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Header 2

List View

General Information | Contact | Default Values | Discount | Document Information

Procurement Folder: 697032

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 0323

Vendor ID: VS0000022229 

SO Doc ID: WWW2000000017

Legal Name: Celerity Solutions Group, LLC

Published Date: 5/20/20

Alias/DBA:

Close Date: 5/27/20

Total Bid: \$0.00

Close Time: 13:30

Response Date: 05/22/2020 

Status: Closed

Response Time: 9:35

Solicitation Description:  

Total of Header Attachments: 2

Total of All Attachments: 2



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

**State of West Virginia
 Solicitation Response**

Proc Folder : 697032
 Solicitation Description : ADDENDUM 1:
 Proc Type : Central Master Agreement

| Date issued | Solicitation Closes | Solicitation Response | Version |
|-------------|------------------------|-----------------------------|---------|
| | 2020-05-27 13:30:00 | SR 0323 ESR0522200000006898 | 1 |

| VENDOR |
|---|
| VS0000022229 Celerity Solutions Group, LLC |

Solicitation Number: CRFQ 0323 WWV2000000017

Total Bid : \$0.00 **Response Date:** 2020-05-22 **Response Time:** 09:35:20

Comments:

FOR INFORMATION CONTACT THE BUYER
 Dusty J Smith
 (304) 558-2063
 dusty.j.smith@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 | \$1.050000 | \$0.00 |

| Comm Code | Manufacturer | Specification | Model # |
|-----------|--------------|---------------|---------|
| 82111603 | | | |

| | |
|-------------------------------|---|
| Extended Description : | Transcription Services per the specifications attached herein |
|-------------------------------|---|

Comments: Unit price is per page of transcription.

CELERITY

Solutions Group



State of West Virginia
Response to CRFQ WV200000017
for Legal Transcription Services

Dara Tribelhorn, CEO

05/21/2020

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Cover Letter

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

Celerity Solutions Group, LLC is pleased to provide this RFP response to the State of West Virginia for professional legal transcription services. We acknowledge and understand the general information and agree to meet the requirements and conditions listed in CRFQ WWV200000017.

Celerity Solutions Group is a woman-owned corporation and has been providing transcription services for over 25 years. Our firm specializes in high quality, professional medical, financial, legal, media, and academic transcription services for a variety of organizations and institutions. Our ability to create accurate timely reports is our passion and our pride. We look forward to the prospect of working with you to meet your transcription needs.

Contact information:

Dara Tribelhorn
Chief Executive Officer

Celerity Solutions Group, LLC
16281 Hawkstone Place
Parker, CO 80134

(T) 303-723-7202

(F) 303-723-7210

dara.tribelhorn@celeritysolutionsgroup.com

Thank you for this opportunity to provide you with the attached RFP response.



Dara Tribelhorn, CEO
Authorized Agent

1.0 Vendor Experience

1.1 General Experience

Celerity Solutions Group, LLC, and its division TruTranscripts, is dedicated to providing exceptional documentation services in the areas of medical, academic, medicolegal, media, pharmaceutical, and financial transcription. As a woman-owned leader in the transcription industry for over 25 years, Celerity has strategically grown and proven itself as an innovator in technology, talent acquisition and recruitment, and superior customer service.

Celerity's division, TruTranscripts, was the first transcription company to create time coded transcripts from VHS tapes with time code window burn-ins and was also the first transcription company to record teleconferences with time code signal and to convert finished transcripts from straight boilerplate text to multiple software platforms. Celerity on its medical side has developed its own proprietary workflow platform that includes back-end speech recognition and format software that is utilized by many healthcare facilities across the US for dictation, transcription and EMR interface.

We provide on-site transcription services for large financial firms whose work product cannot be done by in-house staff in order to keep proprietary data and intellectual property secure.

Our elite team of transcribers is carefully selected to meet our exacting requirements but also receive continual feedback, training, and skills enhancement from our experienced management and supervisory teams. We stress the importance of constant learning and mastering of the written document to ensure exceptional deliverables for our clients.

We provide hands-on daily support with dedicated customer service and production teams to meet turnaround times utilizing specified formats, Agency nuances, and delivering professional verbatim transcripts.

Celerity Solutions Group fully comprehends the sensitivity and confidentiality of our client's material. All transcripts are prepared by our own US-based transcription team and are never produced by third-party typists or internationally outsourced. Confidentiality and non-disclosure agreements are required for all our personnel. Celerity Solutions Group ensures the security and privacy of protected health information (PHI) in accordance with applicable laws, including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). HIPAA regulations include requirements for ensuring the security and privacy of individuals' protected health information, including medical records and other identifiable information communicated electronically, on paper, or orally. Security and privacy measures include physical security of the data center, security of transmitted and stored information, and privacy of confidential information.

