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

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

WVOASIS

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Welcome, Lu Anne Cottrill

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) **Dept:** 0323 **ID:** ESR05272000000007025 **Ver.:** 1 **Function:** New **Phase:** Final

Modified by batch , 05/27/2020

Header 4

List View

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

Procurement Folder: 697032

Procurement Type: Central Master Agreement

Vendor ID: 000000229782

Legal Name: M2COMSYS

Alias/DBA:

Total Bid: $0.00

Response Date: 05/27/2020

Response Time: 12:31

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWV2000000017

Published Date: 5/20/20

Close Date: 5/27/20

Close Time: 13:30

Status: Closed

Solicitation Description: ADDENDUM 1:

Total of Header Attachments: 4

Total of All Attachments: 4

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 ESR05272000000007025	1

VENDOR

000000229782

M2COMSYS

Solicitation Number: CRFQ 0323 WWV2000000017

Total Bid : $0.00 **Response Date:** 2020-05-27 **Response Time:** 12:31:17

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	$1.100000	$0.00

Comm Code	Manufacturer	Specification	Model #
82111603			

Extended Description : Transcription Services per the specifications attached herein

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

State of West Virginia
Request for Quotation
34 — Service - Prof

Proc Folder: 697032

Doc Description: ADDENDUM 1:

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-05-20	2020-05-27 13:30:00	CRFQ 0323 WWV2000000017	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: M2COMSYS
2225 Village Walk Dr., Suite 200, Henderson, Nevada 89052, Phone: 702-733-8781

FOR INFORMATION CONTACT THE BUYER

Dusty J Smith
(304) 558-2063
dusty.j.smith@wv.gov

Signature X Jacob Manieletha **FEIN #88-0345550** **DATE : 05/26/2020**

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

ADDITIONAL INFORMATION:

ADDENDUM 1 IS ISSUED FOR THE FOLLOWING REASONS:

1. TO GIVE RESPONSES TO QUESTIONS

BID OPENING HAS CHANGED TO WEDNESDAY MAY 27TH, 2020 TIME IS THE SAME AT 1:30PM.

INVOICE TO	SHIP TO
FISCAL AND ADMINISTRATIVE MANAGEMENT - 5301	OFFICE OF ADMIN SUPPORT - 5302
WORKFORCE WEST VIRGINIA	WORKFORCE WEST VIRGINIA
1900 KANAWHA BLVD, EAST	1900 KANAWHA BLVD, EAST
BLDG 3, 3RD FLOOR, SUITE 300	BLDG 3, 3RD FLOOR, SUITE 300
CHARLESTON WV25305	CHARLESTON WV 25305
US	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 per the specifications attached herein

SCHEDULE OF EVENTS

Line	Event	Event Date
1	TECHNICAL QUESTIONS DUE AT 10AM	2020-05-13

ADDITIONAL TERMS AND CONDITIONS

M2ComSys

Technical Proposal
To
CRFQ 0323 WWV2000000017

Transcription Services, Legal and Medical

For

WORKFORCE WEST VIRGINIA AGENCY

Submitted By

M2COMSYS
Registered Office:
2225 Village Walk Dr.,
Suite 200, Henderson,
Nevada 89052
Phone: 702-733-8781
Fax: 702.733.7961
Email: lazarus.m@m2comsys.us
Web: www.m2comsys.com

M2ComSys

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ATTACHMENT B- INSURANCE COVERAGE CERTIFICATE ..... 1 PAGE

ATTACHMENT C- ADDENDUM ACKNOWLEDGEMENT FORM ..... 1 PAGE

INTRODUCTION

M2ComSys with its registered office at 2225 Village Walk Dr, Suite 200, Henderson, Nevada 89052 incorporated in 1996 as small Minority owned Business Corporation pleased to have the opportunity to respond to CRFQ 0323 WWV2000000017, for THE STATE OF WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WORKFORCE WEST VIRGINIA AGENCY, to provide Transcription Services, Legal and Medical.

Throughout this document M2ComSys shall also be referred to as 'M2' or 'We' and the WORKFORCE WEST VIRGINIA AGENCY will be referred to as 'WFWVA' or 'the Client'.

COMPANY BACKGROUND

M2ComSys first ventured into the IT/ITES space in 1996. Backed by a team of skilled and diligent professionals, we made our way through a maze of opportunities to establish M2ComSys as one of the competent players in the field of legal, medical and general transcription services. We have also been an inventor and implementer of leading-edge technology-enabled solutions in healthcare, software, and engineering.

Our main office is in Henderson, Nevada. Our accomplishments have helped us establish a competitive edge in this era of technological innovation that focuses on optimizing efficiency to fuel growth. Customer satisfaction and goodwill enhancement have always been at the heart of everything we do.

M2ComSys has worked with over 700 transcription clients for over 23 years. We cater to the transcription and information management needs of government entities, courts, hospitals, integrated healthcare facility networks, medical clinics, and physicians throughout the United States.

We also enter into Business Associate Agreements with our clients who qualify as covered entities to help them ensure HIPAA compliance. Our goal is to safeguard the confidentiality of all private information that we handle, whether transferred over public networks or stored internally.

M2ComSys is a debt-free company that anticipates continued growth in a diversified market by providing quality and timely services, ensuring security and confidentiality of all client information assets, and quick response times to all client requests. Our goal for every contract is to fulfill every contract obligation and more for our clients, have a long lasting and mutually satisfying relationship, and get referenced by our clients.

PRIOR EXPERIENCE

Our expertise relevant to this project lies in providing transcription services for court interviews and legal proceedings, court statements related to Investigative Personnel and other groups. These recordings consist of multiple dictators and dictations with varying audio qualities.

Through these recordings, our transcriptionists have gained familiarity with law enforcement and investigative terminology and protocols as well as chain of Court procedures. They can handle with ease different dialects, accents, styles, diction, and clarity in content.

We also transcribe City Council, Technical Review, Planning Commission, Focus Group, and Economic Development meetings minutes for some of our clients. These recordings consist of multiple speakers with varying formats and templates to be followed.

Our transcriptionists have experience transcribing:

- Legal procedures and related services
- Court hearings and proceedings
- Business dictations
- Meetings and conferences
- Correspondences
- Depositions
- Investigative records of all specialties

Our transcription staff has the ability to adapt to variations in accent, pronunciation, enunciation, tone, voice volume, speed, and deliver. The majority have bachelor's degrees, certification and security clearance through the VA or Department of Defense.

Our staff has a strong command over medical & legal terminologies and practices and prior experience in Medical & Legal transcription. They have the ability to transcribe dictations with at least 98% to 99% accuracy.

Some Pointers to Our Credentials

- Client satisfaction emanating new references
- Three-tier transcription system ensuring that quality standards are always met
- HIPAA, JCAHO compliant system
- Work handled by well-trained and highly experienced transcriptionists, quality assurance personnel, auditors, account managers, and supervisors.
- Easy tracking of transcribed reports
- 24-hour customer support
- Prompt turnaround time

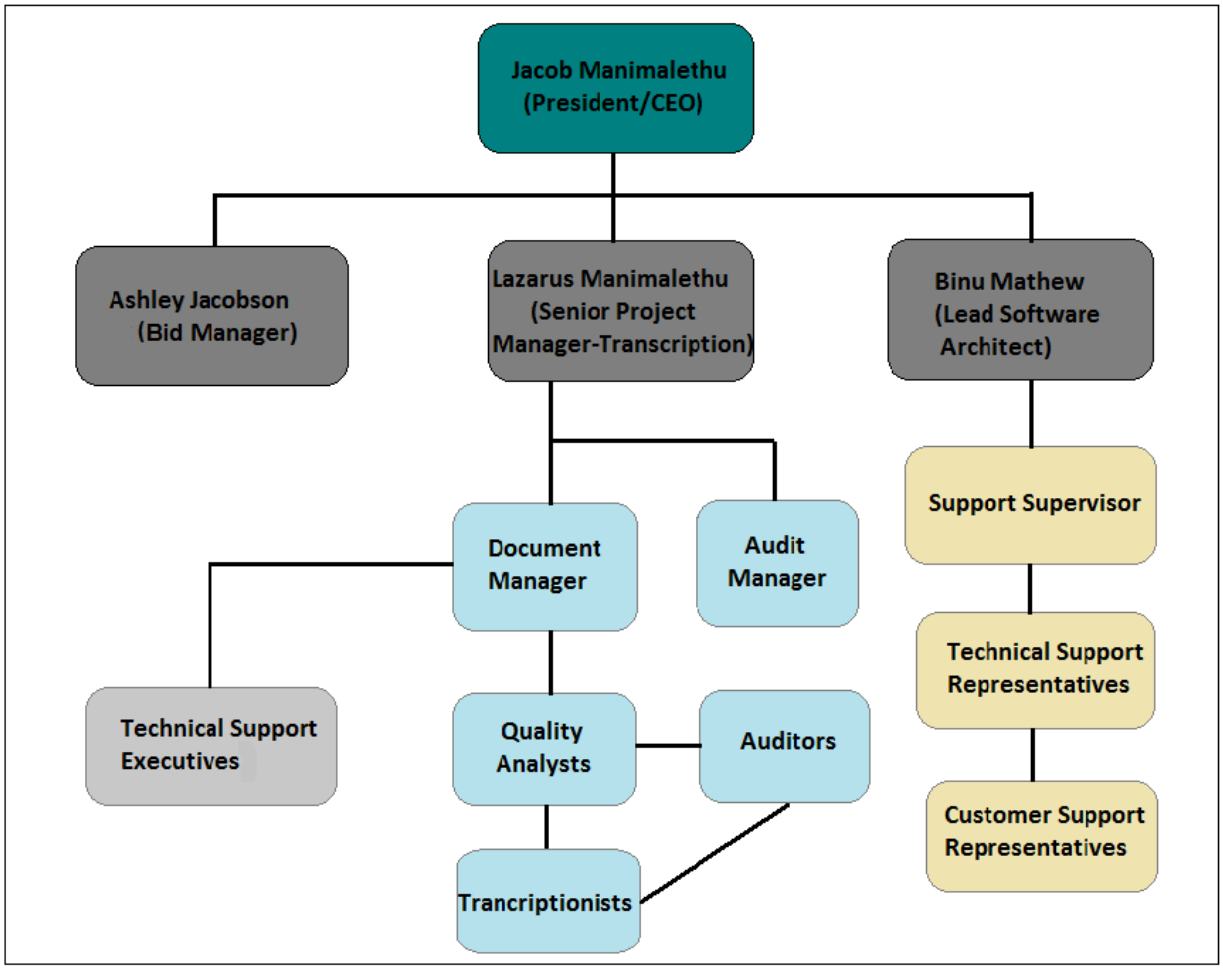
M2 is proud to have implemented stringent security standards in compliance with HIPAA regulations and provides its customers with exceptional service standards.
To ensure that required quality standards are being met, M2 routinely utilizes Quality Assurance tools and performs compliance checks. Transcriptionists are frequently audited to ensure work is performed accurately throughout the contract.

