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Header 1

List View

- General Information**
- Contact
- Default Values
- Discount
- Document Information
- Clarification Request

Procurement Folder: 1899515

Procurement Type: Central Master Agreement

Vendor ID: VS0000009960

Legal Name: OFFICEMOTIVE INC

Alias/DBA:

Total Bid: \$0.00

Response Date: 02/26/2026

Response Time: 11:23

Responded By User ID: capitaltyping

First Name: David

Last Name: Jonas

Email: compliance@capitaltyping.c

Phone: 800-784-9402

SO Doc Code: CRFQ

SO Dept: 0803

SO Doc ID: DOT2600000063

Published Date: 2/20/26

Close Date: 2/26/26

Close Time: 13:30

Status: Closed

Solicitation Description:

Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia
 Solicitation Response**

Proc Folder: 1899515
Solicitation Description: Transcription & Court Reporting Services - 8226A001A
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2026-02-26 13:30	SR 0803 ESR02262600000005204	1

VENDOR
 VS0000009960
 OFFICEMOTIVE INC

Solicitation Number: CRFQ 0803 DOT2600000063
Total Bid: 0
Response Date: 2026-02-26
Response Time: 11:23:40
Comments:

FOR INFORMATION CONTACT THE BUYER

John W Estep
 304-558-2566
 john.w.estep@wv.gov

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

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	COST OF ORIGINAL TRANSCRIPT	0.00000	EA	1.900000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

Commodity Line Comments: Standard 5-10 Business Days

Extended Description:

COST OF ORIGINAL TRANSCRIPT

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	COST OF ADDITIONAL CONDENSED TRANSCRIPT INCLUDING INDEX	0.00000	PAGE	1.000000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

Commodity Line Comments: 1-10 Business Days

Extended Description:

COST OF ADDITIONAL CONDENSED TRANSCRIPT INCLUDING INDEX

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	COST TO EXPEDITE TRANSCRIPT	0.00000	PAGE	3.500000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

Commodity Line Comments: Expedited 1-4 Business Days

Extended Description:

COST TO EXPEDITE TRANSCRIPT

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	APPEARANCE FEE	0.00000	EA		

Comm Code	Manufacturer	Specification	Model #
82111604			

Commodity Line Comments: No bid

Extended Description:

APPEARANCE FEE

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	OVERNIGHT ORIGINAL	0.00000	EA	100.000000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

Commodity Line Comments: Overnight Days

Extended Description:

OVERNIGHT ORIGINAL

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	POSTAGE OR HAND DELIVERY	0.00000	EA	20.000000	0.00

Comm Code	Manufacturer	Specification	Model #
82111604			

Commodity Line Comments: Standard

Extended Description:

POSTAGE OR HAND DELIVERY

CAPITAL TYPING

PROPOSAL FOR
TRANSCRIPTION SERVICES

CRFQ 0803 DOT2600000063

Transcription and/or Court Reporting Services

Commodity Code: 8226A001A

Prepared for:

State of West Virginia — Department of Administration, Purchasing Division
On Behalf of the WV Department of Transportation
Division of Highways & Division of Motor Vehicles

Buyer: John W. Estep

Submitted: February 26, 2026 — 1:30 PM ET

Addendum No. 1 & Addendum No. 2 Acknowledged

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I. COVER LETTER

February 26, 2026

John W. Estep

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

Subject: Bid Submission — CRFQ 0803 DOT2600000063 — Transcription Services

Dear Mr. Estep,

This proposal presents Capital Typing’s guaranteed solution to ensure the West Virginia Department of Transportation receives precise, legally defensible verbatim transcription services for its administrative hearings, depositions, and legal proceedings. We understand that WVDOT’s Division of Highways and Division of Motor Vehicles depend on accurate transcription records for legal compliance, appeals documentation, and case management—and that the integrity of these records directly impacts the administration of justice within the State’s transportation framework.