Celerity Solutions Group uses the services of National Crime Search to perform background checks, including criminal history, at the time of hire for all staff. Celerity agrees to provide these files to the Agency upon request.

1.2 Legal Transcription Experience

Celerity Solutions Group has years of experience successfully completing and delivering similar verbatim deposition and hearing transcripts for both the Oregon Department of Business and Consumers' Services and the Department of Health and Human Services – Office of Civil Rights. Requests are made by the in-house staff via our online work order form. Production manager/transcription coordinator confirms the work order. Voice files are submitted through our secure FTP. We assess the audio files, clean if necessary, and then distribute to the appropriate transcriber who will complete the file within turnaround time. The completed transcript is sent to review, and QA staff will proofread and certify the final transcript. Completed work is then posted back to the FTP folder, and an email notification is sent.

In addition, we have, for over 10 years, prepared IME documentation for Orthopedic Evaluators, PLLC, which entails comprehensive medical review of pending cases in specific court-required formats. We also provide regular documentation for Salem Occupational Health Clinic and Cascade Medical Associates – Occupational Medicine Clinic, delivering court admissible documentation daily.

Similarly, Celerity has partnered with University of Michigan for over 14 years to create a variety of strict verbatim and clean verbatim transcripts to the Center of Bioethics and Social Sciences. We work with individual researchers customizing transcripts to best present the information necessary for drawing accurate conclusions and crafting future policy. Transcripts range from one-on-one interviews in a strict verbatim format to clean verbatim focus groups with multiple interviewers and participants.

2.0 Proposed Project Management

2.1 Transcription Requirements

Celerity Solutions Group will provide all labor, equipment, and supplies necessary to complete transcription services in accordance with CRFQ WWV200000017. Final hearing and decision/order transcripts will conform to the formatting requirements outlined in Sections 3.1.1 and 3.1.2, respectively.

2.2 Key Staff

Celerity Solutions Group has designated Denise Vadnais as the transcription coordinator for this project, but Celerity Solutions Group will cross train our entire Transcription Coordinator team to ensure 24/7 management and IT support for your account. Resumes of key staff are included in Section 4.0 of this CRFQ response.

2.3 Work Plan

After acceptance of request for transcription services by Denise Vadnais, digital audio files can be uploaded via Celerity's secure file transfer protocol (SFTP) by the Agency. As soon as audio files are received, they are immediately assigned to available transcribers assigned to your account. The file is transcribed per transcription requirements and submitted to the Quality Assurance (QA) team for review and proofreading.

A QA Supervisor will proofread all reports in full with audio and then upload the completed transcript, along with signed Certification of Transcript, to the secure FTP site. The Agency contact will be notified via email that the transcript is complete. Celerity will provide the Agency with login credentials to our SFTP for uploading digital audio files and downloading completed transcription and associated documentation.

2.4 Turnaround Times

Celerity Solutions Group offers a standard turnaround time of four (4) business days from upload of the audio file for all hearings and two (2) business days for all decisions and orders. We are also happy to provide STAT/rush services as necessary to meet the Agency's needs.

2.5 Quality Assurance Standards

Celerity has a dedicated, salaried QA Supervisor team specifically selected for their attention to detail, critical thinking skills, and years of transcribing/proofreading experience. By providing timely, constructive feedback to our transcribers, the QA Supervisor team ensures quality documentation and a swift learning curve on your account. All transcripts generated by Celerity Solutions Group transcribers will be proofread by a separate qualified QA Supervisor who will listen to the audio file in its entirety to ensure compliance with format requirements and overall accuracy of the document. The proofreader will sign and date the Certification of Transcript, verifying that the proofreader read the transcript and that it is complete and accurate.

2.6 Transcription Certification

The Certification of Transcript will be in the following general format, with changes to wording as appropriate to reflect the type of proceeding transcribed.

CERTIFICATION OF TRANSCRIPT

I, *[transcriber name]*, as the transcriber of the *[date]* hearing before *[judge's name]*, certify that I listened to this audio recording in full and that this transcript is true, accurate and complete.

Dated this *[day]* day of *[month]*, *[year]*.

