page.
 - 3.1.1.7** Certification shall be included on last page of transcript and not included in the billing of pages.
 - 3.1.1.8** Hearing transcripts shall include a header with the claimant's name and case number in Arial 12 point font type bold capital letters/numbers.
 - 3.1.1.9** The first typing line on all transcripts shall be on line 8 on all pages after first and end on line 59 leaving 51 typing lines per page.
 - 3.1.1.10** Hearing transcripts shall include an index of key words at the end of the transcript.
 - 3.1.1.11** The completed transcripts shall be printed on 8" by 11", 20#, White Bond as "mini pages" using four-to-a-page formatting compatible with Microsoft Office Word 2010, 2013, or 2016.
- 3.1.2 Decisions/Orders (Exhibit C)**
- 3.1.2.1** The first page of the Board of Review Decisions/Orders shall have 1" margins.
 - 3.1.2.2** All subsequent pages of the Board of Review Decisions/Orders shall have header on line 5 leaving 5/8" margin at top. All pages shall have 1" margin on right-hand side of each page.

REQUEST FOR QUOTATION
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- 3.1.2.3** Board of Review Decisions/Orders shall have single spacing with appropriate paragraphing.
- 3.1.2.4** Board of Review Decisions/Orders shall include Arial 12 point Font type and size.
- 3.1.2.5** The first typing line on page 1 of all Board of Review Decisions/Orders shall be on line 7 and shall end at approximately "59", for 52 typing lines on page 1.
- 3.1.2.6** All subsequent pages of the Board of Review Decisions/Orders shall begin on line 8 and shall end at approximately "59", for 51 typing lines per page.
- 3.1.2.7** The persons dictating decisions/orders will reference certain preformatted language. The Board of Review will provide this language to vendor for insertion into the decisions/orders. The Board of Review will update and change the preformatted language as necessary.

3.1.3 Hearing Transcriptions and Decisions/Orders

- 3.1.3.1** Vendor will transcribe hearings and decisions/orders from digital recordings.
- 3.1.3.2** Transcripts and Decisions shall be electronically mailed to the Board of Review in a format compatible with the Board of Review software, such as Microsoft Office Word 2010, 2013, or 2016.
- 3.1.3.3** Typed transcripts shall be electronically mailed to the Board of Review for printing within four working days of receiving the dictation. Typed decisions/order shall be electronically mailed to the Board of Review for printing within two working days of receiving the dictation. For example a hearing sent for dictating at 4:30 p.m. on Monday must be transcribed and returned to the Board of Review no later than 4:30 p.m. on Friday.
- 3.1.3.4** Transcripts and Decisions electronically mailed shall be transferred via a secure Virtual Private Network (VPN) or if by email as an encrypted document.

REQUEST FOR QUOTATION
Transcription Services

3.1.3.5 Prior to award vendor must have all employees sign the confidentially agreements found at:
<http://www.state.wv.us/admin/purchase/privacy/default.html>.

A copy of the signed agreements must be provided to the Board of Review upon request.

3.1.3.6 Vendor must agree to and sign the HIPAA Business Addendum.
(EXHIBIT D)

4. CONTRACT AWARD:

4.1 Contract Award: The Contract is intended to provide Agencies with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages. The award will be for first year services only. Succeeding years of services will be added through the West Virginia State Purchasing Division's approved change order process.

4.2 Pricing Pages: Vendor should complete the Pricing Pages (EXHIBIT A) by providing cost per page of transcribing hearings from digital recordings and typing of decisions/orders. Vendor should complete the Pricing Pages in their entirety as failure to do so may result in Vendor's bids being disqualified.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document. In most cases, the Vendor can request an electronic copy of the Pricing Pages for bid purposes by sending an email request to the following address:
Melissa.K.Pettrey@wv.gov.

5. ORDERING AND PAYMENT:

5.1 Ordering: Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal/website. If Vendor has the ability to accept on-line orders, it should include in its response a brief

REQUEST FOR QUOTATION
Transcription Services

description of how Agencies may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.

- 5.2 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

6. DELIVERY AND RETURN:

- 6.1 Delivery Time:** Vendor shall deliver standard orders within four working days for hearings and two working days for decisions/orders after orders are received. Vendor shall deliver emergency orders within two working day(s) after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.

- 6.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.

Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.

- 6.3 Delivery Payment/Risk of Loss:** Standard order delivery shall be F.O.B. destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.

- 6.4 Return of Unacceptable Items:** If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

REQUEST FOR QUOTATION
Transcription Services

6.5 Return Due to Agency Error: Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

7. VENDOR DEFAULT:

7.1 The following shall be considered a vendor default under this Contract.

- 7.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.
- 7.1.2 Failure to comply with other specifications and requirements contained herein.
- 7.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.
- 7.1.4 Failure to remedy deficient performance upon request.

7.2 The following remedies shall be available to Agency upon default.

- 7.2.1 Immediate cancellation of the Contract.
- 7.2.2 Immediate cancellation of one or more release orders issued under this Contract.
- 7.2.3 Any other remedies available in law or equity.

8. MISCELLANEOUS:

8.1 No Substitutions: Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.

8.2 Vendor Supply: Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.

REQUEST FOR QUOTATION
Transcription Services

8.3 Reports: Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

8.4 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: _____
Telephone Number: _____
Fax Number: _____
Email Address: _____

Hearing Decisions/Orders Transcription Services

Exhibit "A"

Pricing Page

ITEM	Description	Unit of Measure	Unit Price	Est. Quantity	Extended Cost
1	Transcribing Hearings from Digital Recordings	Per Page		1000	
2	Typing of Decisions/Orders	Per Page		1000	
Total Bid Amount					
**	Vendor should not alter pricing page and should fill out the pricing page as it is.				
	The addition or alterations of the pricing page and or addition of commodities				
	other than those listed on the pricing page online or as an attachment, will result				
	in disqualification of bid submittal.				

1
IN THE MATTER OF:)

,)

) CASE NO. R-2016-3751

EMPLOYER:)

,)

)

)

AT: CHARLESTON, WEST VIRGINIA

DATE: JANUARY 4, 2017

BEFORE: [REDACTED]

ADMINISTRATIVE LAW JUDGE

BOARD OF REVIEW

WORKFORCE West Virginia

APPEARANCES:

CLAIMANT DID NOT APPEAR

EMPLOYER APPEARED TELEPHONICALLY

BY

TRANSCRIBED BY:

Exhibit "B"

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TESTIMONY

WITNESS

EXAMINED BY

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JUDGE SPROLES

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EMPLOYER EXHIBIT 1 20

* ALL EXHIBITS LOCATED AT END OF
TRANSCRIPT*

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JUDGE:

Good morning.

This hearing will be recorded. We're on the record. Today is January the 4th, 2017. This hearing is being conducted telephonically.

My name is [REDACTED] I'm the Administrative Law Judge assigned to hear this case and write a decision in regard to whether the Claimant will receive unemployment compensation benefits.

This is Claim Number [REDACTED] The Claimant is [REDACTED] who is not present. This hearing was scheduled to begin at 11:00 a.m. It's not 11:06 a.m. The Claimant was advised by the Notice of Hearing to contact the Board of Review and provide a contact telephone number in order to participate in this hearing. He's failed to do so. We; therefore, will proceed without the Claimant being present.

The Employer is [REDACTED]

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[REDACTED], who appears by phone. The Employer Representative is [REDACTED], the Area Director.

Ms. [REDACTED], any other witnesses or representation on behalf of the Employer today?

MS. [REDACTED]: No, Sir.