Pursuant to the “and/or” language of this solicitation, Capital Typing submits this bid for **transcription services only** (Commodity Lines 1, 2, 3, 5, and 6). Our focused expertise—without the overhead of in-person court reporting staffing—translates directly into the most competitive per-page pricing for the State. Our approach is built on three core guarantees:

- **Lowest-Cost Transcription Excellence:** Competitive per-page rates driven by 15+ years of focused transcription expertise and a scalable elastic workforce that eliminates idle overhead.
- **99%+ Accuracy Through Auditable Quality Control:** Every transcript undergoes our mandatory Triple-Pass Quality Assurance process—primary transcriptionist certification, independent senior proofreader review, and final compliance audit—delivering ≥99% verbatim accuracy.
- **Dedicated Partnership with Zero Risk:** A dedicated Contract Manager with 18+ years of multi-agency government transcription management, AES-256 encrypted file transfer, and zero compliance violations across all government contracts.

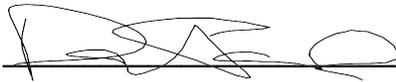
These guarantees are not aspirational—they are the documented outcomes of our operational methodology. Capital Typing maintains a **95% client retention rate, zero compliance violations** across all government contracts, and a **perfect security record** handling sensitive law enforcement, judicial, and administrative materials. Our transcription team—comprising AAERT Certified Electronic Transcribers and experienced legal transcription professionals—currently produces legally defensible transcripts for the Delaware County Court of Common Pleas (PA), Maricopa County Superior Court (AZ), and the Alameda County Public

Defender's Office (CA). All transcription is performed through a fully human-led process—no AI-assisted transcription tools are used—in full compliance with Addendum No. 1, Q2.

We acknowledge receipt of **Addendum No. 1** (issued February 13, 2026) and **Addendum No. 2** (issued February 20, 2026). This bid is fully compliant with all requirements, terms, and conditions set forth in the solicitation and General Terms and Conditions, including the firm pricing provision (T&C Section 13), the prohibition on additional fees (T&C Section 17), acceptance of EFT and P-Card payment methods (T&C Section 15), and the Israel boycott certification per WV Code § 5A-3-63. Capital Typing takes no exceptions.

We are prepared to deploy our proven methodologies, proprietary Transcription Project Management System, and expert team to become a seamless, reliable transcription partner for WVDOT. For questions regarding this submission, please contact the undersigned.

Sincerely,



David Jonas, CEO

Capital Typing

800-784-9402 ext. 701

david@capitaltyping.com

II. EXECUTIVE SUMMARY

Capital Typing delivers the lowest-cost, highest-accuracy transcription solution for WVDOT—backed by 15+ years of government experience, AAERT-certified professionals, a proprietary Transcription Project Management System, a mandatory Triple-Pass QA process guaranteeing ≥99% verbatim accuracy, and zero compliance violations across every government contract we have ever held.