[e-signature of transcriber]
Transcriber

3.0 Client References

Reference #1

Organization Name: State of Oregon Department of Consumer and Business Services
Address: 350 Winter Street NE, P.O. Box 14480, Salem, OR 97309-0405
Contact Name: Autumn K. Blake
Contact Information: 503-934-0142; autumn.k.blake@oregon.gov
Services Provided: Celerity provides verbatim, certified hearing transcripts for worker's compensation board hearings from multiple locations around the state, as well as transcripts from advisory committee meetings.

Reference #2

Organization Name: Department of Health and Human Services - Office of Civil Rights
Address: 26 Federal Plaza, RM 3312
New York, NY 10278
Contact Name: Ms. Anna Castaldo
Contact Information: 212-264-2963
Anna.Castaldo@HHS.GOV
Services Provided: Celerity creates verbatim transcripts from civil rights hearings. Digital audio files are uploaded through our secure FTP and completed transcripts are retrieved through the client web portal.

Reference #3

Organization Name: University of Michigan Center for Bioethics and Social Sciences
Address: 300 N. Ingalls Bldg. Room N17B10, Ann Arbor, MI 48109-5400
Contact Name: Darin B. Zahuranec, MD, MS, Associate Professor of Neurology
Contact Information: zdarin@med.umich.edu
Services Provided: Celerity delivers strict verbatim and clean verbatim interview-style transcripts for a variety of research studies. We work with individual researchers, customizing each transcript format to best present the information necessary for drawing accurate conclusions, obtaining qualitative outcomes, and crafting future policy.

4.0 Cost Proposal

Exhibit A, Pricing Page, is submitted as a separate document in wvOASIS.

5.0 Attachments

5.1 Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ WWV200000017

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

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

Addendum Numbers Received: (Check the box next to each addendum received)

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

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Celerity Solutions Group

Company



Authorized Signature

05/21/2020

Date

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

5.2 Resumes of Key Staff

Curriculum Vitae DARA TRIBELHORN

PROFESSIONAL DEGREES:

Bachelor of Science, Exercise Science and Physiology, 1993, Arizona State University

EXPERIENCE:

1992-1994 Office Assistant – Preferred Physician's Transcription, Inc.
1994-1996 Transcriptionist – Preferred Physician's Transcription, Inc.
1994-1996 Office Manager – Southland Medical Supply
1996-2007 Operations Manager – Preferred Physician's Transcription, Inc.

PROFESSIONAL BUSINESS EXPERIENCE:

2007 - 2014: Owner and President, Preferred Physician's Transcription, Inc.- merged multiple MTSOs in 2008 and this entity was the founding member of Celerity Solutions Group, LLC. Restructured and dissolved PPT in 2014.

2008 – Present: CEO, Celerity Solutions Group, LLC – currently employing 85 medical transcriptionists, QA personnel, supervisors, managers, and technical consultants with a mission to deliver quality healthcare documentation in a technologically secure and efficient environment.

2008 – Present: CEO, TruTranscripts a division of Celerity Solutions Group, LLC – currently employing 30 transcriptionists, QA personnel, supervisors, managers, and technical consultants with a mission to deliver accurate professional transcription for corporate, legal, media, financial and pharmaceutical arenas.

PROFESSIONAL INDUSTRY CONTRIBUTIONS:

- AHDI - various local AHDI component association officer and committee positions.
- Participation in the AHDI/MTIA Workforce Development committee developing “best practices” for hiring and training entry level transcriptionists in conjunction with the MTIA Apprenticeship Program and the Department of Labor.
- Participation in MTIA Membership Committee supporting current members and developing new strategies for professional membership within the industry.

Denise Vadnais

denise.vadnais@celeritysolutionsgroup.com

Professional Experience

Celerity Solutions Group, LLC

2004 to Present

Transcription Coordinator/Director of Operations - 2007 to Present

Accomplished leader responsible for overall daily operations with a broad range of tasks related to the coordination of all customer facing and associate facing activities of CSG.

- Coordinates resources to fulfill obligations for production coverage and workflow including active involvement in talent selection and onboarding.
- Manages backlog, STAT management, scheduling, work processing, and archive.
- Maintains communication with management regarding all customer and associate activity as appropriate.
- Maintains associate work assignments including new account training.
- Manages backlog to ensure turnaround time commitment for each account including MT and QA/Proofer team support with scheduling and workflow for 24/7 coverage.
- Technology training and support as necessary.
- Works closely with QA/Proofer Team including biweekly staff meetings and tracking of QA Action list.
- Maintains employee engagement practices including focus groups, employee satisfaction, and process improvement.
- Processes Monthly customer retrospective quality audits.