JUDGE: Does the Employer continue to receive its mail in regard to these matters c/o [REDACTED] M [REDACTED]

[REDACTED] Yes, Sir, that's correct.

JUDGE: Thank you. There's no appearance by WorkForce West Virginia or the Local Office.

This involves the Employer's appeal from the Deputy's Decision of December 5th, 2016 finding that the Claimant was discharged but not for misconduct and was not disqualified from receiving benefits.

The purpose of today's hearing is to provide the parties with an impartial,

full and fair hearing on the appeal taken from the Deputy's benefit determination and Decision and to review the legal correctness of that determination and Decision.

MS. , you're the only one present. Please raise your right hand and be sworn. Do you solemnly swear or affirm that in the matter now in hearing you will speak the truth, the whole truth and nothing but the truth?

MS. : Yes, Sir.

JUDGE: Ms. ; responded in the affirmative. Ma'am, at this point I have marked two documents. There are a number of other documents in my file which we'll deal with during the course of the hearing. At this point; however, we're dealing with only two, the first of which is the Deputy's Decision. It's marked as ALJ Exhibit Number 1. The second document, which I've marked as ALJ Exhibit Number 2 is a fact-finding

report. This document appears to bear the Claimant's signature in the lower left hand corner. It's dated November the 14th, 2016.

Have you had an opportunity to review these two documents, Ms. Allen?

MS. : Yes, Sir.

JUDGE: Do you have an objection to the admission of either one into the record?

MS. : No.

JUDGE: There being no objection, ALJ Exhibits 1 and 2 are admitted.

(WHEREUPON, the documents referred to were marked as ALJ Exhibits 1 and 2 and received as evidence.)

JUDGE: Based upon these documents, it appears there may be some issue or controversy regarding the basis for the Claimant's separation from employment.

Ms. , I'm going to advise you

of two separate issues then that may arise during the course of this hearing and the law relating to each one.

MS. : Okay.

JUDGE: If the Claimant was discharged, the issue to be decided is whether the Claimant was discharged for misconduct and if so, whether the misconduct which resulted in the Claimant's discharge was simple or gross misconduct.

If the Claimant was discharged but not for misconduct, he's not disqualified from receiving benefits.

If the Claimant was discharged for simple misconduct, he's disqualified from receiving benefits for the week in which he was discharged and a six week period thereafter.

If the Claimant was discharged for gross misconduct, he's disqualified from receiving benefits until he returns to covered employment and has been employed therein at least 30

working days.

In such a case, the Employer has the burden of proving misconduct and would present evidence first followed by the Claimant if the Claimant were present. The Employer will be the only party to introduce evidence today should it chose to do so because the Employer is the only party present.

If; however, the Claimant quit his employment, the issue to be decided is whether the Claimant quit his employment for reasons involving fault on the part of the Employer or whether the Claimant quit his employment for cause which is good cause for quitting his employment.

If the Claimant quit his employment for cause involving fault on the part of the Employer, he's not disqualified from receiving benefits.

If the Claimant quit his employment for personal reasons not involving fault on the part of the Employer, he

is disqualified from receiving those benefits.

In such a case, the Employer has the- I'm sorry. The Claimant has the burden of proof and would introduce evidence first followed by the Employer if the Claimant were present.

Regardless of the basis for the Claimant's separation from employment, during the course of this hearing, each party has a right to introduce sworn testimony, to call witnesses and question those witnesses and to introduce relevant written documentation.

Each party, in the appropriate case, which will not occur today because the Employer is the only party present, would have a right to cross examine the adverse party and any witnesses called on behalf of the adverse party.

You'll be allowed to testify, Ms.

but would not have been able to question witnesses or the Claimant on

cross examination directly. You could have asked those questions through me. Otherwise, that would have constituted the unauthorized practice of law.

MS. : Okay.

JUDGE: At the conclusion of this hearing, each party will receive a written decision within approximately three weeks.

Ms. , do you now have any questions regarding the issue or issues I am to decide or procedure we will follow today?

MS. : No, Your Honor.

JUDGE: Alright, ma'am, was the Claimant employed by the Employer as a Caregiver at the time of his separation from employment?

MS. |: Yes, Sir.

JUDGE: Had he been in-

MS. : The title was Direct Support Professional.

JUDGE: Okay, and had he been employed by the Employer from

February the 23rd, 2011 to February 16th, 2016 or on or about that date?

MS. |: Yes, Sir.

JUDGE: Was he earning \$8.77 per hour at the time of his separation from employment?

MS. ALLEN: Yes, Sir.

JUDGE: And approximately how many hours a week was he working?

MS. He was 35- about 35 hours a week.

JUDGE: And what is the Employer's business?

MS. : We provide managed care services and home services to individuals with special needs under the Title 19 Waiver Program for the state.

JUDGE: Was the Claimant discharged or did he quit?

MS. : He was actually not discharged until we got the notification that he definitely wasn't coming back. He had sat in the system-

JUDGE: Okay, hold on just a moment.

MS. |: -until-

JUDGE: Hold on just a moment. Ma'am, I just need to- I just- Initially, I just need to know what happened.

WHEREUPON,

, called as a witness, being first duly sworn to tell the truth, testified as follows:

EXAMINATION

BY JUDGE:

Q Why don't you just give me the facts that led to his separation from employment?

A Okay, he was a no-call no-show. He had been a no-call no-show for his shift and the Supervisor-

Q When? When? When? When? When?

A That was on- Wait a second till I find it. That was on 2/24 was the start shift was.

Q 2/24/2016?

A Yes.

Q Okay, then what happened?

A So his Supervisor tried to contact him at that point. There was no returned call for . He, of course, the shifts were covered at that point. He did contact the Supervisor back I think like a month later and he wanted to go back to shift.

His Supervisor told him he was going to have to come in for a disciplinary action for the no-call no-show and scheduled a meeting for him to come in in March. He did not appear for the meeting. There were-

Q What day in March was the meeting set for, ma'am?

A It- Let me look here. I'm sorry, Your Honor. I don't know the exact date of that meeting. I'm working from the Supervisor's notes.

Q Alright.

A And he just says March.

Q Alright, then, you got a meeting set for sometime in March of 2016 and then what happened?

A Mr. did not show up for that meeting. He was then contacted again on- and I believe the Supervisor submitted those documents- We contacted him for months afterwards throughout the year. There's a-

Q You did what, ma'am? I'm sorry. I didn't understand what you said.

A Okay, there were contacts made again all the way into June when they were pursuing a job abandonment status for him because he had still not been in contact and was in the system.

Q Well, okay, ma'am-

A There was a-

Q Ma'am, just a moment. You said contacts were made. Who contacted who?

A Our Supervisor, i, with a witness . They're both Supervisors over that caseload that he was working on. One of- is

Program Director and is Program Coordinator.

Q And what did they do and when did they do it, ma'am?

A They submitted records of contact where they had contacted him on 6/6 and left a message and asked for a call back to- They had other shifts available at that time even though they had filled his shift. Before they took him out of the system, we tried-

Q Well, ma'am, did he come back- Did he come back to work?

A No, he just never came back at all.

Q So, let me make sure I understand what you're telling me.

A Okay.

Q And then we'll go on. The Claimant didn't appear for work on February 21st- 24th. He didn't call. He didn't ever show up. He didn't make any contact with the Employer or any Supervisor for a month. You set an

appointment up in March for him to come in. He doesn't come in. You then continued to contact him through June.

I guess my question is if he didn't show up in March, why did you continue to try to contact him?