M2ComSys

REFERENCES

Transcription Reference 1	
Company name Contact name Contact role at time of project Contact phone Contact email	Alaska DHSS Susan Jabal DHSS Procurement Manager 907.465.5842 susan.jabal@alaska.gov
City State Zip	110650, Juneau AK 99811-0650
Project name	HIPAA Certified Secure Dictation Services.
Services offered	We shall provide HIPAA compliant voice dictation and transcription services. Voice dictation includes, but is not limited to, legal and medical references. Dictation will include Protected Health Information and Personally Identifiable Information.
Dollar value	$ 120,000.00 per year and not to exceed $1,080,000.00 over the 5 year period.
Start and end date	Feb 10, 2020 start date with one (1) year contract and four (4) additional one-year renewals.
Status	Live
Transcription Reference 2	
Company name Contact name Contact role at time of project Contact phone Contact email	Los Angeles County Fire Department Carlos Santiago Contract Administrator 323-838-2280 Carlos.Santiago@fire.lacounty.gov
City State Zip	Monterey Park CA 91754
Project name	Transcription Services/ Forensic. Legal Transcription for LA County Fire Department
Services offered	We provide high-quality transcription of interviews for the LA County Fire department. This demonstrates M2ComSys's ability to provide Legal transcription for a government organization.
Dollar value	$45,000 per year
Start and end date	Started June 1, 2016, contract extended through February 5 ,2021
Status	Live
Transcription Reference 3	
Company name Contact name Contact role at time of project Contact phone Contact email	Alaska Native Healthcare Consortium Mark Jackson,MA, RHIA Director, Health Information Management (907) 729-3008 mgjackson@anthc.org
City State	Anchorage AK
Zip	99508-5928
Project name	Medical Transcription Services
Services offered	M2ComSys provides multiple services to Alaska Native Healthcare Consortium (Anchorage,Sitka,Nomeandover 40 remote clinic locations) including: interface development (Cerner), transcription software and services, document management software and services, secure login and password management, forms creation and updates.
Dollar value	Over $1,320,000 over the contracts 5-year term.
Start and end date	April 1, 2014 to current
Status	Live

ORGANIZATIONAL CHART (Pertaining to the Project)



PROJECT TEAM

Below is a narrative description of the project team.

Senior Project Manager (SPM)

The M2 Senior Project Manager shall act as our primary Point of Contact. The SPM shall receive requirements from the Client and communicate with the Client Project Manager via e-mail, phone, and on-site meetings and address any issues. The Senior Project Manager also shall serve as an escalation point (facilitator) for any unresolved issues throughout the course of the project.

The SPM shall ensure that the project runs smoothly in terms of quality and TAT to the satisfaction of the Client Project Manager. The SPM shall also ensure compliance with all security, TAT, and quality requirements of the client throughout the course of the contract. He shall also act as a Point of Contact for our proposal.

Primary Point of Contact
Name: Lazarus Manimalethu
Position: Senior Project Manager
Cell #: (702) 733-8781
E-mail: lazarus.m@m2comsys.us
Address: M2ComSys, 2225 Village Walk Dr., Suite 200, Henderson, NV 89052
Website:http://us.m2comsys.com/

Lead Software Architect (LSA)

The Lead Software Architect shall be responsible for installation of VoiceSys Web Admin (Web based systems for uploading dictations) & eTranscribe (reviewing/downloading completed reports). LSA will address all unresolved technical issues throughout this project.

Technical Point of Contact
Name: Binu Mathew
Position: Lead Software Architect
Phone: (702) 204-5151
E-mail:binum@m2comsys.us
Address: M2ComSys, 2225 Village Walk Dr., Suite 200,Henderson, NV 89052

Document Manager

The Document Manager shall act as our secondary Point of Contact and shall report to the Senior Project Manager. The Document Manager shall be responsible for manual file distributions, automation of file distributions, TAT monitoring, and managing Quality Analysts (QAs) and Transcriptionists. He will also act as a mentor and guide to the QAs and Transcriptionists.

Audit Manager

The Audit Manager will report directly to the Senior Project Manager. The audit unit at M2ComSys is a branch set aside from the transcription unit comprising of the dictation manager and the transcriptionists, for non-biased audits. Audit Manager shall manage auditors and communicate client requirements to them and shall be responsible for maintaining uniformity in quality throughout the project.

Auditors

Auditors shall audit files on the basis of a tightened or regular scheme as per requirements throughout the course of the project. They will be responsible for the maintenance of consistency in quality throughout the project. Auditors will be responsible to audit files that are difficult in nature to ensure no drop in quality. Audit reports shall be submitted to the client at

a frequency as will be mutually agreed upon. Auditors shall also be responsible for identifying training needs for transcriptionists.

Quality Analysts

Quality Analysts report to the Document Manager. They are responsible for proofreading each transcribed document and ensuring compliance with client specifications. Our Quality Analysts include Certified Transcriptionists and thus all the Client work will pass through these professionals. They are also responsible for giving quality feedbacks to the transcriptionists for each of their files by marking errors and making comments.

Transcriptionists (Primary and Secondary Pool)

The Transcriptionists shall transcribe the documents with at least 98% to 99% accuracy and in accordance with the Client Specifications. The transcriptionists who are identified for this project shall be divided into two groups forming a primary and a secondary pool. The primary pool will be responsible for regular workflow to the account in terms of quality and TAT and shall execute the majority of the Client work throughout the project. The secondary pool will do minimum work to keep abreast of all the Client requirements and will pitch in, in a full-fledged manner, if there is an increase in workload or shortage of staff arising out of rare emergencies.

Technical Support

Technical Support shall be responsible for monitoring of TAT reports and alerting the Dictation Manager and the transcriptionists of any files nearing the TAT. They shall be responsible to communicate any special transcription requests from the client to the transcriptionists. They would also manually assign files as per the directions of the Dictation Manager. They also monitor the times for which files are held by transcriptionists and encourage transcriptionists to take appropriate actions if the hold time exceeds a general hold time.

Customer Support Representatives

Customer Support Representatives are responsible to be available to the Client 24x7. They will address any queries or issues within 1 hour.

UNDERSTANDING FOR THE PROJECT

The WFWVA is seeking for a Vendor to provide Transcription services of hearings and Decisions/Orders for Workforce West Virginia Board of Review.

The Vendor shall provide the following:

Hearing Transcriptions as per the Exhibit B of the CRFQ.

Decisions/Orders as per the Exhibit C of the CRFQ

Transcribe Hearings and decision/orders from digital recordings.

Transcripts and decisions shall be electronically mailed to Board of Review in Microsoft Office Word format 2010, 2013 or 2016.

Typed transcripts shall be electronically mailed for printing within four working days of receiving the dictation.

Typed decisions/orders shall be electronically mailed for printing within two working days of receiving the dictation.

Transcripts and decisions electronically mailed shall be transferred via a secure VPN or if by email as an encrypted document.

Vendor must have all employees sign a confidentiality agreement as per Exhibit D and shall forward to the board.

METHODOLOGY FOR THE PROJECT

To accomplish the deliverables of this project, we propose to use VoiceSys, our proprietary HIPAA compliant, secure and sophisticated software suite that can manage the entire transcription process efficiently.

VoiceSys software suite consists of multiple software modules that are built around a central SQL database (VoiceSys database/server) with backend speech recognition option. Using VoiceSys, we can transcribe any type of recorded proceedings including motions, hearings, and orders as requested by the Client. VoiceSys also supports 24x7x366 recordings via touch-tone telephones, digital handheld voice recorders, and smart devices.

VoiceSys consists of the following software modules:

Software Module	Description
VoiceSys Enterprise Manager	Software for file allocation, TAT monitoring, transmittal, and report generation.
VoiceSys Web Admin	The web version of the VoiceSys Enterprise Manager.
VoiceSys VR	Backend speech recognition software that converts audio recording into accurate draft documents.
WordScript	Software for transcription/ editing of documents, used by transcriptionists.
eTranscribe (for client use)	Web based Software for retrieval of transcribed documents along with the audio for document editing, approval, electronic authentication, resending of a document for re-transcription, searching of transcribed documents using various criteria, and printing, faxing and e-mailing of documents.