Quality Assurance Manager - 2005-2007

Ensure quality and accuracy of all documentation produced by CSG associates.

- Provided leadership and guidance to QA staff including staff scheduling and workflow for 24/7 QA coverage.
- Successfully implemented quality and performance improvement program.
- Successfully implemented mentor program.
- Ran concurrent and retrospective QA reporting for all MTs.
- Augmented QA/Proofer duties as needed.
- Performed annual reviews of QA Staff and new QA staff training or cross training as required.
- Conducted applicant testing.
- Managed CSG Externship Program.

Quality Assurance Supervisor - 2004-2005

Ensure quality and accuracy of all documentation produced by CSG associates.

- Proofread and finalized all transcribed documents in proofing queue with or without voice as necessary.
- Provided timely and consistent quality feedback to inform and update the associates regarding quality issues and areas of concern to help eliminate repetition of errors.
- Provided mentoring and training for new hires.
- Trained associates on new accounts.

Core Competencies

- Organizational Excellence
- Performance Management
- Builds Collaborative Relationships
- Solution Focused

Professional Accomplishments/Qualifications

- AHDI Membership 1997-2015, Director 2003-2006
- CMT 2000-2015
- AHIMA Membership 2012-2017

Education

- Davenport College, Certificate Degree, Medical Transcription

SANDRA L. ARROYO

New Jersey

Employment Record

**1994-
Present**

CELERTY SOLUTIONS GROUP/TRUTRANSCRIPTS

Production and Operations Manager

Responsible for preparation of audio/video materials for transcription, including but not limited to: assessment of materials, sound restoration, editing, analogue and digital conversions and time code placement. Client contact. Manage staff and schedules. Project assignment and follow up. Upgrade and streamline procedures as technology advances.

- Audio Restoration and Editing Suite
- Time Code preparation
- Processing audio and video files
- Proofreading

**1990-
1994**

UNI DISTRIBUTION CORPORATION, New York, New York

Account Service Representative

Travelled to sixty retail accounts in northern New Jersey, Eastern Pennsylvania and Westchester County, NY to set up point of purchase displays for current music and artists releases, ensuring visibility of releases and to oversee inventory levels at the store level. Devised promotional ideas to maximize sales. Covered shows and concerts whenever artists were in New York/New Jersey. Interfaced with accounts to ensure compliance with their respective requirements. Coordinated the dissemination of promotional copies to the accounts for in-store play.

- Functioned well in high pressure, demanding conditions.
- Merchandised at venues on an ongoing basis.
- Developed new promotional concepts for artists.
- Adapted quickly and easily to new career demands.
- Meet and greet music company executives and artists

**1989-
1990**

SAM GOODY, Jersey City, New Jersey

Assistant Manager

Worked as assistant the manager of a high-volume retail record store. Screened, recruited and trained new store personnel as well as supervised staff on an ongoing basis. Facilitated sales through effective servicing of customers and optimal store merchandising. Maintained inventory control through recounts and direct buying. Opened and closed the store, worked on computer terminal, checked in product and merchandised stock.

Education

1982

NEW YORK UNIVERSITY, New York, NY

Computer Sciences

Sonia Houmis

Tenafly, NJ

Employment History

Celerity Solutions Group/TruTranscripts

2004 - Present

Client Services Manager/Production Assistant

Responsible for processing recording material for transcription, initiating orders. Assisted in production including sound enhancement and restoration techniques, recording teleconferences, preparing audio and video files for transcription. Sound restoration, editing, analogue and digital conversions. Client contact and follow up. Proofreading. Assisted in streamlining procedures as needed. Content writer and designer of original company website. Maintain internet marketing and promotional campaigns. Proactive in sales and maintenance of client database. Authored press releases regarding industry standards. Provided design ideas for direct mailing pieces, developed new accounts, maintained company database, created standard operating procedure manual, proactive in sales, supervised staff in manager's absence. Occasional administrative assistance when needed.

Data Communique International, Carlstadt, NJ

1993 - 2004

Account Executive/Production Coordinator

Responsible for handling the company's second largest financial printing account. Streamlined processes and procedures for this account that resulted in the elimination of extraneous paperwork and overtime. Proactive in integrating printing and fulfillment systems. Maintained monthly production schedules and client databases. Trained newly appointed Customer Services Coordinators, processed jobs and followed up. Assisted in document set up of raw data prior to document formatting. Developed new accounts in commercial printing then passed them on to colleagues for follow-up. Created standard operating manuals. Supervised department in Manager's absence. Provided technical support with data processing for the Bryce 20K mailing system. Coordinated the production of fulfillment of presentation kits and direct mail pieces. Assisted in the integration of two inventory systems during the merge of Waldon Press, Inc. and Metro Seliger Industries to create one mutual system. Toured clients around the facilities. Occasionally acted as purchasing agent for ink, paper and envelope manufacturing. Trained billing department on how to prepare invoices for the printing industry. Maintained warehouse inventory and stock items.