A It's a good question. We have a job abandonment process and then in order to actually remove somebody from the system, we have to go through a level of H.R. processes. Immediately, if somebody doesn't show up to work, we cannot assume a job abandonment just in case they were in the hospital or in some kind of an emergency situation where they were unable to contact us, so there's usually a period of time there that we have to wait regardless to try to get in contact with them. It's usually three weeks to a month before we can even start that job abandonment process.

In that time, Mr. did contact them, like I said, about a month later

and wanted to go back to his shift and that's when he was told that his last issue was a no-call no-show. He had no good reason for it so he was going to have to come in for a disciplinary action final warning, so forth for that issue and then again, he never came in for that.

So the job abandonment was never processed until they started back up in June. He was still seen in the system and in order to remove him from the system, they had to contact him and try to make three consecutive attempts to contact him and show, again, that he was not contacting anybody back.

Q Okay, is that the Employer's policy that after three attempts to contact someone to have them come in, that that's considered job abandonment and then they quit?

A Yes, it is approved by- It is our policy and our business practice and it's typically done quicker than that

far down the road, but he was still in the system. We had had some turnover and he was still in the system so they were trying to still again in June to contact him.

Q And then what happened?

A He never returned the calls. Never came back in. There was a change in our H.R.- our Human Resource position. He was- with job abandonment, so several of the- did not get processed. The information was there but it didn't actually get processed for the system so when we got the notification from Unemployment that he had gone to Unemployment, we were- and it wasn't until February 16th that we actually processed him of coming out of the system because-

Q Was he actually discharged then, ma'am, or was he just removed from the system?

A He was just removed from the system. He was still in the system

until February 16th and had he returned our calls or made any efforts to follow-up with our disciplinary action for the initial no-call no-show, he would not have had to go back through the hiring process and he would have still been able to return to a shift.

JUDGE: Alright, just a moment. Alright, I have a number of documents, ma'am. Listen carefully. I'd like to mark these documents collectively.

MS. : Okay.

JUDGE: The first one is an H6-2013 Record of Discussion Form relating to he took \$6 from a participant for use in gas. The next document is a Corrective Action Plan of- it looks like 11/18/13 failed to complete documentation. The next document is a 10/15/14 Corrective Action Plan no call in to Supervisor for multiple times being late. The next document is a timecard from

8/24/14 to 9/26/14 and one- another timecard 9/7/2014 to 9/20/2014 and 9/21/2014 to 10/4/2014. There's a January 14th, 2016 Corrective Action Form to attendance and punctuality. I don't know what this relates to. The next documents are three records of contact all from a- someone- last name [REDACTED] - one 6/6, one 6/7, one 6/8/2016 and Employment Action Form, which is the last document.

Do you wish to introduce all these documents, ma'am?

MS. : Yes.

JUDGE: Okay, they consist of one, two, three, four, five, six, seven, eight, nine, ten, eleven pages. I'm going to mark them as Employer's Exhibit Number 1 and admit them as eleven pages.

(WHEREUPON, the document referred to was marked as Employer's Exhibit 1 and received as evidence.)

BY JUDGE:

Q Was there work available for the Claimant during this period of time, ma'am?

A Yes, Sir.

Q Okay, and the last- What was the last day he worked?

A The last day he actually worked was February 16th of 2016.

Q And that's when he was a- Okay, he was a no-call no-show from February 24th, 2016. Right?

A Yes.

Q Okay, and the three attempts to call the Claimant were June 6th, 7th and 8th, 2016, and that would-

A Yes.

Q That would be for the Employer's Job Abandonment Policy.

A Yes, that's correct.

Q Alright, anything else you'd like to tell me? Anything else, ma'am?

A And there is a good possibility- I want to make sure I didn't miss say

this. Our policy is during nonconsecutive business days- and so there's a good- where we had a change in H.R. C and B develop or three consecutive business days. That's probably the reason the job abandonment did not go through at that time. They're back to back days.

Q Yeah, okay. Anything else?

A Only that this notification came through also with three other employees that were relatives- a family relationship of some sort and they all came and filed the same day. I don't know how relevant that is but just knowing the employees, they all came down the same day and filed the-

Q Okay, alright, anything further, ma'am?

A No, Sir, I believe that's all.

JUDGE: Alright, that being the case, that will conclude this hearing. Each party will receive a written decision in approximately three

weeks. Thank you for attending today, Ms. Have a nice day.

MS. Thank you. You too, Sir.

STATE OF WEST VIRGINIA
COUNTY OF KANAWHA, TO-WIT:

I hereby certify that the foregoing testimony was taken from a recorded tape and transcribed into the English language to the best of my skill and ability.

This the 30th day of January, 2017

Case No. R-2016-3751

IN THE MATTER OF:

Claimant:

Employer:

This case came on for telephonic hearing before [REDACTED] Administrative Law Judge, on January 4, 2017.

APPEARANCES:

CLAIMANT made no appearance. EMPLOYER appeared telephonically by.

ISSUE:

The Employer appealed from the decision of the deputy at Charleston, West Virginia, dated December 5, 2016, which held: "Claimant not disqualified; discharged but not for misconduct."

FINDINGS OF FACT:

1. The claimant worked for the above employer as a caregiver and direct support professional from February 23, 2011 to February 16, 2016 earning \$8.75 per hour and working approximately 36 hours per week at the time of his separation from employment.
2. The employer provides in home services to individuals with special needs.
3. The employer has an attendance policy which provides that an employee is considered to have abandoned his or her job after being contacted on three occasions by a supervisor and not appearing at work when scheduled to do so.
4. The claimant last performed work for the employer on or about February 16, 2016.
5. The claimant was scheduled to work on February 24, 2016 and did not appear at work or call to report his absence. The claimant's supervisor attempted to contact the claimant, however, the claimant did not return a phone call or otherwise contact his supervisor for approximately one month. When the claimant eventually contacted his supervisor, he was advised that because he had not contacted the employer for such a long period of time he must appear in order to be provided discipline in written form. A meeting was set for the claimant to meet with his supervisor during the month of March 2016. The claimant did not appear at this meeting or call to report that he would not be able to meet with the employer.
6. On June 6, 2016, June 7, 2016, and June 8, 2016, the claimant's supervisor left a message for the claimant indicating that shifts were available for the claimant to work and the claimant should contact the employer. The claimant made no contact with the employer.

EXHIBIT C

7. The claimant was eventually removed from the employer's active employee rolls or roster after he failed to contact a supervisor after being asked to do so in June of 2016.
8. The claimant was the moving party in his separation from employment when he failed to report for a scheduled shift, failed to report for a scheduled meeting when he requested that he be allowed to return to work, and thereafter failed to respond to three separate requests by the employer that he contact the employer with regards to available work.
9. The claimant quit his employment without good cause involving fault on the part of the employer.

CONCLUSIONS OF LAW and DISCUSSION:

BOARD OF REVIEW WILL INSERT LAW WHICH APPLIES TO CASE.

The issue in this case is whether the claimant quit his employment for good cause involving fault on the part of the employer.

The evidence in this case is not in dispute because the claimant did not appear at the hearing to offer any testimony or evidence. The evidence presented establishes, when considered in its totality, that on February 24, 2016, the claimant was scheduled to work and did not appear at work nor call to report his absence. The claimant, thereafter, did not contact the employer or even attempt to contact the employer for approximately one month. When the claimant eventually contacted the employer, a meeting was scheduled for the claimant to appear and speak with the supervisor to receive written discipline. The claimant did not appear at this meeting. Thereafter, the employer called the claimant on three separate consecutive days to advise him that work was available and that the claimant should contact the employer. The claimant made no contact or attempt to contact the employer after these phone calls. The claimant's continual refusal to appear at work when scheduled or to respond to inquiries from the employer regarding continued work constitutes job abandonment by the claimant. Consequently, the claimant was the moving party in his separation from employment and quit his employment.