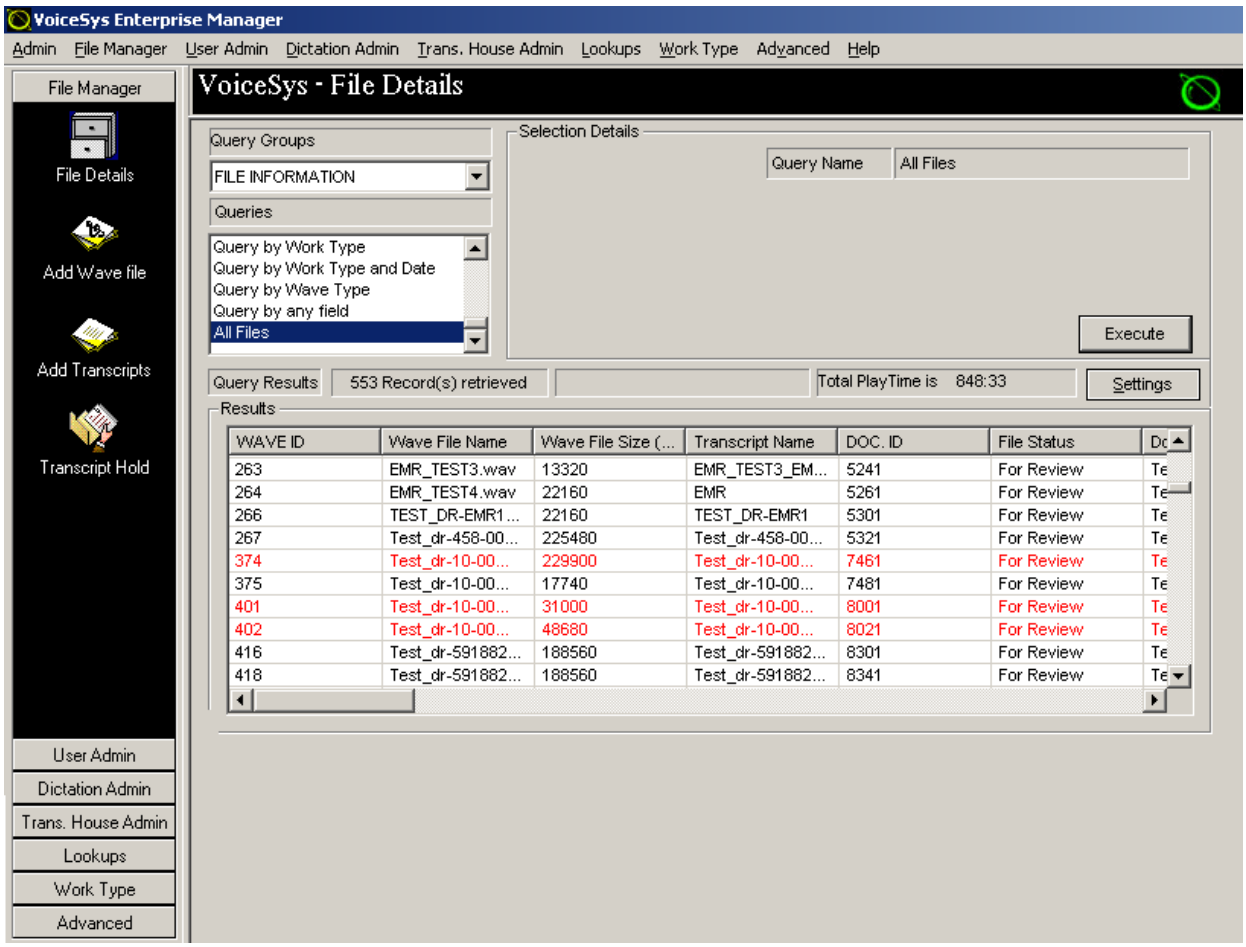
Software for the Project

Following are the software modules that shall be used for this Project. Each software module has been described in detail in the following sections.

VoiceSys Enterprise Manager (VEM)→ VoiceSys Enterprise Manager helps the Transcription Supervisor and the Technical Support Executives to manage the entire file flow in the transcription system, transferring data files from the user dictating to transcriptionist, and transcribed reports from transcriptionist to the user who dictated the report. It can track all the users accessing the files flowing through the system. It can be used to maintain and generate custom logs of any kind that the client may require. VoiceSys Enterprise Manager is an interface to the VoiceSys Server/ Database where all data files shall be stored to accomplish the Project deliverables.

VEM allows role-based and user-based access. It requires a username and a complex password, which consists of a combination of letters, numbers, symbols, and small letters.

File listing in VoiceSys Enterprise Manager (sample screenshot)

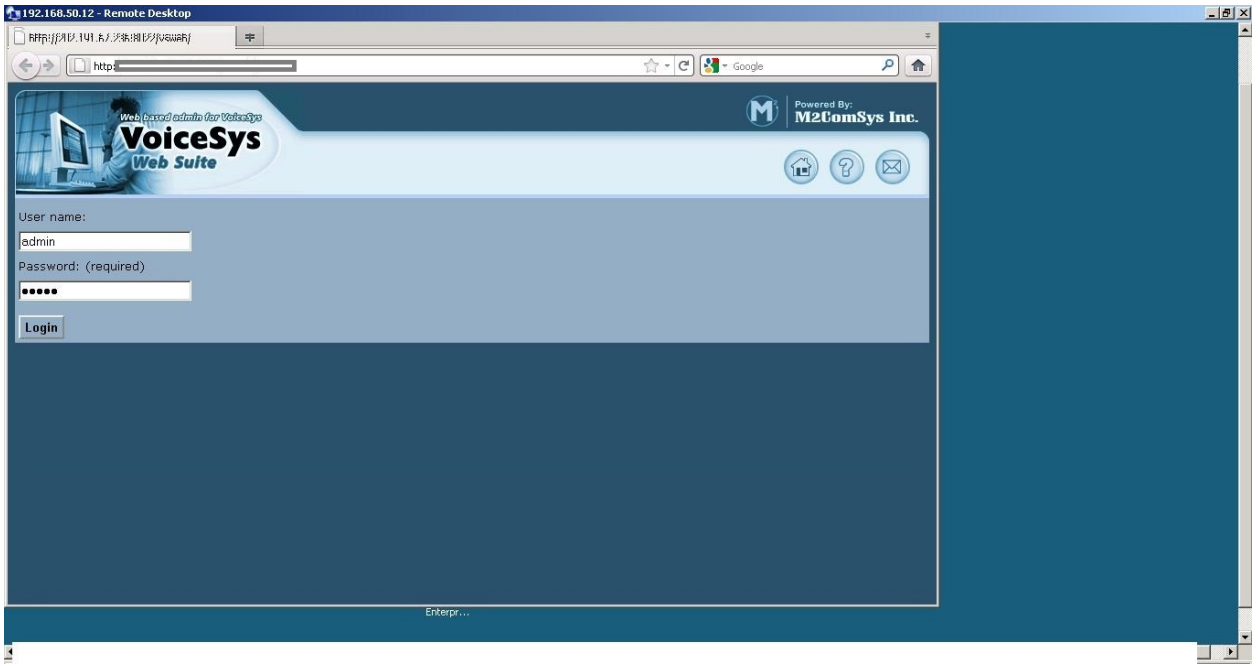


Key Features:

- Document lifecycle tracking
- Secure and standards-compliant file routing
- Automatic distribution via faxing, printing, FTP, e-mail
- Secure web-based access to transcribed documents
- Online editing
- Voice recognition
- Audit tracking/ trail (system activity display)
- Extensive search facility
- Support for unlimited users

VoiceSys Web Admin→ It is a web-based version of the VoiceSys Enterprise Manager. Everything that can be accomplished by the VoiceSys Enterprise Manager can be accomplished by the VoiceSys Web Admin from within a web browser via the Internet. It complies with all data security and confidentiality requirements of HIPAA. Through VoiceSys Web Admin all the dictations can be uploaded to VoiceSys server for transcription.

VoiceSys Web Admin – Login Page (sample screenshot)



VoiceSys VR →VoiceSys VR is the backend speech recognition software that converts natural spoken language audio recording into draft documents. The draft documents will be sent to the VoiceSys Editor (WordScript) for second-level transcription/editing. The transcriptionists review and edit the document to ensure complete accuracy. This increases the productivity of the transcriptionists, as they now spend time doing direct edits versus typing the entire document. This makes for a more efficient transcription process.

Speech Recognition is a continuous learning process, wherein the speech engine slowly learns the speech pattern of every new dictator/user and rapidly gets better at understanding them accurately. Therefore, the longer the engine is exposed to the dictator/user's dictation, the better it gets at recognizing their dictation & speech.

Key features:

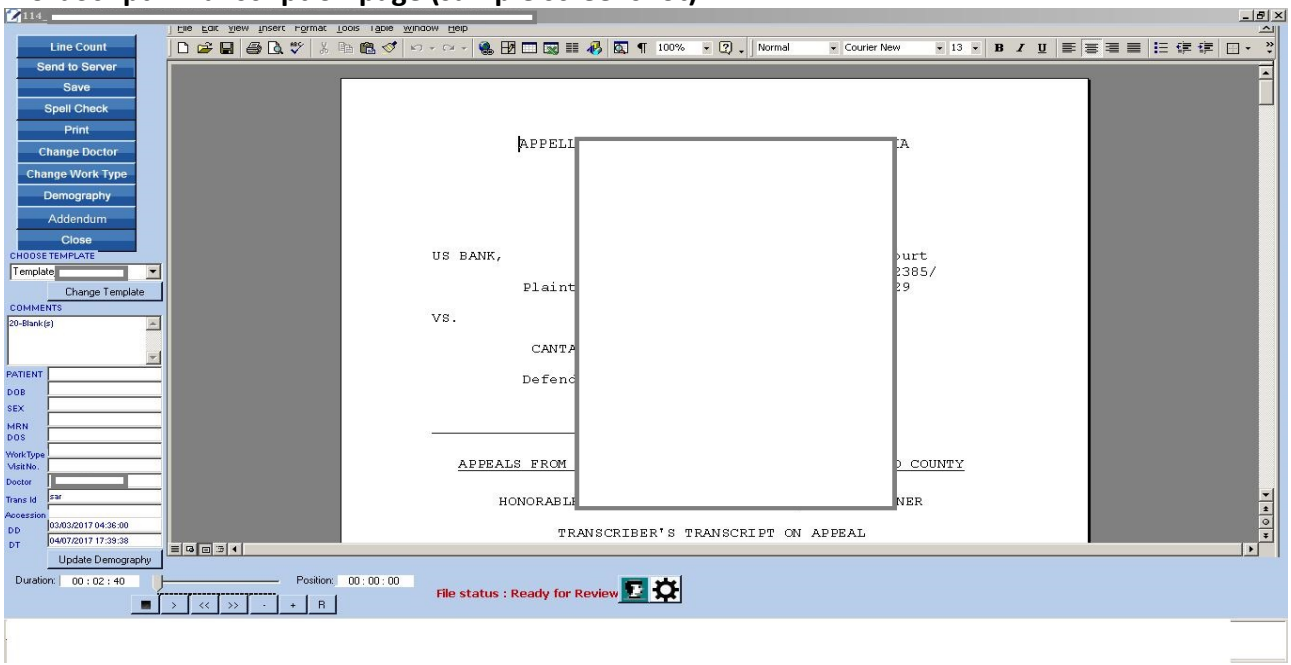
- Speeds up turn-around time of document delivery
- Built-in service from VoiceSys
- Need not buy, install or manage software at the client site.
- Significantly increases productivity by automatically generating draft documents from speech.

This is an optional feature that shall be used if the Client prefers a Voice Recognition tool for faster transcription.

WordScript→ WordScript is a software module that allows transcription and editing and is used by the transcriptionists. It uses all the powerful editing features of Microsoft Word and adds to it an audio controller, creating an excellent transcribing platform for transcriptionists. WordScript is equipped with a user interface to playback, pause, rewind, and forward audio files during transcription. It has other built-in features like a word expander, automated spell check that uses Legal and English dictionaries, macro create/insert tool, data lookup, and line count utility.