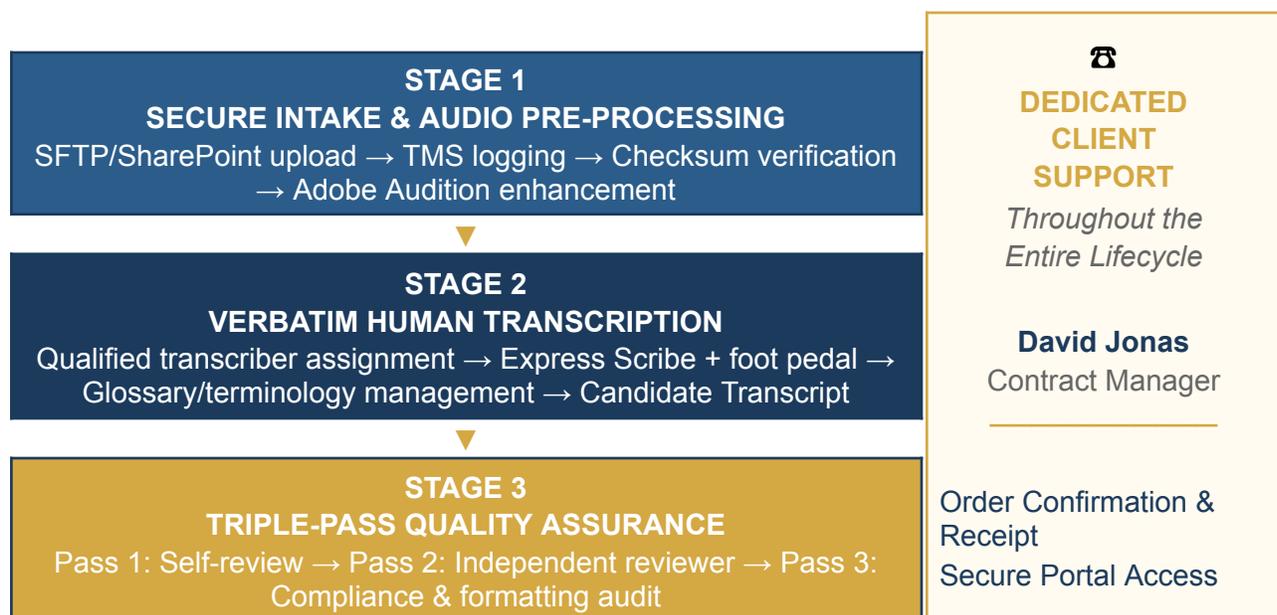
The Challenge

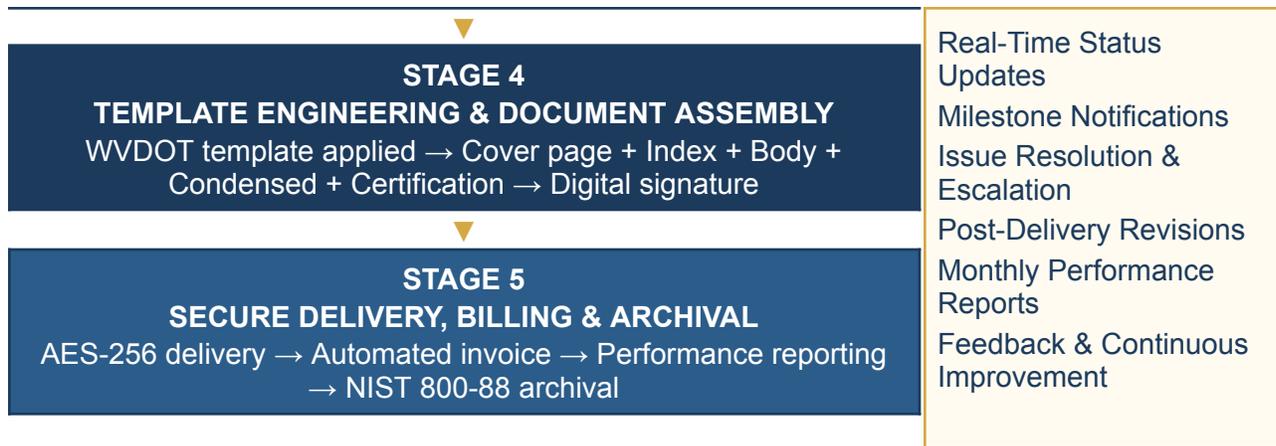
WVDOT’s Division of Highways and Division of Motor Vehicles process approximately 50–100 transcripts annually from administrative hearings, depositions, and related legal proceedings. These transcripts serve as the official legal record—they must be verbatim, accurately formatted, and delivered within strict timelines. The current contract with Sargent’s Court Reporting Services expires March 31, 2026, creating the need for a reliable replacement provider who can deliver consistent quality at competitive pricing under a Central Master Agreement with firm pricing for the contract term.

Our Solution

Capital Typing responds with a transcription-only bid under the “and/or” framework of this solicitation, focusing 100% of our resources and pricing on the transcription services WVDOT uses for approximately 80% of its assignments. This focused model eliminates the overhead of maintaining statewide court reporting staff, passing those savings directly to the State through lower per-page rates. Transcripts are produced by our qualified transcription team—comprising AAERT Certified Electronic Transcribers and experienced legal professionals—through our mandatory Triple-Pass QA process, managed through our proprietary TPMS platform, and delivered securely via AES-256 encrypted channels.