The claimant has the burden of proving that he quit his employment for good cause involving fault on the part of the employer. The claimant did not appear at the hearing to offer testimony what cause he had for quitting his employment. The evidence presented clearly establishes that there was no fault on the part of the employer in causing the claimant to quit his employment. Consequently, the evidence presented establishes that the claimant quit his employment without good cause involving fault on the part of the employer. The claimant is disqualified from receiving benefits until he returns to covered employment and has been employed therein at least 30 working days.

DECISION:

The decision of the deputy is reversed. The claimant quit his employment without good cause involving fault on the part of the employer. The claimant is disqualified from receiving benefits until he returns to covered employment and has been employed therein at least 30 working days.

If West Virginia is in an Extended Benefit Period when your regular benefits are exhausted, this decision, if it becomes final, will have the effect of denying entitlement to Extended Benefits in accordance with the West Virginia Unemployment Compensation Law [§21A-6A-1(12)(G)].

EXHIBIT C

This decision, if it becomes final, may result in an overpayment of benefits to the claimant, which will be collected as provided for in the Statute.

This, the 4th day of January, 2017.

WV STATE GOVERNMENT

HIPAA BUSINESS ASSOCIATE ADDENDUM

This Health Insurance Portability and Accountability Act of 1996 (hereafter, HIPAA) Business Associate Addendum ("Addendum") is made a part of the Agreement ("Agreement") by and between the State of West Virginia ("Agency"), and Business Associate ("Associate"), and is effective as of the date of execution of the Addendum.

The Associate performs certain services on behalf of or for the Agency pursuant to the underlying Agreement that requires the exchange of information including protected health information protected by the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), as amended by the American Recovery and Reinvestment Act of 2009 (Pub. L. No. 111-5) (the "HITECH Act"), any associated regulations and the federal regulations published at 45 CFR parts 160 and 164 (sometimes collectively referred to as "HIPAA"). The Agency is a "Covered Entity" as that term is defined in HIPAA, and the parties to the underlying Agreement are entering into this Addendum to establish the responsibilities of both parties regarding HIPAA-covered information and to bring the underlying Agreement into compliance with HIPAA.

Whereas it is desirable, in order to further the continued efficient operations of Agency to disclose to its Associate certain information which may contain confidential individually identifiable health information (hereafter, Protected Health Information or PHI); and

Whereas, it is the desire of both parties that the confidentiality of the PHI disclosed hereunder be maintained and treated in accordance with all applicable laws relating to confidentiality, including the Privacy and Security Rules, the HITECH Act and its associated regulations, and the parties do agree to at all times treat the PHI and interpret this Addendum consistent with that desire.

NOW THEREFORE, the parties agree that in consideration of the mutual promises herein, in the Agreement, and of the exchange of PHI hereunder that:

1. **Definitions.** Terms used, but not otherwise defined, in this Addendum shall have the same meaning as those terms in the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.
 - a. **Agency Procurement Officer** shall mean the appropriate Agency individual listed at: <http://www.state.wv.us/admin/purchase/vrc/agencyli.html>.
 - b. **Agent** shall mean those person(s) who are agent(s) of the Business Associate, in accordance with the Federal common law of agency, as referenced in 45 CFR § 160.402(c)
 - c. **Breach** shall mean the acquisition, access, use or disclosure of protected health information which compromises the security or privacy of such information, except as excluded in the definition of Breach in 45 CFR § 164.402.
 - d. **Business Associate** shall have the meaning given to such term in 45 CFR § 160.103.
 - e. **HITECH Act** shall mean the Health Information Technology for Economic and Clinical Health Act. Public Law No. 111-05. 111th Congress (2009).

- f. **Privacy Rule** means the Standards for Privacy of Individually Identifiable Health Information found at 45 CFR Parts 160 and 164.
- g. **Protected Health Information or PHI** shall have the meaning given to such term in 45 CFR § 160.103, limited to the information created or received by Associate from or on behalf of Agency.
- h. **Security Incident** means any known successful or unsuccessful attempt by an authorized or unauthorized individual to inappropriately use, disclose, modify, access, or destroy any information or interference with system operations in an information system.
- i. **Security Rule** means the Security Standards for the Protection of Electronic Protected Health Information found at 45 CFR Parts 160 and 164.
- j. **Subcontractor** means a person to whom a business associate delegates a function, activity, or service, other than in the capacity of a member of the workforce of such business associate.

2. Permitted Uses and Disclosures.

- a. **PHI Described.** This means PHI created, received, maintained or transmitted on behalf of the Agency by the Associate. This PHI is governed by this Addendum and is limited to the minimum necessary, to complete the tasks or to provide the services associated with the terms of the original Agreement, and is described in Appendix A.
- b. **Purposes.** Except as otherwise limited in this Addendum, Associate may use or disclose the PHI on behalf of, or to provide services to, Agency for the purposes necessary to complete the tasks, or provide the services, associated with, and required by the terms of the original Agreement, or as required by law, if such use or disclosure of the PHI would not violate the Privacy or Security Rules or applicable state law if done by Agency or Associate, or violate the minimum necessary and related Privacy and Security policies and procedures of the Agency. The Associate is directly liable under HIPAA for impermissible uses and disclosures of the PHI it handles on behalf of Agency.
- c. **Further Uses and Disclosures.** Except as otherwise limited in this Addendum, the Associate may disclose PHI to third parties for the purpose of its own proper management and administration, or as required by law, provided that (i) the disclosure is required by law, or (ii) the Associate has obtained from the third party reasonable assurances that the PHI will be held confidentially and used or further disclosed only as required by law or for the purpose for which it was disclosed to the third party by the Associate; and, (iii) an agreement to notify the Associate and Agency of any instances of which it (the third party) is aware in which the confidentiality of the information has been breached. To the extent practical, the information should be in a limited data set or the minimum necessary information pursuant to 45 CFR § 164.502, or take other measures as necessary to satisfy the Agency's obligations under 45 CFR § 164.502.

3. Obligations of Associate.

- a. **Stated Purposes Only.** The PHI may not be used by the Associate for any purpose other than as stated in this Addendum or as required or permitted by law.
- b. **Limited Disclosure.** The PHI is confidential and will not be disclosed by the Associate other than as stated in this Addendum or as required or permitted by law. Associate is prohibited from directly or indirectly receiving any remuneration in exchange for an individual's PHI unless Agency gives written approval and the individual provides a valid authorization. Associate will refrain from marketing activities that would violate HIPAA, including specifically Section 13406 of the HITECH Act. Associate will report to Agency any use or disclosure of the PHI, including any Security Incident not provided for by this Agreement of which it becomes aware.
- c. **Safeguards.** The Associate will use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of the PHI, except as provided for in this Addendum. This shall include, but not be limited to:
 - i. Limitation of the groups of its workforce and agents, to whom the PHI is disclosed to those reasonably required to accomplish the purposes stated in this Addendum, and the use and disclosure of the minimum PHI necessary or a Limited Data Set;
 - ii. Appropriate notification and training of its workforce and agents in order to protect the PHI from unauthorized use and disclosure;
 - iii. Maintenance of a comprehensive, reasonable and appropriate written PHI privacy and security program that includes administrative, technical and physical safeguards appropriate to the size, nature, scope and complexity of the Associate's operations, in compliance with the Security Rule;
 - iv. In accordance with 45 CFR §§ 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of the business associate agree to the same restrictions, conditions, and requirements that apply to the business associate with respect to such information.
- d. **Compliance With Law.** The Associate will not use or disclose the PHI in a manner in violation of existing law and specifically not in violation of laws relating to confidentiality of PHI, including but not limited to, the Privacy and Security Rules.
- e. **Mitigation.** Associate agrees to mitigate, to the extent practicable, any harmful effect that is known to Associate of a use or disclosure of the PHI by Associate in violation of the requirements of this Addendum, and report its mitigation activity back to the Agency.