American Screen Arts, New York, NY

1991 - 1993

Freelance Production/Administrative Assistant

Marsden Reproductions, Inc.

1985 - 1990

Production/Sales Administrator

Education

1981 - Marymount Manhattan College, New York, NY

Media Communications

ELIZABETH BARD MCLAUGHLIN

(781)249-5276

PROFESSIONAL EXPERIENCE

7/2010-Present QA Manager Celerity Solutions Group, Denver, CO
Remote Manager responsible for MT supervision/training and proofing/QA of medical reports for client acute care facilities, broad range of specialty and general clinics using multiple EMR and transcription platforms: CernerWorks, ChartScript, eClinicalWorks, EditScript, Enterprise Express Editor, Epic, ExpressScribe, Healthland Centriq, Winscribe, others.

3/2007-3/2012 (PT, Contract) Transcriptionist Sten-Tel, Inc., Springfield, MA
Remote online transcriptionist, multispecialty, EditScript platform, transcribing operative and office notes for a large Boston hospital account, weekend hours.

3/2009-10/2009 (Contract) Transcription specialist Albuquerque Health Partners, Albuquerque, NM
Inhouse client service position assisting dictation/transcription users (clinicians and administrative staff) of IntelliScript and EMon, Dragon, IDX Flowcast and AllScripts TouchWorks.

3/2007-9/2008 HIS/EMR analyst Brigham and Women's Hospital, Boston, MA
Member of 3-person dictation/transcription/associated electronic medical records systems help desk team serving BICS, LMR and IntelliScript/EMon/EditScript clients.

2/2006-2/2007 Software applications trainer/productivity analyst Sten-tel, Inc, Boston, MA
- Delivery of online software applications training (primarily EditScript and EMon) to remote Sten-Tel medical transcriptionists and quality assurance team members via telephone and web conferencing tools.
- Development of productivity enhancement training materials and reinforcement classes for transcription software users.
- User productivity analyses and goal setting in cooperation with HR, QA and executive management teams.

3/2005 - 1/2006 Manager, Administration and Transcription eScription, Inc., Needham, MA (a division of Nuance Communications since 2008).
Administrative and Transcription Manager, consulting to Installations, Training, Marketing/Sales and Engineering depts.
- Managed team of 20 remote transcriptionists/software testers, including two MTs participating in regular remote demonstrations in partnership with the Sales team.
- Classroom delivery of EditScript and EMon software applications training to users at client hospitals and medical centers.
- Classroom training materials development.
- Office/facilities management, supervision of on-site administrative team.

4/2001 - 3/2005 Training and Transcription Manager eScription, Inc., Needham, MA (a division of Nuance Communications since 2008).
Training/Transcription/HR and Administrative Manager for rapidly growing voice recognition software developer serving the medical industry:
- Worked closely with installation project managers and engineers to schedule and coordinate effective delivery of software applications training to users at client hospitals and medical centers. This role required considerable technical writing and training materials production, approx. 20% travel, and considerable pre- and post-go-live communication with clients.
- HR, payroll and general office/facilities management, including supervision of on-site administrative team.
- Managed staff of 16 remote transcriptionists/transcription software testers.

EDUCATION:

Langevin Learning Services: Training Instructor/Facilitator Level I Certificate, 7/2006
Cornell University School of Industrial and Labor Relations: Human Resources Studies Certificate, 10/2004
Northeastern University, Boston, MA: Paralegal Professional Program Certificate, 12/1994
Rider College, Lawrenceville, NJ: Liberal Studies, 1989-90

EXHIBIT A

PRICING PAGE

| ITEM | DESCRIPTION | UNIT OF MEASURE | UNIT PRICE | EST. QUANTITY | EXTENDED COST |
|-------------------------|---|------------------------|-------------------|----------------------|----------------------|
| 1 | Transcribing Hearings from Digital Recordings | Per Page | \$ 1.05 | 1500 | \$ 1,575.00 |
| 2 | Typing of Decisions/Orders | Per Page | \$ 1.05 | 600 | \$ 630.00 |
| Total Bid Amount | | | | | \$ 2,205.00 |

**

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.