WordScript allows role-based access. It requires a username and a complex password, which consists of a combination of letters, numbers, symbols, and small letters. As soon as the transcriptionist uploads the reports back to the VoiceSys Server/ Database, both the audio and the transcript are automatically deleted from the transcriptionist's workstation to leave no trace of demographic information.

WordScript - Transcription page (sample screenshot)



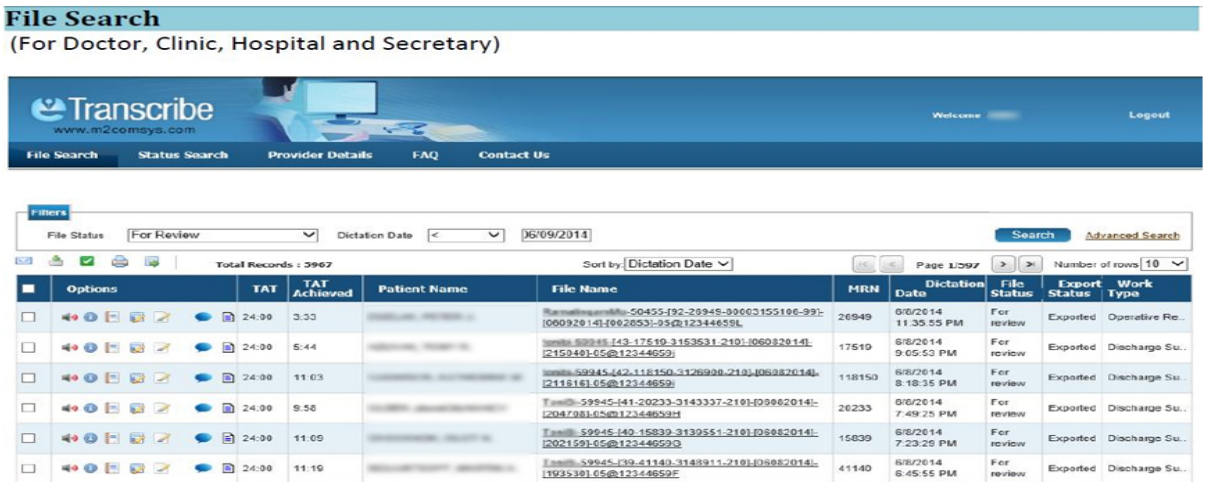
eTranscribe → eTranscribe is a secure web-based or browser-based interface to the VoiceSys database to be used by the client. It acts as an online reporting module. eTranscribe necessitates user authentication and supports role-based user access. We will provide the client with the required access to eTranscribe. The eTranscribe, being web-based, can be accessed from any location and at any time via the Internet. Its robust security and confidentiality features make it safe and secure to use. It complies with all data security and confidentiality requirements of HIPAA.
The client/ user can use eTranscribe for real-time monitoring of the status and state of a file. It also helps in reviewing, editing, printing, and authenticating the transcripts.

eTranscribe facilitates online listening of audio recordings while reviewing transcripts. In the remote case of a file not meeting the client's Accepted Level of Quality, the client can send it back for re-processing via eTranscribe. Such files would be processed and sent back to the client. It can be used by the user/ dictator for document approval and electronic authentication. It complies with all state and federal requirements for electronic data security and security requirements for electronic authentication.

Key Features:

- Real-time speech to text conversion
- Faster transcription process
- Facility to monitor dictation status at every stage of transcription
- Support for several concurrent users
- Automated file management features
- Instant access to audio and transcript files
- User authentication and role-based access
- Electronic signature
- E-mailing, faxing, printing (automatic, manual, and sequential) of transcripts
- Batch printing/ E-mailing of transcripts
- Address book for e-mail and fax
- Review/edit/e-sign options
- Generating reports

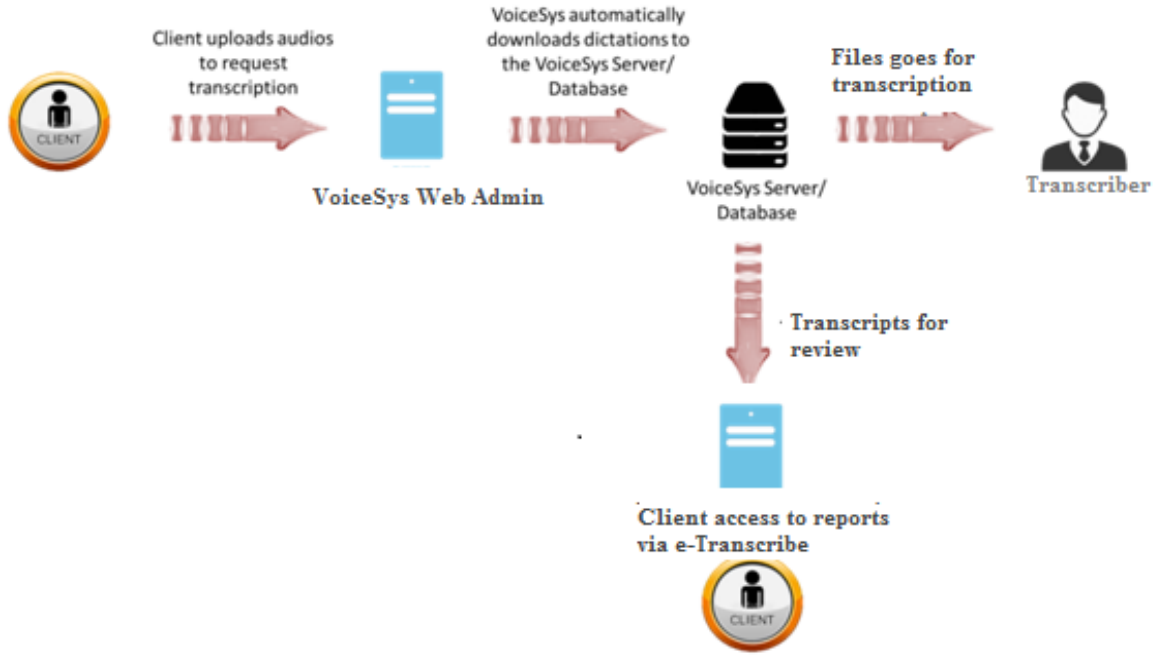
eTranscribe - Sample Report screenshot



PRELIMINARY PROCESS FLOW

Below is a preliminary process flow we propose for this project. A detailed flow shall be presented after our technical team has studied the connectivity requirements.

For receiving the audio files and the subsequent transcription and transmittal, we propose to use VoiceSys, our proprietary HIPAA compliant, secure and sophisticated software suite, containing multiple software modules, which can be used to manage the entire transcription process efficiently. VoiceSys is capable of receiving and transcribing audio files of all common formats.



Step1: Receiving Audio Files

M2 has the ability to support all recorded media submissions electronically via VoiceSys. The WFWVA personnel shall upload the digital recordings through VoiceSys Web Admin. M2 shall provide a role based access for accessing VoiceSys Web Admin

As soon as we receive the audio files, they are uploaded to VoiceSys server for file allocation & transcription. Once uploaded to server, the audio files are downloaded to the VoiceSys database, VoiceSys shall be configured to send a transcription request alert to the transcription manager for file allocation.

To provide an alternate method for receiving files and providing transcribed files, M2 shall also provide the WFWVA with a SFTP (Secure File Transfer Protocol) site where the agency can upload the audio files for transcription. VoiceSys can be configured to automatically download the audio files from the SFTP site to the VoiceSys server/database at our facility.

Step2: Allocation of Audio Files for Transcription

Once the Transcription Manager (TM) receives the transcription request alert, the TM shall use the VoiceSys Enterprise Manager (VEM), a software module of VoiceSys, for file allocation.

VEM can be used to manage the entire file flow in the transcription system, transferring data files from the VoiceSys database to the transcriptionist, and transcribed reports from the transcriptionist to the VoiceSys database. The transcription manager uses it to allocate files to the pool of M2 transcriptionists assigned to the project. It provides enhanced file-monitoring features and can be used to help meet TAT requirements.

Step3: Transcription of Audio Files

If Voice Recognition option (VR) is preferred for the transcription process, our software will convert the audio files to a transcript draft. These VR draft files along with audio files shall be allocated, retrieved and edited by the transcriptionist. For editing of records, WordScript shall be used. It can access and play audio files of different format including .wav files. Transcriptionists shall edit these draft reports while listening to the audio files. It has built-in features like a word expander, automated spell-check that uses Legal/English dictionaries, macro create/insert tool, data lookup, and line count utility. Our transcriptionists shall transcribe dictations given using WordScript that uses Microsoft Word for editing. Transcribed reports shall be uploaded to VoiceSys server for editing or final quality check. As soon as the transcriptionist uploads the transcribed reports to the VoiceSys server, both the audio and the transcript are automatically deleted from the transcriptionist's workstation to leave no trace of information.

Format of files

M2 shall prepare transcripts and decisions/orders using the format as specified in the Exhibit B and Exhibit C of CRFP.