f. **Support of Individual Rights.**

- i. **Access to PHI.** Associate shall make the PHI maintained by Associate or its agents or subcontractors in Designated Record Sets available to Agency for inspection and copying, and in electronic format, if requested, within ten (10) days of a request by Agency to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.524 and consistent with Section 13405 of the HITECH Act.
- ii. **Amendment of PHI.** Within ten (10) days of receipt of a request from Agency for an amendment of the PHI or a record about an individual contained in a Designated Record Set, Associate or its agents or subcontractors shall make such PHI available to Agency for amendment and incorporate any such amendment to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.526
- iii. **Accounting Rights.** Within ten (10) days of notice of a request for an accounting of disclosures of the PHI, Associate and its agents or subcontractors shall make available to Agency the documentation required to provide an accounting of disclosures to enable Agency to fulfill its obligations under the Privacy Rule, including, but not limited to, 45 CFR § 164.528 and consistent with Section 13405 of the HITECH Act. Associate agrees to document disclosures of the PHI and information related to such disclosures as would be required for Agency to respond to a request by an individual for an accounting of disclosures of PHI in accordance with 45 CFR § 164.528. This should include a process that allows for an accounting to be collected and maintained by Associate and its agents or subcontractors for at least six (6) years from the date of disclosure, or longer if required by state law. At a minimum, such documentation shall include:
 - the date of disclosure;
 - the name of the entity or person who received the PHI, and if known, the address of the entity or person;
 - a brief description of the PHI disclosed; and
 - a brief statement of purposes of the disclosure that reasonably informs the individual of the basis for the disclosure, or a copy of the individual's authorization, or a copy of the written request for disclosure.
- iv. **Request for Restriction.** Under the direction of the Agency, abide by any individual's request to restrict the disclosure of PHI, consistent with the requirements of Section 13405 of the HITECH Act and 45 CFR § 164.522, when the Agency determines to do so (except as required by law) and if the disclosure is to a health plan for payment or health care operations and it pertains to a health care item or service for which the health care provider was paid in full "out-of-pocket."
- v. **Immediate Discontinuance of Use or Disclosure.** The Associate will immediately discontinue use or disclosure of Agency PHI pertaining to any individual when so requested by Agency. This includes, but is not limited to, cases in which an individual has withdrawn or modified an authorization to use or disclose PHI.

- g. **Retention of PHI.** Notwithstanding section 4.a. of this Addendum, Associate and its subcontractors or agents shall retain all PHI pursuant to state and federal law and shall continue to maintain the PHI required under Section 3.f. of this Addendum for a period of six (6) years after termination of the Agreement, or longer if required under state law.
- h. **Agent's, Subcontractor's Compliance.** The Associate shall notify the Agency of all subcontracts and agreements relating to the Agreement, where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum. Such notification shall occur within 30 (thirty) calendar days of the execution of the subcontract and shall be delivered to the Agency Procurement Officer. The Associate will ensure that any of its subcontractors, to whom it provides any of the PHI it receives hereunder, or to whom it provides any PHI which the Associate creates or receives on behalf of the Agency, agree to the restrictions and conditions which apply to the Associate hereunder. The Agency may request copies of downstream subcontracts and agreements to determine whether all restrictions, terms and conditions have been flowed down. Failure to ensure that downstream contracts, subcontracts and agreements contain the required restrictions, terms and conditions may result in termination of the Agreement.
- j. **Federal and Agency Access.** The Associate shall make its internal practices, books, and records relating to the use and disclosure of PHI, as well as the PHI, received from, or created or received by the Associate on behalf of the Agency available to the U.S. Secretary of Health and Human Services consistent with 45 CFR § 164.504. The Associate shall also make these records available to Agency, or Agency's contractor, for periodic audit of Associate's compliance with the Privacy and Security Rules. Upon Agency's request, the Associate shall provide proof of compliance with HIPAA and HITECH data privacy/protection guidelines, certification of a secure network and other assurance relative to compliance with the Privacy and Security Rules. This section shall also apply to Associate's subcontractors, if any.
- k. **Security.** The Associate shall take all steps necessary to ensure the continuous security of all PHI and data systems containing PHI. In addition, compliance with 74 FR 19006 Guidance Specifying the Technologies and Methodologies That Render PHI Unusable, Unreadable, or Indecipherable to Unauthorized Individuals for Purposes of the Breach Notification Requirements under Section 13402 of Title XIII is required, to the extent practicable. If Associate chooses not to adopt such methodologies as defined in 74 FR 19006 to secure the PHI governed by this Addendum, it must submit such written rationale, including its Security Risk Analysis, to the Agency Procurement Officer for review prior to the execution of the Addendum. This review may take up to ten (10) days.
- l. **Notification of Breach.** During the term of this Addendum, the Associate shall notify the Agency and, unless otherwise directed by the Agency in writing, the WV Office of Technology immediately by e-mail or web form upon the discovery of any Breach of unsecured PHI; or within 24 hours by e-mail or web form of any suspected Security Incident, intrusion or unauthorized use or disclosure of PHI in violation of this Agreement and this Addendum, or potential loss of confidential data affecting this Agreement. Notification shall be provided to the Agency Procurement Officer at www.state.wv.us/admin/purchase/vrc/agencyli.htm and,

unless otherwise directed by the Agency in writing, the Office of Technology at incident@wv.gov or <https://apps.wv.gov/ot/ir/Default.aspx>.

The Associate shall immediately investigate such Security Incident, Breach, or unauthorized use or disclosure of PHI or confidential data. Within 72 hours of the discovery, the Associate shall notify the Agency Procurement Officer, and, unless otherwise directed by the Agency in writing, the Office of Technology of: (a) Date of discovery; (b) What data elements were involved and the extent of the data involved in the Breach; (c) A description of the unauthorized persons known or reasonably believed to have improperly used or disclosed PHI or confidential data; (d) A description of where the PHI or confidential data is believed to have been improperly transmitted, sent, or utilized; (e) A description of the probable causes of the improper use or disclosure; and (f) Whether any federal or state laws requiring individual notifications of Breaches are triggered.

Agency will coordinate with Associate to determine additional specific actions that will be required of the Associate for mitigation of the Breach, which may include notification to the individual or other authorities.

All associated costs shall be borne by the Associate. This may include, but not be limited to costs associated with notifying affected individuals.

If the Associate enters into a subcontract relating to the Agreement where the subcontractor or agent receives PHI as described in section 2.a. of this Addendum, all such subcontracts or downstream agreements shall contain the same incident notification requirements as contained herein, with reporting directly to the Agency Procurement Officer. Failure to include such requirement in any subcontract or agreement may result in the Agency's termination of the Agreement.

- m. **Assistance in Litigation or Administrative Proceedings.** The Associate shall make itself and any subcontractors, workforce or agents assisting Associate in the performance of its obligations under this Agreement, available to the Agency at no cost to the Agency to testify as witnesses, or otherwise, in the event of litigation or administrative proceedings being commenced against the Agency, its officers or employees based upon claimed violations of HIPAA, the HIPAA regulations or other laws relating to security and privacy, which involves inaction or actions by the Associate, except where Associate or its subcontractor, workforce or agent is a named as an adverse party.