End-to-End Workflow at a Glance





Why Capital Typing

WVDOT Requirement	Capital Typing Guarantee	Evidence
Competitive pricing	Lowest-cost transcription rates with no court reporting overhead	Focused transcription model; firm pricing accepted per T&C Section 13
Verbatim accuracy	≥99% accuracy through Triple-Pass QA	Zero compliance violations; Triple-Pass used by DE County Court, Maricopa Superior Court
Reliable turnaround	5–10 days standard; 1–4 days rush	Elastic workforce comprising CET-certified and experienced legal transcribers + pre-vetted on-demand network
Data security	AES-256 encryption; zero security incidents	Defense-in-depth: SFTP/TLS, RBAC, MFA, NIST 800-88 destruction
Human-only process	No AI-assisted transcription	100% human Triple-Pass process; full compliance with Addendum No. 1, Q2
Technology platform	Proprietary TPMS with client portal and KPI dashboard	Gantt charts, automated task routing, real-time stage-gate tracking, automated billing
Perfect formatting	WVDOT-specific template engineering; VBA-automated compliance checks	Custom templates built during onboarding; formatting validated before every delivery
Dedicated contact	David Jonas, 18+ years PM	Single point of contact per Specifications Section 11.1

The Result for WVDOT

By selecting Capital Typing, WVDOT secures a transcription partner that has served courts, law enforcement agencies, and public defenders across multiple states for over 15 years without a

single compliance violation. The State receives legally defensible transcripts—produced through an entirely human process, managed through a proprietary technology platform, formatted to exact WVDOT specifications, and delivered on time, every time—at the most competitive price point available.

III. COMPANY OVERVIEW AND QUALIFICATIONS

Capital Typing is a nationally trusted transcription provider with 15+ years of dedicated service to government agencies, courts, and law enforcement—delivering a 95% client retention rate, zero compliance violations, and a perfect security record across every contract.

3.1 Company Profile

Capital Typing is a premier provider of professional transcription and documentation services, established in 2009 and built on a Business Process Outsourcing (BPO) organizational structure designed for smarter process design and implementation. With over 15 years of industry experience, the company has established itself as a trusted partner for high-stakes transcription projects, including legal hearings, administrative proceedings, depositions, and government documentation across federal, state, county, and municipal levels.

The company operates within a structured, process-driven framework integrating advanced transcription technologies, workflow automation systems, and rigorous quality control measures. A proprietary Transcription Project Management System (TPMS) tracks the entire transcription lifecycle—from audio receipt to final document delivery—ensuring complete oversight and adherence to performance benchmarks.

Performance Metric	Result
Years in Operation	15+ years (established 2009)
Client Retention Rate	95% across all government contracts
Compliance Violations	Zero — across all government contracts, all time
Security Incidents	Zero — perfect security record handling sensitive materials
Accuracy Guarantee	≥99% verbatim word accuracy (mandatory Triple-Pass QA)
WVDOT Volume Capacity	Exceeds 50–100 transcripts/year with elastic workforce
AAERT Certified Staff	Team comprises AAERT Certified Electronic Transcribers among its qualified transcription professionals
Technology Platform	Proprietary TPMS with client portal, KPI dashboard, automated billing
Active Government Contracts	Courts and agencies in PA, AZ, CA, FL, and VA

3.2 Mandatory Qualification: Minimum Two Years Experience

The Specifications (Section 3.1) require a minimum of two (2) years of experience in transcription and/or court reporting services. Capital Typing exceeds this requirement by a factor

of seven, with **over 15 years of dedicated transcription experience** serving government entities at the federal, state, county, and municipal levels. Our transcriptionists collectively represent over 50 years of combined legal transcription expertise.