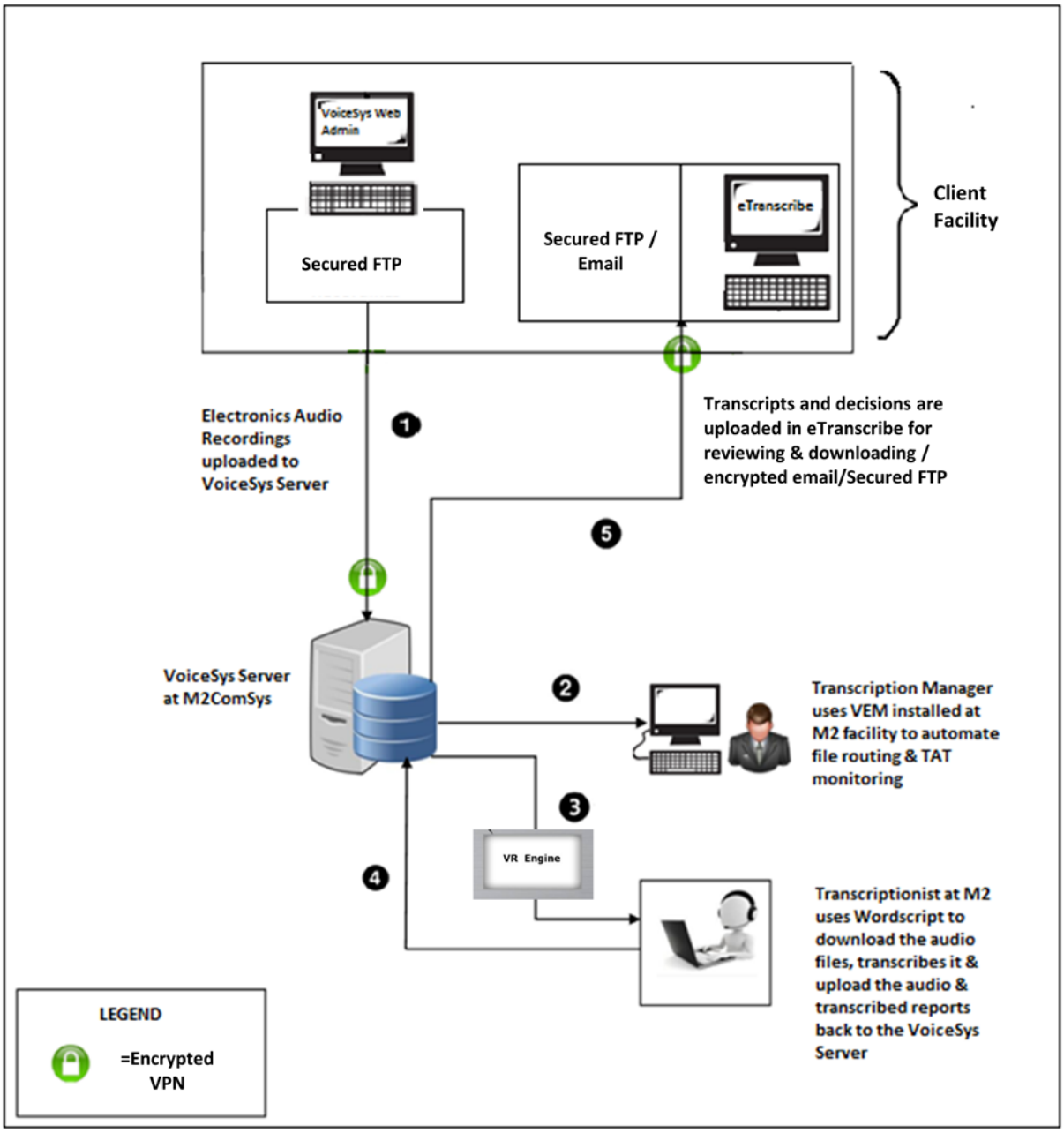
Step4: Transmittal of Transcripts and Audio Files

M2 shall submit the transcribed reports as required by the client.
VoiceSys, our proprietary transcription management software can be configured for automatic and manual electronic transmittal of reports. Transcripts and decisions shall be electronically mailed via a secure VPN or by email as an encrypted document in Microsoft word format.

The transcribed documents can also be downloaded & printed from our Web-based interface eTranscribe. Once the reports are ready to be downloaded, we shall also notify the Client via email. The Client users will have a secured password access to eTranscribe to print the reports. It provides capability for users to electronically view and edit transcribed dictation via Health Insurance Portability and Accountability Act of 1996 (HIPAA) compliant internet access. eTranscribe facilitates online listening of audio recordings while reviewing transcripts. It can also provide electronic signature on transcribed reports for confirmation or send them back for editing or corrections.

PRELIMINARY WORKFLOW

Below is a preliminary workflow that we propose. A detailed workflow shall be presented to the WFWVA after our technical team has studied the connectivity requirements.



IMPLEMENTATION PLAN FOR THE PROJECT

Below is the detailed plan on how we will manage, control, and supervise the project to ensure satisfactory deliverables and project completion.

PROGRAM MANAGEMENT

Senior Project Manager (SPM)

The M2 Senior Project Manager shall act as our primary Point of Contact. The SPM shall receive requirements from the Client and communicate with the Client Project Manager via e-mail, phone, and on-site meetings and address any issues. The Senior Project Manager also shall serve as an escalation point (facilitator) for any unresolved issues throughout the course of the project.

The SPM shall ensure that the project runs smoothly in terms of quality and TAT to the satisfaction of the Client Project Manager. The SPM shall also ensure compliance with all security, TAT, and quality requirements of the client throughout the course of the contract. He shall also act as a Point of Contact for our proposal.

Primary Point of Contact
Name: Lazarus Manimalethu
Position: Senior Project Manager
Cell #: (702) 733-8781
E-mail: lazarus.m@m2comsys.us
Address: M2ComSys, 2225 Village Walk Dr., Suite 200, Henderson, NV 89052
Website:http://us.m2comsys.com/

Lead Software Architect (LSA)

The Lead Software Architect shall be responsible for installation of VoiceSys Web Admin (Web based systems for uploading dictations) & eTranscribe (reviewing/downloading completed reports). LSA will address all unresolved technical issues throughout this project.

Technical Point of Contact
Name: Binu Mathew
Position: Lead Software Architect
Phone: (702) 204-5151
E-mail:binum@m2comsys.us
Address: M2ComSys, 2225 Village Walk Dr., Suite 200,Henderson, NV 89052

We shall appoint a Document Manager who shall act as a secondary Point of Contact and shall report to the Senior Project Manager. The Document Manager shall be responsible to provide

on-site administrative support to process cases, perform quality assurance checks, distribute cases, and prepare logs and reports. He shall also be responsible for TAT monitoring, and managing Quality Analysts and Transcriptionists.

We shall appoint an Audit Manager who will report directly to the Senior Project Manager. The audit unit at M2ComSys is a branch set aside from the transcription unit comprising of the Transcription Supervisor, the transcriptionists, and the quality analysts, for non-biased audits. Audit Manager shall manage auditors and shall be responsible for maintaining uniformity of quality throughout the project.

We shall appoint Quality Analysts and Auditors who shall ensure impeccable quality throughout the Project/Contract. Every transcribed document shall pass through a Quality Analyst. Auditors shall audit a certain percentage of files on a daily basis. For more details, please see the Quality Management section under Management Plan for the Project.

We shall create a workforce pool consisting of individuals who best suit this project. The workforce pool shall consist of a primary and a secondary pool of transcriptionists.

PROJECT COMMUNICATION

The Senior Project Manager, Document Manager, and the WFWVA Project Manager will be available for Project Kickoff meeting, scheduled status meetings twice a week and also ad hoc meetings once the project starts and until it gets stabilized, via conference calls, Skype, or by any other means convenient to the WFWVA. After the account stabilizes, the status meetings could be held as mutually agreed upon.

The above meetings shall be a platform for us to listen to the Client Project Manager for inputs on our performance, any Client concerns, additional instructions, requirements, WFWVA IT services and any gaps required. We shall discuss the plan of action to address any concerns. It shall also be a forum where we shall raise questions and articulate any gaps if any that might have come up and seek solutions.

PHASED PROJECT IMPLEMENTATION

Phase I

1) A Client Specifications Manual (CSM) shall be developed in consultation with the Client.

2) We shall seek the approval of the Client for our quality and performance measurement methodology and make changes to it as per client suggestions, if any.

3) A workforce pool shall be formed. Each transcriptionist in the pool will undergo training sessions to understand the specifications of the client and any other specialized training, should such a need be identified.

Phase II

1) The workforce pool shall be divided into primary and secondary pools. The transcriptionists that suit the project best shall form the primary pool. The primary project pool shall be responsible to start the project and stabilize the account in terms of quality and TAT. The secondary pool shall do minimal work to keep abreast of client requirements and serve as backup.

2) The primary and secondary project pools shall process dictations in compliance with the Client Specifications Manual. They shall transcribe reports in appropriate formats and using appropriate templates as per client specification.

3) The quality analysts shall do a quality check on each file. The Auditors shall follow a tightened audit plan for the workforce pool and ensure adherence to the specifications. The audit reports shall be made available to the client on a weekly basis until the account stabilizes in terms of quality and TAT.

Phase III

1) The overall effectiveness of the work in terms of quality, quantity, and TAT shall be evaluated by the Senior Project Manager in consultation with the client and if satisfied, the processes would be allowed to be independently handled by the Transcription Manager and the workforce pools.

2) If the Senior Project Manager is not satisfied in terms of quality and meeting of TAT requirements, corrective actions would be taken, which may include increasing the participation of the secondary pool, increasing the number of quality analysts, increasing the number of auditors, or identifying training and mentoring needs.

Phase IV

1) Phase II and phase III shall be continued until the account has stabilized to the satisfaction of the Client as well as the M2ComSys Senior Project Manager. Phase IV will have a deadline within which to accomplish the stability of account. The deadline shall be determined after discussions with the Client all issues identified, whether technical or transcription related, shall be addressed.

2) At the end of phase IV, the transcription work processes shall be handed over to the Document manager and the workforce pools to be handled independently and the Document manager would become the main point of contact for the Client. Any issues that remain unresolved can be escalated to the Senior Project Manager throughout the course of the project.

QUALITY MANAGEMENT

At M2, all transcription work is supervised by the Document Manager. The Document Manager is responsible for file distribution and TAT compliance. The Quality Analyst is responsible for file quality and quality improvement programs. The auditor is responsible for ensuring consistency in quality during the course of the contract.

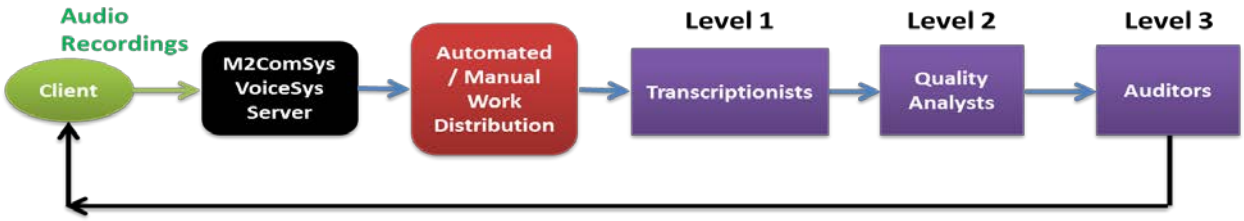
We follow a mandatory and supervised 3-tier Quality Assurance Process to meet or exceed the quality requirements of the client even while strictly complying with turnaround times.

Level 1: Our Transcriptionists transcribe the dictations, in the correct format, on appropriate templates if any, with the objective of maintaining an accuracy rate of 98% to 99%.

Level 2: Our Quality Analysts proofread each transcribed file and check for adherence to client specifications and insertion of appropriate templates if required. They will be responsible to ensure an accuracy rate of more than 99% in each file. The Quality Analysts mark errors identified and make comments to educate the transcriptionists and these quality feedbacks are made available to the transcriptionists every day before their work session begins.