4. Addendum Administration.

- a. **Term.** This Addendum shall terminate on termination of the underlying Agreement or on the date the Agency terminates for cause as authorized in paragraph (c) of this Section, whichever is sooner.
- b. **Duties at Termination.** Upon any termination of the underlying Agreement, the Associate shall return or destroy, at the Agency's option, all PHI received from, or created or received by the Associate on behalf of the Agency that the Associate still maintains in any form and retain no copies of such PHI or, if such return or destruction is not feasible, the Associate shall extend the protections of this Addendum to the PHI and limit further uses and disclosures to the purposes that make the return or destruction of the PHI infeasible. This shall also apply to all agents and subcontractors of Associate. The duty of the Associate and its agents

and subcontractors to assist the Agency with any HIPAA required accounting of disclosures survives the termination of the underlying Agreement.

- c. **Termination for Cause.** Associate authorizes termination of this Agreement by Agency, if Agency determines Associate has violated a material term of the Agreement. Agency may, at its sole discretion, allow Associate a reasonable period of time to cure the material breach before termination.
- d. **Judicial or Administrative Proceedings.** The Agency may terminate this Agreement if the Associate is found guilty of a criminal violation of HIPAA. The Agency may terminate this Agreement if a finding or stipulation that the Associate has violated any standard or requirement of HIPAA/HITECH, or other security or privacy laws is made in any administrative or civil proceeding in which the Associate is a party or has been joined. Associate shall be subject to prosecution by the Department of Justice for violations of HIPAA/HITECH and shall be responsible for any and all costs associated with prosecution.
- e. **Survival.** The respective rights and obligations of Associate under this Addendum shall survive the termination of the underlying Agreement.

5. General Provisions/Ownership of PHI.

- a. **Retention of Ownership.** Ownership of the PHI resides with the Agency and is to be returned on demand or destroyed at the Agency's option, at any time, and subject to the restrictions found within section 4.b. above.
- b. **Secondary PHI.** Any data or PHI generated from the PHI disclosed hereunder which would permit identification of an individual must be held confidential and is also the property of Agency.
- c. **Electronic Transmission.** Except as permitted by law or this Addendum, the PHI or any data generated from the PHI which would permit identification of an individual must not be transmitted to another party by electronic or other means for additional uses or disclosures not authorized by this Addendum or to another contractor, or allied agency, or affiliate without prior written approval of Agency.
- d. **No Sales.** Reports or data containing the PHI may not be sold without Agency's or the affected individual's written consent.
- e. **No Third-Party Beneficiaries.** Nothing express or implied in this Addendum is intended to confer, nor shall anything herein confer, upon any person other than Agency, Associate and their respective successors or assigns, any rights, remedies, obligations or liabilities whatsoever.
- f. **Interpretation.** The provisions of this Addendum shall prevail over any provisions in the Agreement that may conflict or appear inconsistent with any provisions in this Addendum. The interpretation of this Addendum shall be made under the laws of the state of West Virginia.
- g. **Amendment.** The parties agree that to the extent necessary to comply with applicable law they will agree to further amend this Addendum.
- h. **Additional Terms and Conditions.** Additional discretionary terms may be included in the release order or change order process.

AGREED

Name of Agency: WORKFORCE WV

Name of Associate: _____

Signature: Scott Adkins

Signature: _____

Title: Deputy Executive Dir.

Title: _____

Date: 3/16/17

Date: _____

Form - WVBAA-012004
Amended 66 26 2013

APPROVED AS TO FORM THIS 26th
DAY OF Mar 20 17
Patrick Morrissey
Attorney General
BY _____

Appendix A

(To be completed by the Agency's Procurement Officer prior to the execution of the Addendum, and shall be made a part of the Addendum. PHI not identified prior to execution of the Addendum may only be added by amending Appendix A and the Addendum, via Change Order.)

Name of Associate: _____

Name of Agency: WORK FORCE West Virginia

Describe the PHI (do not include any actual PHI). If not applicable, please indicate the same.

Full name

Address

Medical transcripts which will include the following:

- 1) Social Security number
- 2) Date of birth
- 3) Medical conditions
- 4) Diagnosis
- 5) Medications

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: ACTS Document Management, Inc.

Authorized Signature: [Signature] Date: 4/21/2017

State of OHIO

County of Lawrence, to-wit:

Taken, subscribed, and sworn to before me this 21st day of April, 2017.

My Commission expires JANUARY 21, 2018.

AFFIX SEAL HERE

NOTARY PUBLIC

[Signature]

ROBERT G. PAYNE
NOTARY PUBLIC • STATE OF OHIO
Recorded in Lawrence County
My commission expires Jan. 21, 2018

Purchasing Affidavit (Revised 08/01/2015)

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: **WWV1700000004**

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)

- ☐ Addendum No. 1
- ☐ Addendum No. 2
- ☐ Addendum No. 3
- ☐ Addendum No. 4
- ☐ Addendum No. 5

- ☐ Addendum No. 6
- ☐ Addendum No. 7
- ☐ Addendum No. 8
- ☐ Addendum No. 9
- ☐ 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.

Company

Authorized Signature

Date

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



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

State of West Virginia
Request for Quotation
33 — Service - Misc

Proc Folder: 313325

Doc Description: Transcription Services, Legal and Medical

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-04-04	2017-04-25 13:30:00	CRFQ 0323 WWV1700000004	1

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:

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
(304) 558-0094
melissa.k.pettrey@wv.gov

Signature X

FEIN #

DATE

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

INVOICE TO		SHIP TO	
WORKFORCE WEST VIRGINIA FISCAL & ADMINISTRATIVE MANAGEMENT- 5301 112 CALIFORNIA AVE CHARLESTON WV25305-0112 US		WORKFORCE WEST VIRGINIA OFFICE OF ADMIN. SUPPORT - 5302 112 CALIFORNIA AVENUE CHARLESTON WV 25305-0112 US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Transcription Services, Legal and Medical	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
82111603			

Extended Description :
Transcription Services, Legal and Medical per the specifications attached herein.

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Question Submission Deadline At 10:00AM	2017-04-11

WWW1700000004	Document Phase Final	Document Description Transcription Services, Legal and Medical	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



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

State of West Virginia
Request for Quotation
33 — Service - Misc

Proc Folder: 313325

Doc Description: Addendum No. 1 Transcription Services, Legal and Medica

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-04-12	2017-04-25 13:30:00	CRFQ 0323 WWV1700000004	2

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:

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey
(304) 558-0094
melissa.k.pettrey@wv.gov

Signature X FEIN # DATE

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

ADDITIONAL INFORMATION:

Addendum

Addendum No. 1 is issued to publish and distribute the attached information to the vendor community.

Request for Quotation

The West Virginia Purchasing Division is soliciting bids on behalf of Workforce West Virginia Board of Review to establish an Open-end contract for transcription services of hearings conducted by the Board of Review and decisions resulting from those hearings per the attached bid requirements, specifications, terms and conditions and pricing pages.

INVOICE TO	SHIP TO
WORKFORCE WEST VIRGINIA FISCAL & ADMINISTRATIVE MANAGEMENT- 5301 112 CALIFORNIA AVE CHARLESTON WV25305-0112 US	WORKFORCE WEST VIRGINIA OFFICE OF ADMIN. SUPPORT - 5302 112 CALIFORNIA AVENUE CHARLESTON WV 25305-0112 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Transcription Services, Legal and Medical	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
82111603			

Extended Description :

Transcription Services, Legal and Medical per the specifications attached herein.