Our active portfolio includes verbatim transcription of court proceedings (Delaware County Court of Common Pleas, PA), juvenile appeal hearings (Maricopa County Superior Court, AZ), privileged attorney-client materials (Alameda County Public Defender's Office, CA), police interviews and depositions (Broward Sheriff's Office, FL), and administrative regulatory hearings (Virginia Department of Professional and Occupational Regulation). This depth of relevant, verifiable government experience is directly transferable to WVDOT's administrative hearing and deposition transcription needs.

3.3 Core Capabilities Aligned to WVDOT Requirements

Secure Audio Intake

Capital Typing accepts audio recordings via CD, DVD, and electronic file transfer—the two delivery methods specified for this contract (Addendum No. 1, Q10). For electronic transfers, agencies submit media through either SFTP with IP whitelisting or a SharePoint-hosted environment employing Multi-Factor Authentication and AES-256 encryption. Upon receipt, an automated confirmation is generated with a unique file identifier for tracking, and the audio file undergoes a checksum integrity verification to confirm it is complete and uncorrupted.

Audio Pre-Processing for Maximum Accuracy

Before any transcription begins, every audio recording undergoes professional pre-processing using Adobe Audition. This includes three critical enhancements: (1) **Adaptive Noise Reduction** to eliminate background hums, clicks, and static; (2) **Equalization** to balance speech frequencies and improve intelligibility, particularly for recordings affected by room acoustics or equipment quality; and (3) **Normalization** to equalize volume levels throughout the recording, mitigating sections that are too soft or too loud. This step is critical for administrative hearing recordings where variable microphone distances and multiple speakers are common.

Why this matters: Many transcription providers begin work directly on raw audio, accepting degraded accuracy as inevitable. Our investment in professional audio pre-processing before transcription begins ensures maximum speech intelligibility, reducing [inaudible] notations and producing cleaner, more complete transcripts.

Standard and Expedited Turnaround

Standard Delivery: Within 5 to 10 business days (Specifications, Section 4.2.1). **Expedited Delivery:** Within 1 to 4 business days for rush requests (Specifications, Section 4.2.1). Our elastic workforce model maintains a minimum bench of 4–5 trained transcribers for immediate activation on expedited assignments, supplemented by our pre-vetted on-demand network of qualified transcription professionals.

AI Prohibition Compliance

Capital Typing confirms unconditionally: no AI-assisted transcription tools will be used for any work performed under this contract. Every transcript is produced, reviewed, edited, and certified entirely by qualified human transcriptionists through our mandatory Triple-Pass Quality Assurance process. This is fully compliant with the prohibition established in Addendum No. 1, Q2.

IV. SCOPE OF SERVICES AND TECHNICAL APPROACH

Capital Typing’s five-stage transcription workflow is a structured, auditable system that moves every WVDOT project from raw audio to a certified, legally defensible final product. Each stage serves a distinct function with defined inputs, tools, outcomes, and quality gates—ensuring nothing is left to chance.

4.1 Commodity Line Coverage

Capital Typing bids on the following commodity lines under this solicitation:

Line	Service	Unit	Capital Typing Response
1	Cost of Original Transcript (5–10 business days)	Per Page	Bid — see Exhibit A Pricing Page
2	Cost of Additional Condensed Transcript with Index	Per Page	Bid — see Exhibit A Pricing Page
3	Cost to Expedite Transcript (1–4 business days)	Per Page	Bid — see Exhibit A Pricing Page
4	Appearance Fee	Each	Not Bid — \$0.00 (in-person court reporting not offered)
5	Overnight Original	Each	Bid — see Exhibit A Pricing Page
6	Postage or Hand Delivery Fee	Each	Bid — see Exhibit A Pricing Page

4.2 The Five-Stage Transcription Workflow

The following workflow governs every transcription project from intake to archival. Each stage includes defined roles, tools, outcomes, and quality gates.

Stage 1: Secure Intake and Audio Pre-Processing

Objective: Ensure secure, verified receipt of audio files and optimize recording quality before transcription begins.

Step 1.1: Receive Work Order and Provide Secure Portal Access

Upon receipt of a release order from WVDOT, the Project Manager (David Jonas) initiates the process by providing the requesting agency with secure portal credentials for media submission. Agencies submit audio via SFTP with IP whitelisting or SharePoint with MFA and AES-256 encryption. For CD/DVD submissions, files are securely ingested and logged upon receipt.