Level 3: Our Quality Auditors randomly audit edited/ reviewed documents to ensure that they conform to our Quality Policy as well as the specifications and requirements of the Client.

3-Tier Quality Assurance Process



Ongoing Education for Transcriptionists

The feedback from the Quality Analyst is instantly available to the transcriptionist on the quality check tool, viz., QA/QC tool on 'WordScript' - the transcription/ editing tool that our transcriptionists shall use for transcription. A transcriptionist can begin transcribing for the day only after going through the quality-related feedback on WordScript and acknowledging any feedback rendered by the Quality Analyst since last login. This ensures that the transcriptionist does not repeat the errors he/she made at his/her last session. Quality issues, if any, are discussed with the transcriptionist on a daily basis.

Our Audit team on a daily basis audits files randomly. The audit reports are sent on a monthly basis to all senior management, managers, and supervisors. Corrective and preventive actions are implemented by our transcriptionists based on these reports.
For audits, the sampling scheme for our internal QC processes will be based on AQLs (Acceptable Quality Levels) set by the client. A regular inspection plan will be used when the

process is considered operating at, or slightly better than the AQL. A tightened inspection plan will be used in the remote possibility of the quality level falling beneath the AQL. Since our transcriptionists are experienced and competent, we resort to a tightened inspection plan only when we begin a new work contract.

We also provide transcriptionists a continuous quality improvement program, which includes, but is not limited to the following:

- Providing a Client Specifications Manual (CSM) with up-to-date information for reference
- Providing access to materials, which have client-specific specialized terms
- Providing training when a training need is identified for a new work contract
- Providing daily automated feedback to transcriptionists via the QA/QC tool
- Providing access to our online library comprising of Legal/English dictionaries as well as books pertaining to Transcription
- Feedback rendering, discussions, and mentoring
- Monthly team-based quality review meetings

REPORTING

VoiceSys, our transcription management software, can be configured to generate all kinds of customized reports that the client might require. We also have processes in place, which allows for continuous monitoring of the status of reports.

The following are the standard reports we can generate:

Process Reports	Author Reports	Transcriptionist Reports
• File history • File received • File status • Total by document type • Report by work-type • Daily transcription report • TAT report • Daily summary	• Author details • Recording summary • Line count details • Detailed report by author • Report by author and work-type	• Transcriptionist details • Transcriptionist details summary • Transcription history • Production summary • Line count summary • Line count report by Transcriptionist • Transcription status report
Management Reports	**Billing Reports**	**Summary Reports**
• Number of recordings received • Number of files per work-type • Number of users per work-type • Daily volume	• Author billing summary • Transcriptionist billing summary	• Vendor line count summary • Vendor file details with pending-file summary

TAT MANAGEMENT

M2 has a robust system in place to make sure we meet turnaround times. Our system consists of highly qualified and experienced transcriptionists who work round-the-clock to meet TAT requirements, without compromising on quality.

VoiceSys helps TAT management in the following ways:

- With VoiceSys, we can prioritize work based on pre-set client-specific TAT settings and allocate work based on priority.
- With VoiceSys, we generate an hourly up-to-date TAT report as well as a report on TAT exceeded files if any, in the descending order of exceeded TAT. We e-mail these reports to the Managers and the Technical Support personnel. The Technical Support personnel review the TAT report and notify the transcriptionists who thereby take appropriate corrective measures.
- With VoiceSys, we can also monitor the 'hold time' of the files allocated to the transcriptionists and automatically send reminders to the concerned transcriptionists to take quick and appropriate action.
- The managers and the technical support staff also manually check the TAT status of files on a regular basis and allocate files to the transcriptionists as needed.
- With VoiceSys, we can automatically generate a monthly TAT report as well as a report on TAT exceeded files. This shall be made available to the managers and the supervisors for preventive action and decision-making.

Report Turnaround Time Requirements:

M2ComSys shall comply with all of WFWVA's TAT requirements as categorized.

Report Category	Expected Turnaround Time
Typed transcripts	Shall be electronically mailed for printing within four working days of receiving the dictation.
Typed decisions/orders	Shall be electronically mailed for printing within two working days of receiving the dictation.

CAPACITY MANAGEMENT AND CHANGE MANANGEMENT

We have a documented Capacity Management Policy. For every new contract, we follow this policy to evaluate the availability of required resources including infrastructure, hardware/

software, and personnel. We acquire any additional resources if needed before the project start date.

For every new transcription project, we identify the workforce that best fits the requirements. Training needs are identified and a training plan is created and executed before commencement of the new project. These transcriptionists are also given books (Client Specifications Manual) and online information resources as references for the terms and acronyms that are specific to the project. CSM shall also be updated for any change in the scope.

Out of these transcriptionists, we create a primary and a secondary pool. The primary pool executes the majority of the work at project start and stabilizes the account in terms of quality and TAT. The secondary pool does minimal work and keeps abreast of all the requirements. The secondary pool serves as a standby pool that pitches in on a full-fledged manner as mandated by any change in the volume of work received or due to rare absenteeism arising out of emergencies. The secondary pool shall act in a way to manage any schedule change.

Thus, we are able to handle all kinds of fluctuations in workload that we may come across pertaining to any project and can avoid penalties in terms of quality, quantity and uptime.

CONFIDENTIALITY AND SECURITY

SECURITY OF FACILITY

M2ComSys will comply with all Federal and State laws, regulations, and rules governing confidentiality and privacy of all source information used in the performance of transcription services. Data will be transported, transmitted and/or stored in secure locations(s) or like manner. Privacy breaches will be grounds for immediate termination of the Agreement and prosecution if appropriate under applicable state and federal law.

We shall not subcontract any part of this contract. Our designated supervisors will make sure that work performed under this contract is monitored at all times.

M2 shall ensure strict adherence to all security requirements for all contents and systems of reports applicable to this contract; meeting all requirements as imposed by Health Insurance Portability and Accountability Act (HIPAA) and The Joint Commission (TJC). We have a plan in place to safeguard confidentiality. In addition to signing a client-specified confidentiality agreement, our employees are required to comply with HIPAA policies.

IT Security

M2ComSys shall ensure that no information obtained in connection with this contract will be transmitted electronically or by any other means, unless it is encrypted. VoiceSys has appropriate security safeguards to maintain the security and confidentiality of all information that we receive, store, process, or transmit in connection with the provision of dictation and transcription services.

- 128-bit encryption
- User authentication
- Role-based access, context-based access, and user-based access
- Automatic inactivity log-off
- Audit trail and audit logs
- Encrypted data handling
- Encrypted e-mails

Our secure networks offer the following advantages:

- Secure HP, Cisco, Dell Enterprise Hardware & Support
- Cisco and Sonic Wall Firewalls
- Secure Tier 1 Network
- Secure 80-100 Mbps backup internet connection
- Robust and secure servers
- Sonic Wall VPN access with 3DES Encryption
- Dedicated Support team backed by robust security management
- Global Data Centers at strategically placed locations
- Use of RAID (redundant array of independent disks), a data storage virtualization technology that combines multiple disk drive components into a logical unit for the purposes of data redundancy

Physical Security

The physical security measures we have adopted are the following:

- RFID-based Access Control System to control entry into and exit from our building, server rooms, transcription center, and other sensitive locations
- 24 x 7 electronic surveillance systems (CCTV) with digital video recording in and around our building, server rooms, transcription center, and other sensitive locations
- 24 x 7 security personnel manning our office
- Smoke alarms and fire extinguishers
- Uninterrupted power supply
- Equipment protection via lightning and surge protectors
- Locked cabinets for sensitive physical assets

Human Resource Security

Every M2ComSys employee is instructed on the importance of confidentiality. Utilizing different approaches, we try to instill in our personnel the need to maintain confidentiality at all times. As part of our transcription training, we conduct a Confidentiality Training Program for our employees handling transcription-related information. They are required to sign a nondisclosure and confidentiality agreement when hired.

The information security plan at M2ComSys is an ongoing cycle of identifying policy and requirements, training users, enforcing compliance, and assessing results for continual improvement.

The internal organization of information security involves management commitment to information security, information security co-ordination, and allocation of information security responsibilities. Approved authorization processes for information processing facilities, compliance with confidentiality agreements, and proper contact with authorities and special interest groups, as well as the independent review of information security such as Vulnerability Assessment and Penetration Testing are other salient features of our security system.

The risks to the organization's information assets and information processing facilities are properly identified and handled adequately using various regulatory standards. Acceptable rules for the usage of information and assets are properly identified, documented, and implemented.
Information is classified in terms of its value, legal requirement, sensitivity, and vitality to the organization. Implementation of procedures for information labeling and handling are carried out. All roles and responsibilities of employees, contractors, and third parties are properly defined and carried out after a thorough screening of their background in accordance with laws, regulations, and ethics. Hired personnel have their security responsibilities explained in their job contract. The management is responsible for information security awareness, education, and training to all employees. Formal disciplinary action is taken against any violators.

Asset Management and Protection, Human Resources Security, Physical and Environmental Security, Communications and Operations Management, Access control, Information Security Incident Management, Business Continuity Management, Compliance with legal requirements, Compliance with Security Policies and Standards, and Technical Compliance as well as Information Systems Audits are the cardinal features of our Information Security System.
We shall ensure personnel confidentiality through the signing of a Business Associate Agreement. M2 has a written policy for the employees regarding compliance for maintaining a drug-free workplace

INCIDENT RESPONSE POLICIES AND PRACTICES

M2 has a well-established Security Incident Management procedure in place. It provides a series of channels through which incidents can be reported, investigated, tracked, and administratively reviewed to ensure information assets and/or infrastructure is protected. All Information Security Incidents and events must be reported. An information security event is an identified occurrence of a system, service or network state indicating a possible breach of information security policy or failure of controls or a previously unknown situation that may be security relevant.

All suspected security events shall be reported immediately utilizing one of the following Methods.

- The IT Service Desk must be contacted by email or telephone. They will log the Incident in OTRS (Open-Source Ticket Request System) and notify relevant employees and the information owner.
- Employees can log on to OTRS and register the incident.
- Employees can e-mail the incident to the Chief Information Security Officer or a member of the SIRT [Security Incident Reporting Team] as per the reporting matrix using the IRF form for security incident reporting.
- A SIRT member can keep a log of security incidents as a register and get it signed by the Chief Information Security Officer.

Handling procedures following reporting of Security and Privacy Incident is listed below:

- The Office of Chief Information Security Officer, as appropriate, shall activate and lead its Incident Response Team following the report of a suspected or actual breach.