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	Question Submission Deadline At 10:00AM	2017-04-11

WWW1700000004	Document Phase Final	Document Description Addendum No. 1 Transcription Services, Legal and Medica	Page 3 of 3
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ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions



Our Technology Builds An Innovative Foundation

April 24, 2017

Department of Administration
Purchasing Division
Bid Clerk
2019 Washington Street East
Charleston, WV 25305
(online bidding)

RE: RFQ CRFQ 0323 WWV 1700000004 –
Transcription Services, Legal and Medical
Closing Date/Time: 4/25/2017; 1:30 pm

Dear Ms. Pettrey:

ACTS Document Management, Inc., a Service Disabled Veteran Owned Small Business certified by the Veterans Administration, utilizing US-only staffing, hereby submits its quote for the referenced Solicitation.

Please see our online bidding input, along with the documents we have uploaded for your review and consideration.

ACTS performed the work envisioned by this Solicitation in the past while operating as L S Services, Inc. We held the contract for approximately 11 years, starting in 1998 and ending in 2009, when we merged with a larger corporation. We left the large corporation in 2014 and for the past three years have been operating our own business again under ACTS Document Management, Inc. We employ the same executive team, management team, and many of the same transcriptionists currently on our staff. ACTS has the knowledge, experience, and resources to again provide the required transcription services accurately, confidentially, timely, and securely.

Please see our bid pricing on the appropriate form, which has also been uploaded.

Respectfully submitted,

Luther (Brad) Runyon
President/CEO

Atchs

1. GENERAL REQUIREMENTS:

1.1 Contract Items and Mandatory Requirements: Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below.

1.1.1 Hearing Transcriptions (Exhibit B)

- 1.1.1.1** The first page of the transcript shall have 1" margins.
- 1.1.1.2** All subsequent pages of the transcripts shall have header on line 5 leaving 5/8" margin at top. All pages of the transcript shall have 1" margin on left and 5/8" margin on right side.
- 1.1.1.3** Transcripts shall include single spacing Questions and Answer format.
- 1.1.1.4** Transcripts shall include Arial 12 point Font type and size.
- 1.1.1.5** Hearing transcripts shall include a style of the case and appearances on page one.
- 1.1.1.6** Hearing transcripts shall include an Index of Direct, Cross, Redirect, Recross, etc. and exhibits on the second page.
- 1.1.1.7** Certification shall be included on last page of transcript and not included in the billing of pages.
- 1.1.1.8** Hearing transcripts shall include a header with the claimant's name and case number in Arial 12 point font type bold capital letters/numbers.
- 1.1.1.9** The first typing line on all transcripts shall be on line 8 on all pages after first and end on line 59 leaving 51 typing lines per page.
- 1.1.1.10** Hearing transcripts shall include an index of key words at the end of the transcript.

1.1.1.11 The completed transcripts shall be printed on 8" by 11", 20#, White Bond as "mini pages" using four-to-a-page formatting compatible with Microsoft Office Word 2010, 2013, or 2016.

1.1.2 Decisions/Orders (Exhibit C)

1.1.2.1 The first page of the Board of Review Decisions/Orders shall have 1" margins.

1.1.2.2 All subsequent pages of the Board of Review Decisions/Orders shall have header on line 5 leaving 5/8" margin at top. All pages shall have 1" margin on right-hand side of each page.

1.1.2.3 Board of Review Decisions/Orders shall have single spacing with appropriate paragraphing.

1.1.2.4 Board of Review Decisions/Orders shall include Arial 12 point Font type and size.

1.1.2.5 The first typing line on page 1 of all Board of Review Decisions/Orders shall be on line 7 and shall end at approximately "59", for 52 typing lines on page 1.

1.1.2.6 All subsequent pages of the Board of Review Decisions/Orders shall begin on line 8 and shall end at approximately "59", for 51 typing lines per page.

1.1.2.7 The persons dictating decisions/orders will reference certain preformatted language. The Board of Review will provide this language to vendor for insertion into the decisions/orders. The Board of Review will update and change the preformatted language as necessary.

1.1.3 Hearing Transcriptions and Decisions/Orders

1.1.3.1 Vendor will transcribe hearings and decisions/orders from digital recordings.

1.1.3.2 Transcripts and Decisions shall be electronically mailed to the Board of Review in a format compatible with the Board of Review software, such as Microsoft Office Word 2010, 2013, or 2016.

1.1.3.3 Typed transcripts shall be electronically mailed to the Board of Review for printing within four working days of receiving the dictation. Typed decisions/order shall be electronically mailed to the Board of Review for printing within two working days of receiving the dictation. For example a hearing sent for dictating at 4:30 p.m. on Monday must be transcribed and returned to the Board of Review no later than 4:30 p.m. on Friday.

1.1.3.4 Transcripts and Decisions electronically mailed shall be transferred via a secure Virtual Private Network (VPN) or if by email as an encrypted document.

1.1.3.5 Prior to award vendor must have all employees sign the confidentially agreements found at: <http://www.state.wv.us/admin/purchase/privacy/default.html>.

A copy of the signed agreements must be provided to the Board of Review upon request.

1.1.3.6 Vendor must agree to and sign the HIPAA Business Addendum. (EXHIBIT D)

ACTS RESPONSE:

ACTS has its system and its staff located in the United States. We do not offshore anything, period. As a Service Disabled Veteran Owned Small Business providing transcription services nationwide, we fully support, and have done so for many years, buy American and hire American.

We held this contract in the past for many years, along with the Office of Judges' contract for transcription services. We are very familiar with the processes and procedures and have a history of ensuring the work is completed professionally, properly, and delivered on time every time.

ACTS has reviewed the formatting of the documents at Exhibit B and Exhibit C. The formatting is very familiar to us, and our system is configured to ensure that the formatting requirements are met. We can deliver the transcript in Microsoft Office Word (2010, 2013, or 2016) formatting or also in PDF format. Since the hearing documents are signed by the transcriptionists, PDF format may be the best to use, but we will use the formatting preferred or required by WWV.

It is our understanding that under, the contract envisioned by this Solicitation, the completed transcripts and decisions/orders are to be provided electronically to WWV. ACTS has the ability to use a secure VPN method or to email the completed documents via encrypted email, or in the alternative, we can provide a secure web portal accessed by WWV using an https (SSL 256-bit encryption) connection. Additionally, our system can generate a notification email every time a transcript has been completed and is available to WWV. Further, should WWV require, from time to time, that transcripts be personally delivered in hard copy/paper form, ACTS can also do so.

Our system prioritizes the transcription work so that the recording with the shortest turnaround time is pushed to the top of the list to be transcribed. Additionally, the system routes the work to more than one transcriptionist so that the workload may be distributed in the best manner to ensure compliance with the required turnaround time.

Our system is secured through FIPS 140-2 enabled firewalls, anti-malware protection, anti-virus protection, and through use of secure VPNs, SFTPs, and secure https connections. All recordings are electronically logged and tracked throughout the process. WWV staff will have secure access to the system so as to monitor the progress of the hearings throughout the transcription process. Individual jobs may be prioritized based upon WWV requirements.

2. CONTRACT AWARD:

- 2.1 Contract Award:** The Contract is intended to provide Agencies with a purchase price on all Contract Items. The Contract shall be awarded to the Vendor that provides the Contract Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages. The award will be for first year services only. Succeeding years of services will be added through the West Virginia State Purchasing Division's approved change order process.

ACTS RESPONSE:

ACTS has read the above specification, understands it, and concurs.