Step 1.2: Confirm Receipt and Log in TPMS

An automated confirmation email is sent to the requesting agency confirming receipt, including the file’s unique identifier (docket number, case ID, or hearing date). The project file is logged into our proprietary Transcription Project Management System (TPMS) with all relevant

metadata: submission time, agency contact, turnaround requirements, and project specifications. The TPMS maintains a complete audit trail for full transparency.

Step 1.3: Verify File Integrity and Pre-Process Audio

A qualified technician performs a checksum integrity verification to confirm the file is complete and uncorrupted. The raw audio then undergoes professional pre-processing in Adobe Audition: adaptive noise reduction, equalization for speech clarity, and normalization for consistent volume. The resulting optimized master audio file is quality-checked and made available for transcription assignment.

Stage 2: Verbatim Human Transcription

Objective: Produce a highly accurate initial verbatim transcript by assigning the project to a qualified transcriptionist with relevant legal/administrative expertise.

Step 2.1: Assign Transcriptionist Based on Expertise

The TPMS automatically routes the assignment to a qualified transcriptionist—drawn from a team comprising AAERT Certified Electronic Transcribers and experienced legal transcription professionals—with demonstrated experience in legal and administrative hearing transcription. Assignment is based on subject-matter expertise, current workload, and availability to ensure optimal match and deadline adherence. Project Managers retain manual override capability to reassign tasks for load balancing or specialized requirements.

Step 2.2: Execute Verbatim Transcription

The transcriptionist works in a controlled environment using our proprietary in-house transcription editor with foot pedal integration, variable speed playback, and real-time audio synchronization. They access centralized terminology databases and custom legal glossaries containing agency-specific terms, statutory references, and hearing-specific vocabulary. The editor includes automated error detection for grammar, spelling, and formatting inconsistencies, flagging potential issues in real-time. Every spoken word is captured verbatim with accurate speaker identification, even in multi-speaker environments with crosstalk.

Step 2.3: Apply Notation Standards and Self-Audit

The transcriptionist applies WVDOT's formatting specifications: 12–14 pt font, line numbering, double spacing, page numbering. [Inaudible] or [unintelligible] notations are used only after multiple listens. Before handoff, the transcriptionist performs a mandatory self-audit confirming verbatim accuracy, speaker attribution, and formatting compliance. The result is a Candidate Transcript submitted to the TPMS for independent review.

Stage 3: Triple-Pass Quality Assurance

Objective: Guarantee ≥99% verbatim accuracy through three independent human reviews. [See Section V for detailed Triple-Pass methodology.]

- Pass 1: Primary transcriptionist self-review and certification against source audio
- Pass 2: Independent senior proofreader/SME review for terminology, grammar, speaker attribution, and docket accuracy
- Pass 3: Final compliance and formatting audit by senior compliance officer, including automated VBA consistency checks

Stage 4: Template Engineering and Document Assembly

Objective: Assemble the complete deliverable package using WVDOT-specific templates. [See Section VII for detailed Template Engineering methodology.]

Step 4.1: Apply WVDOT Template and Assemble Package

The compliance officer applies the custom WVDOT formatting template—built during onboarding and maintained as a living document—to assemble the final deliverable: cover page with proceeding details and participant roster, index with keyword referencing, verbatim body text with speaker labels, condensed transcript (four pages per page with index), and certification/statement of accuracy.

Step 4.2: Convert to Searchable PDF and Apply Digital Signature

The final document is converted to a searchable, accessibility-friendly PDF and digitally signed to guarantee authenticity and prevent post-delivery tampering. The digital signature creates an audit trail verifying the file's integrity and origination, making the document legally defensible.

Stage 5: Secure Delivery, Billing, and Archival

Objective: Deliver the certified transcript securely, process billing transparently, and archive all project materials. [See Section IX for detailed Billing methodology.]