- After notifying the Information Security Office it is essential to follow the instructions of the response team. All technology devices must not be used, turned off or on, or changed in any manner that may compromise evidence.

- The Incident Response Team shall proceed to assess the nature and scope of the incident and identify what personal information has been accessed or misused.

- The Incident Response coordinator will contact the Privacy Officer to review if there needs to be a Breach Declaration, if event is solely privacy or a combination of both.

- System owners, working in full cooperation with the Security Incident Response Team, shall provide the necessary resources to take appropriate steps in order to contain and control the incident, to prevent further unauthorized access such as monitoring or suspending access, and to preserve records and other evidence.

- The Security Incident Response Team shall create an Incident Report that will document the facts surrounding the incident; the steps taken to mitigate any immediate threat, the steps taken to ascertain the scope and nature of the breach; the nature of the breach itself; the list of affected individuals and any other relevant information relating to the incident.

- The Chief Information Security Officer shall consult with the Chief Information Officer to determine if this is a Security incident, Privacy incident, or both.

- The Breach Declaration Team shall evaluate the Incident Report and make the final determination as to whether a Breach of Personal Information has occurred, and if so, what the appropriate response and relief should be.

- The Chief Information Security Officer, independent or as appropriate, to the outcome of the Breach Declaration Team, shall lead an effort to formulate a long range plan to prevent recurrence of the incident.

CONTINUITY OF BUSINESS & DISASTER RECOVERY PLAN

Interruptions to business functions can result from major natural disasters such as earthquakes, floods, and fires, or from human-inflicted disasters such as terrorist attacks, riots, or war. The most frequent disruptions are less sensational - equipment failures, power outages, theft, or sabotage.

Continuity of Business Planning (CoB Plan), also known as Contingency Planning, defines the process of identification of the applications, customers (internal and external), and locations that a business plans to keep functioning in the occurrence of such disruptive events, as well as the failover processes and the length of time for such support. This encompasses hardware, software, facilities, personnel, communication links, and applications.

A Continuity of Business (CoB) plan is intended to enable a quick and smooth restoration of operations after a disruptive event. CoB plan development includes testing, awareness, training, and maintenance. The CoB plan also defines actions to be taken before, during, and after a disaster, thus detailing the "what, who, how, and when."

Salient Features of our Continuity of Business (CoB) Plan:

Our company's contingency plans ensure that any contract performance continues as required by the statement of work during periods of scheduled and unscheduled downtime. It includes business impact analysis, where each critical business function has been reviewed to determine the maximum allowable downtime before causing significant degradation to our business operations.

Statement of Policy:

We are committed to providing the same Quality of Service (QoS) to its customers during the period when the Business Continuity Plan is in operation, as during normal operations.

Purpose:

The plan has been developed to allow for Continuity of Business operations at a minimum level within our facilities.

CoB Objectives:

- Protect personnel, assets, and information resources from further injury and/or damage.
- Minimize economic losses resulting from disruptions to business functions.
- Provide a plan of action to facilitate an orderly recovery of critical business functions.
- Identify key individuals who will manage the process of recovering and restoring the business after a disruption.
- Identify the teams that will complete the specific activities necessary to continue critical business functions.
- Specify the critical business activities that must continue after a disruption.
- Recover critical business functions and support entities.

- Minimize damage and loss.
- Resume critical functions at an alternative location.
- Return to normal operations when possible.

The CoB Plan is activated in case of a disruption to any service identified as vital for business functioning. The criticality of the service and the extent of disruption define the level of risk. Recovery actions are initiated accordingly.

Critical assets identified for the smooth functioning of business include the following:

- Personnel
- Project data, project documentation, and source codes
- Data and voice communication links
- Data, application, e-mail and other production servers
- Financial system and data
- Facilities (including development and production environments)

Disaster recovery plans are developed to span the recovery of data, systems, links, as well as worst-case scenarios such as:

- Loss of access to facility
- Loss of access to information resources
- Loss of key personnel who are responsible for performing critical functions

We consider time and cost elements in its recovery plans.

Recovery Point & Time Objectives:

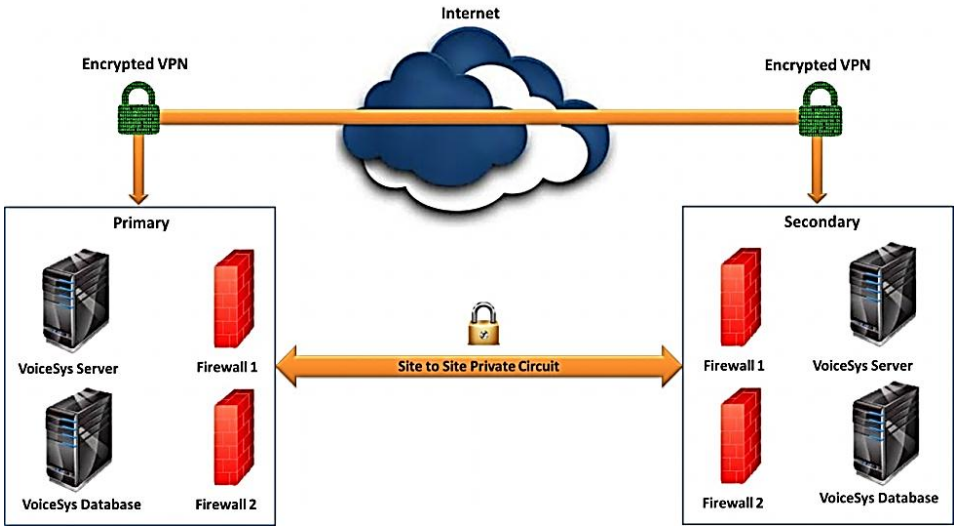
- Provide to our clients value-added software services and other services at the highest service-quality levels
- Provide to our employees a work environment with streamlined process lifecycles, supported by training, benefits, and care

Organization	
Executive Management Team (EMT)	This group consists of members of our senior management, the Recovery Management Coordinator, and the managers of the recovery groups. The Executive Management Group makes the decision to mobilize the recovery system. This decision is based upon their best judgment in determining the extent and impact of the outage.
Recovery Management Coordinator (RMC)	The Recovery Management Coordinator (RMC) is the individual who manages the recovery operation. Throughout the recovery process, all recovery teams function under the supervision of the RMC.
IT Recovery Group	The IT Recovery Group manages the computer processing, internal /

	external network connectivity, and computer support requirements of the recovery effort.
Logistics Recovery Group	The Logistics Recovery Group manages the administrative and logistical requirements of the recovery effort, and performs those duties and activities not directly related to the recovery of business functions.
Delivery Recovery Group	The Delivery Recovery Group manages the recovery of the data related to project and services, and the source code.
Corporate Communications / Public Relations Group	Our personnel as well as clients will be part of the recovery operations. They also interface with external media personnel responding to the disaster, as required.

Alternate Site/Backup Sites

We maintain an exact copy of our application servers and database servers at a Data Recovery Site away from the Main Site. The Main and Data Recovery Sites are secured by RFID based access control systems, 24 hours CCTV surveillance, and 24 hours security personnel. Please see the diagram below for IT Security.



Classification of Disasters

A disaster is any potential event that causes a cessation of normal business functions for an unacceptable period. RMC will estimate the recovery duration and classify the disaster. Classification of disasters is done after a business impact analysis that considers all of the potential impacts from each type of disaster, such as:

- ✓ Natural Disasters (Earthquake, Fire, Flood, Storms)
- ✓ Terrorist Acts (Weapons of Mass Destruction)
- ✓ Power Disruptions, Power Failure
- ✓ Computer Software or Hardware Failures
- ✓ Computer Shutdowns due to Hackers, Viruses, etc.
- ✓ Processing Shutdowns
- ✓ Labor Strife (Walkouts, Shutdowns)

Level I Disaster

A Level I disaster is one resulting in inaccessibility to our facility, loss of power, or a partial or total loss of the network, for an expected period of up to eight (8) hours. Partial mobilization of the recovery organization may be required.

Level II Disaster

A Level II disaster is one in which the service outage is expected to last one to five (1-5) business days. Partial mobilization of the recovery organization is likely to be required.

Level III Disaster

A Level III disaster is one in which the service outage is anticipated to be in excess of five (5) business days. Full mobilization of the recovery organization normally results.

Training

Training/seminars addressing business continuity in general and the Business Continuity Plan in particular, are conducted on a regular basis.

The objectives of Business Continuity Planning training are:

- Train employees and management who are required to help maintain the Business Continuity Plan.
- Train employees and management who are required to execute various plan segments in the event of a disaster.

Testing and Evaluation

The response to each threat situation is tested periodically to assess the preparedness of the organization to execute the recovery plans. Some of the threats that occur frequently, are tested in due course of business, and are not tested specifically. Others, however, require testing; for them a disaster scenario is assumed, and the team representatives "walk through" the recovery actions checking for errors or omissions. Persons involved in the test include the Recovery Management Coordinator and members of various recovery teams.

A tactical exercise is conducted at least once every year. However, special testing is considered whenever there is a major revision to our business processes or change in hardware or software is implemented. The Recovery Management Coordinator is responsible for analyzing change, updating impacts on the plan and for making recommendations for plan for testing.

The Team Leaders and the Recovery Management Coordinator document the test results subsequent to the test. They review the test results, discuss weaknesses, resolve problems, and suggest appropriate changes to the plan. These are shared with our clients upon request.

Downtime Procedures:

Planned Downtime

From time to time, it would be necessary to make systems unavailable for the purpose of performing upgrades, maintenance, or housekeeping activities, in order to ensure maximum system performance and prevent future system failures. In the event that any activity requires downtime to perform, every effort will be made to perform the procedure during off-hours in order to minimize the impact on the activities the client carries out using the affected systems or services.

On occasion, it may be necessary to have Planned Downtime during regular business hours, if outside personnel are required to perform procedures that are more elaborate. If this is the case, then the Planned Downtime will be communicated to the client using the Notification of Downtime mechanism we follow.

Emergency Downtime

Unexpected circumstances may arise where systems or services will be interrupted without prior notice. Every effort will be made to avoid such circumstances. However, situations may arise involving a compromise of system security, the potential for damage to equipment or data, or emergency repairs. If the affected system(s) cannot be brought back online within 30 minutes, the client will be contacted via the Notification of Downtime mechanism we follow.

Backup System

During planned or unplanned downtime of the system lasting longer than four hours, we will provide a backup system to the client for the period of downtime.