- 2.2 Pricing Pages:** Vendor should complete the Pricing Pages (EXHIBIT A) by providing cost per page of transcribing hearings from digital recordings and typing of decisions/orders. Vendor should complete the Pricing Pages in their entirety as failure to do so may result in Vendor's bids being disqualified.

The Pricing Pages contain a list of the Contract Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Vendor should electronically enter the information into the Pricing Pages through wvOASIS, if available, or as an electronic document. In most cases, the Vendor can request an electronic copy of the Pricing Pages for bid purposes by sending an email request to the following address: Melissa.K.Pettrey@wv.gov .

ACTS RESPONSE:

ACTS has read the above specification, understands it, and has complied. Our pricing is on the Pricing Page in the Solicitation and has been uploaded. We understand that the work volume is an estimate only.

3. ORDERING AND PAYMENT:

- 3.1 Ordering:** Vendor shall accept orders through wvOASIS, regular mail, facsimile, e-mail, or any other written form of communication. Vendor may, but is not required to, accept on-line orders through a secure internet ordering portal/website. If Vendor has the ability to accept on-line orders, it should include in its response a brief description of how Agencies may utilize the on-line ordering system. Vendor shall ensure that its on-line ordering system is properly secured prior to processing Agency orders on-line.

ACTS RESPONSE:

ACTS has read the above specification and understands it. For transcription, we accept online orders as follows: the Agency may upload a digital recording via a secure FTP (SFTP) process into a designated folder. Once the file is in that folder, our system automatically picks up the recording and processes it through our transcription platform. We have this secure arrangement set up with other clients and it has proven to be highly secure and dependable.

- 3.2 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.

ACTS RESPONSE:

ACTS has read the above specification, understands it, and concurs.

4. DELIVERY AND RETURN:

- 4.1 Delivery Time:** Vendor shall deliver standard orders within four working days for hearings and two working days for decisions/orders after orders are received. Vendor shall deliver emergency orders within two working day(s) after orders are received. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.

ACTS RESPONSE:

ACTS has read the above specification, understands it, and concurs. Our system prioritizes the jobs based upon WWV requirements. We have the system and the staff/resources available to ensure we meet this turnaround requirement.

- 4.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.

Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.

ACTS RESPONSE:

ACTS has read the above specification, understands it, and concurs.

- 4.3 Delivery Payment/Risk of Loss:** Standard order delivery shall be F.O.B. destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.

ACTS RESPONSE:

ACTS has read the above specification, understands it, and concurs.

- 4.4 Return of Unacceptable Items:** If the Agency deems the Contract Items to be unacceptable, the Contract Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.

ACTS RESPONSE:

ACTS has read the above specification, understands it, and concurs.

- 4.5 Return Due to Agency Error:** Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

ACTS RESPONSE:

ACTS has read the above specification, understands it, and concurs.

5. VENDORDEFAULT:

- 5.1** The following shall be considered a vendor default under this Contract.

- 5.1.1 Failure to provide Contract Items in accordance with the requirements contained herein.
- 5.1.2 Failure to comply with other specifications and requirements contained herein.

5.1.3 Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

5.1.4 Failure to remedy deficient performance upon request.

ACTS RESPONSE:

ACTS has read the above specification, understands it, and concurs.

5.2 The following remedies shall be available to Agency upon default.

5.2.1 Immediate cancellation of the Contract.

5.2.2 Immediate cancellation of one or more release orders issued under this Contract.

5.2.3 Any other remedies available in law or equity.

ACTS RESPONSE:

ACTS has read the above specification, understands it, and concurs.

6. MISCELLANEOUS:

6.1 No Substitutions: Vendor shall supply only Contract Items submitted in response to the Solicitation unless a contract modification is approved in accordance with the provisions contained in this Contract.

6.2 Vendor Supply: Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.

6.3 Reports: Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.

ACTS RESPONSE:

ACTS has read the above specifications, understands them, and concurs.

Pricing Page

[illegible]



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

State of West Virginia
Request for Quotation
33 — Service - Misc

Proc Folder: 313325

Doc Description: Addendum No. 1 Transcription Services, Legal and Medica

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-04-12	2017-04-25 13:30:00	CRFQ 0323 WWV1700000004	2

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:

FOR INFORMATION CONTACT THE BUYER

Melissa Pettrey

(304) 558-0094

melissa.k.pettrey@wv.gov

Signature X

FEIN #

DATE

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

ADDITIONAL INFORMATION:

Addendum

Addendum No. 1 is issued to publish and distribute the attached information to the vendor community.

Request for Quotation

The West Virginia Purchasing Division is soliciting bids on behalf of Workforce West Virginia Board of Review to establish an Open-end contract for transcription services of hearings conducted by the Board of Review and decisions resulting from those hearings per the attached bid requirements, specifications, terms and conditions and pricing pages.

INVOICE TO	SHIP TO
WORKFORCE WEST VIRGINIA FISCAL & ADMINISTRATIVE MANAGEMENT- 5301 112 CALIFORNIA AVE CHARLESTON WV25305-0112 US	WORKFORCE WEST VIRGINIA OFFICE OF ADMIN. SUPPORT - 5302 112 CALIFORNIA AVENUE CHARLESTON WV 25305-0112 US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Transcription Services, Legal and Medical	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
82111603			

Extended Description :

Transcription Services, Legal and Medical per the specifications attached herein.

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Question Submission Deadline At 10:00AM	2017-04-11

SOLICITATION NUMBER: WWV170000004

Addendum Number: 1

The purpose of this addendum is to modify the solicitation identified as WWV170000004 ("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:

1. To publish vendor questions and agency responses, per the attached documentation.
2. The bid opening remains 04/25/2017 at 1:30 p.m.

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.

TECHNICAL QUESTIONS AND ANSWERS RECEIVED FOR

WWV1700000004

Q 1. 3.1.1.3 requires single spacing Q&A format; however, the example provided appears to be double-spaced. Is this a change in the formatting style of hearing transcripts?

A 1. The requirement for the document referenced in 3.1.1.3 is single spaced as stated in the RFQ.

Q 2. 3.1.1.9 requires 51 typing lines per page; however, the example provided is not line numbered. Line numbering is an accepted practice, allowing attorneys to cite page and line numbers in arguments and briefs. Will line numbering be permitted?

A 2. No, line numbering is not acceptable, we want four pages on a page like Exhibit B.

Q 3. 3.1.1.11 requires completed transcripts to be printed on bond paper; however, 3.1.3.2 requires transcripts and decisions to be electronically mailed. Which is the preferred method?

A 3. The preferred method is electronically mailed.

Q 4. The pricing page indicates the estimated quantity for both transcriptions and decisions as 1,000 pages each. Is this monthly, quarterly or term of contract?

A. The quantities shown on the pricing page are estimates only. Invoices are to be submitted for actual quantity per month.

Q 5. What is the estimated number of hearings held per month?

A 5. No more than 435

Q 6. Are all hearings transcribed or only those that are appealed?

A 6. Only those that are appealed are sent to be transcribed unless a party request the transcripts then we advise of cost per page.

Q 7. Are copies of the transcripts provided to the parties free of charge by Workforce WV?

A 7. Only if they are appealed to higher authority.

Q 8. Whether companies from Outside USA can apply for this?

A 7. The agency prefers the services be provided within the United States.

Q 9. Whether we need to come over there for meetings?

A. 9 Should your company be the successful vendor a web conference or conference call should be acceptable.

Q 10. Can we perform the tasks (related to RFP) outside USA?

A. 10 Please see response to question 8

Q 11 Can we submit the proposals via email?

A 11 No email proposals are not acceptable.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: WWV1700000004

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 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 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.

Company

Authorized Signature

Date

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