Conclusion

Thus, our business continuity plan is integrated with our overall enterprise continuity management approach and is tested and continually improved through drills and exercises that test our plans, people, tools, infrastructure, and resources to ensure seamless product development and service delivery.

CLIENT TRAINING

M2ComSys shall provide instructional brochures for our System that will explain the features of our proposed solution and the instructions for use, well in advance before the project start date.

Apart from providing brochures, we shall also use these different modes for providing training on Operation and Maintenance support to the WFWVA personnel on our proposed solution.

- Onsite training
- Online training using webinars or via VPN or Skype or Conference calls
- User documentation – Technical, Operation and Maintenance Manual, quick references

Training shall be conducted on dates and at times that are mutually agreeable.

CUSTOMER SUPPORT

Below is our customer care contact information. Our customer support team is a group of highly motivated individuals to serve you as their first priority.

- They are accessible 24x7x365.
- They not only know the answers to your questions, but they make sure to go an extra mile to meet your requests.
- Our customer support team is our frontline force, making sure that our customers are not just satisfied – but are genuinely happy to work with us.

E-mail Support:

The Client can report issues via e-mail to support@m2comsys.com. Requests via e-mail will receive e-mail confirmation within 15 minutes. Support via e-mail is available 24/7/365.

Toll Free Number:
(866) 733-8781 → 8:00 AM to 6:00 PM (*Monday through Friday*)

Customer Support Line:

(702) 988-2131 or (866) 629-0654 → 24 hours/365 days

All calls will be answered unless operators are busy with another call.
The Client can also leave a message and our support team will return your call.

- Emergency issues will be addressed within 30 minutes
- Critical issues will be addressed within 4 hours
- Major issues will be addressed within 8 hours
- Minor issues will be resolved within 24 hours

M2ComSys

APPLICABLE LICENSES

Please see attachment A for our Business License.

SUBCONTRACTORS

No subcontractors shall be involved in execution of any services for this project.

INSURANCE COVERAGE

We currently maintain & shall continue to maintain the required General, Professional, Automobile and Employers Liability Insurance coverage specified in RFQ upon the award of this contract. Please see attachment B for our current coverage.

ADDENDUM ACKNOWLEDGEMENT FORM

Please see attachment C.

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.

JACOB MANIMALETHU, CEO
……
(Name, Title)

JACOB MANIMALETHU, CEO
……
(Printed Name and Title)

2225 Village Walk Dr., Suite 200,
Henderson, Nevada 89052
……
(Address)

702-733-8781/702.733.7961
……
(Phone Number) / (Fax Number)

lazarus.m@m2comsys.us
……
(Email address)

M2ComSys

CERTIFICATION

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, 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.

M2COMSYS
……
(Company)

Jacob Manimalethu
JACOB MANIMALETHU, CEO
……
(Authorized Signature)(Representative Name, Title)

JACOB MANIMALETHU, CEO
……
(Printed Name and Title of Authorized Representative)

5/20/2020
……
(Date)

702-733-8781/702.733.7961
……
Phone Number) / (Fax Number)

SECRETARY OF STATE

STATE OF NEVADA

CERTIFICATE OF EXISTENCE WITH STATUS IN GOOD STANDING

I, DEAN HELLER, the duly elected and qualified Nevada Secretary of State, do hereby certify that I am, by the laws of said State, the custodian of the records relating to filings by corporations, limited-liability companies, limited partnerships, and limited-liability partnerships pursuant to Title 7 of the Nevada Revised Statutes which are either presently in a status of good standing or were in good standing for a time period subsequent of 1976 and am the proper officer to execute this certificate.

I further certify that the records of the Nevada Secretary of State, at the date of this certificate, evidence, **M2COMSYS** as a Corporation duly organized under the laws of Nevada and existing under and by virtue of the laws of the State of Nevada since **October 24, 1995**, and is in good standing in this state.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed the Great Seal of State, at my office, in Las Vegas, Nevada, on **October 5, 2000.**

Dean Heller

Secretary of State

By Delaina Marquez

Certification Clerk

Policy Number:

Date Entered:

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 5/30/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Harrison Insurance Agency
www.timharrisoninsuranceagency.com
3470 East Russell Road, Suite 203
Las Vegas, NV 89120

CONTACT NAME:
PHONE (A/C, No, Ext): (702)589-5812
FAX (A/C, No): (702)589-5895
E-MAIL ADDRESS: t.harrisonins@yahoo.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : SENTINAL INSURANCE COMPANY	
INSURER B : HARTFORD ACCIDENT AND INDEMNITY INS CO	
INSURER C : NATIONWIDE INSURANCE CO.	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
M2COMSYS INC
2225 VILLAGE WALK DRIVE
SUITE 200
HENDRSON, NV 89052

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [X] POLICY [ ] PRO-JECT [ ] LOC OTHER:			72SBA IB2153	5/18/2019	5/18/2020	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 1,000,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000 $
C A	AUTOMOBILE LIABILITY [ ] ANY AUTO [ ] OWNED AUTOS ONLY [X] HIRED AUTOS ONLY [X] SCHEDULED AUTOS [X] NON-OWNED AUTOS ONLY			ACP 3037716552 72SBA IB2153	7/7/2018 5/18/2019	7/7/2019 5/18/2020	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $ $
A	[X] UMBRELLA LIAB [ ] OCCUR EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [ ] RETENTION $			72SBA IB2153	5/18/2019	5/18/2020	EACH OCCURRENCE AGGREGATE	$ 1,000,000 $ 1,000,000 $
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N [Y] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		72 WEC ZJ5999	5/18/2019	5/18/2020	[X] PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
A	PROFESSIONAL LIABILITY (ERRORS & OMMISSIONS) COMMERCIAL CRIME			72SBA IB2153 72SBA IB2153 72SBA IB2153	5/18/2019 5/18/2019 5/18/2019	5/18/2020 5/18/2020 5/18/2020	COVERAGE: AGGREGATE: $100,000	$1,000,000 $3,000,000 $100 DED

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

xxxx

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

State of West Virginia
Request for Quotation
34 — Service - Prof

Proc Folder: 697032

Doc Description: ADDENDUM 1:

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2020-05-20	2020-05-27 13:30:00	CRFQ 0323 WWV2000000017	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: **M2COMSYS**
2225 Village Walk Dr.,
Suite 200, Henderson,
Nevada 89052
Phone: 702-733-8781
Fax: 702.733.7961

FOR INFORMATION CONTACT THE BUYER

Dusty J Smith
(304) 558-2063
dusty.j.smith@wv.gov

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

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

FORM ID : WV-PRC-CRFQ-001

ADDITIONAL INFORMATION:

ADDENDUM 1 IS ISSUED FOR THE FOLLOWING REASONS:

1. TO GIVE RESPONSES TO QUESTIONS

BID OPENING HAS CHANGED TO WEDNESDAY MAY 27TH, 2020 TIME IS THE SAME AT 1:30PM.

INVOICE TO	SHIP TO
FISCAL AND ADMINISTRATIVE MANAGEMENT - 5301 WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV25305 US	OFFICE OF ADMIN SUPPORT - 5302 WORKFORCE WEST VIRGINIA 1900 KANAWHA BLVD, EAST BLDG 3, 3RD FLOOR, SUITE 300 CHARLESTON WV 25305 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 per the specifications attached herein

SCHEDULE OF EVENTS

Line	Event	Event Date
1	TECHNICAL QUESTIONS DUE AT 10AM	2020-05-13

SOLICITATION NUMBER: WWV2000000017
Addendum Number: 1

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

Applicable Addendum Category:

[✓] Modify bid opening date and time

[ ] Modify specifications of product or service being sought

[✓] Attachment of vendor questions and responses

[ ] Attachment of pre-bid sign-in sheet

[ ] Correction of error

[ ] Other

Description of Modification to Solicitation:

ADDENDUM 1 IS ISSUED FOR THE FOLLOWING REASONS:

1. TO GIVE RESPONSES TO QUESTIONS

BID OPENING HAS CHANGED TO WEDNESDAY MAY 27TH, 2020 TIME IS THE SAME AT 1:30PM

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

Terms and Conditions:

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.

2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

ATTACHMENT A

Responses for Questions for CRFQ: WWV2000000017

Question

1. Who is the incumbent vendor?

Response

1. **ACTS Document Management**

Question

2. What is the current cost of transcription services?

Response

2. **All disclosable documents related to the public procurements are available for inspection at State Purchasing located at 2019 Washington Street, East, Charleston, WV 25305-0130 during normal business hours of 8:15 Am – 4:15 PM or through the Freedom of Information requests (FOIA) by contacting Beverly Toler @ Beverly.A.Toler@wv.gov or (304) 558-2336.**

Question

3. What is the page volume of this contract from the past fiscal year? Just a rough total if you have one available.

Response

3. **13,443**

Question

4. Is the volume for this contract projected to be similar to the volume from question #3?

Response

4. Due to current situation (COVID-19) pandemic may increase for a few months.

Question

5. Who is the current vendor?

Response

5. See Response 1.

Question

6. What is the current price being charged by that vendor?

Response

6. **All disclosable documents related to the public procurements are available for inspection at State Purchasing located at 2019 Washington Street, East, Charleston, WV 25305-0130 during normal business hours of 8:15 Am – 4:15 PM or through the Freedom of Information requests (FOIA) by contacting Beverly Toler @ Beverly.A.Toler@wv.gov or (304) 558-2336.**

Question

7. How much was billed in the last 12 months?

Response

7. $14,787.30

Question

8. What is the yearly volume?

Response

8. See Response 3.

Question

9. Can you provide a sample document??

Response

9. See Exhibit B and C.

Question

10. Is the estimated quantity of pages a monthly or yearly estimate?

Response

10. Yearly.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: WWV2000000017

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. 6
[ ]	Addendum No. 2	[ ]	Addendum No. 7
[ ]	Addendum No. 3	[ ]	Addendum No. 8
[ ]	Addendum No. 4	[ ]	Addendum No. 9
[ ]	Addendum No. 5	[ ]	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.

M2COMSYS
Company

Jacob Manimalethu
JACOB MANIMALETHU, CEO Authorized Signature

5/26/2020
Date

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

EXHIBIT A

PRICING PAGE

ITEM	DESCRIPTION	UNIT OF MEASURE	UNIT PRICE	EST. QUANITITY	EXTENDED COST
1	Transcibing Hearings from Digital Recordins	Per Page	$ 1.10	1500	$ 1,650.00
2	Typing of Decisions/Orders	Per Page	$ 1.10	600	$ 660.00
				Total Bid Amount	$ 2,310.00

** 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.