Step 5.1: Deliver via Encrypted Channel

The certified transcript is delivered through end-to-end encrypted channels: SharePoint with MFA, SFTP with IP whitelisting and AES-256 encryption, or via overnight delivery for physical copies. An automated delivery confirmation is generated and sent to both the requesting agency and the Project Manager as an audit trail.

Step 5.2: Generate Invoice and Process Billing

The TPMS automatically generates an itemized invoice based on the per-page counts and commodity line rates from the Exhibit A Pricing Page. The invoice includes all deliverable details, page counts, turnaround category, and applicable fees. Invoices are submitted per the T&C Section 14 payment terms.

Step 5.3: Archive and Execute Certified Destruction

All project files—raw audio, transcripts, and associated materials—are securely stored in AES-256 encrypted archives. When the retention period expires, files are destroyed per NIST SP 800-88 guidelines with certificates of destruction provided to WVDOT upon request.

V. QUALITY ASSURANCE: THE TRIPLE-PASS PROCESS

Capital Typing's Triple-Pass Quality Assurance process delivers $\geq 99\%$ verbatim accuracy on every transcript through three independent, fully human reviews — backed by zero compliance violations across all government contracts.



Three independent professionals. Three separate reviews. One certified outcome.

5.1 Foundational Principles

- **Human-First Principle:** All critical decisions regarding meaning, accuracy, and speaker attribution are made by certified human professionals. Technology augments human expertise, not replaces it.
- **Independence:** The three core review stages are always performed by three separate, independent specialists. This structural safeguard is non-negotiable.
- **Traceability:** Every action, correction, and sign-off is logged in our TPMS, creating a complete, auditable trail for every transcript.
- **Compliance-by-Design:** Formatting, security, and compliance are integral to the workflow from the start, not afterthoughts.

5.2 Pass 1: Primary Transcriptionist Review and Certification

Action: The assigned transcriptionist produces the initial verbatim transcript and performs a comprehensive self-review immediately upon completion.

Tools: Proprietary in-house transcription editor with foot pedal integration, variable speed control, and real-time audio synchronization; centralized terminology databases with legal glossaries for administrative hearing and deposition terminology; custom VBA-enabled formatting templates; automated grammar, spelling, and formatting error detection.

Self-Audit Checks: Verbatim capture of all spoken content; accurate speaker identification across multi-speaker environments; consistent timestamping for evidentiary referencing; correct use of notations ([inaudible], [crosstalk], [phonetic]); formatting compliance with WVDOT specifications.

Outcome: A certified Candidate Transcript submitted to the TPMS for independent Pass 2 review. The TPMS enforces separation: the transcriptionist cannot assign the review to themselves.

5.3 Pass 2: Independent Senior Proofreader and SME Review

Action: Pass 2 is performed by an independent reviewer drawn from our qualified review pool—comprising senior proofreaders and AAERT Certified Electronic Transcribers—selected based on subject-matter expertise and availability. The TPMS enforces a mandatory separation rule: the Pass 2 reviewer is never the individual who performed the Pass 1 transcription. The reviewer conducts a rigorous cross-validation of the Candidate Transcript against the source audio.

Focus Areas: Grammar and punctuation refinement; terminology verification against statutes and agency glossaries; consistency of docket numbers, claimant identities, and case references; speaker attribution accuracy; completeness of all audible content.

Quality Control Automation: The peer review process is supplemented by automated grammar, spelling, and formatting checks within the editor. These checks serve as an additional safeguard, ensuring all aspects of the transcript meet quality standards before advancing.

Why this step matters: Unlike providers who rely on a single-pass review—where the same person who created the transcript also checks it—our mandatory dual-review ensures every transcript has been validated by two separate professionals before reaching the final quality gate.

Outcome: A reviewed and corrected transcript with all errors logged, classified, and resolved. The document advances to Pass 3 only after all issues are verified as corrected.

5.4 Pass 3: Final Compliance and Formatting Audit

Action: A senior compliance officer performs the final audit confirming adherence to all contractual, formatting, and legal standards.

Verification Includes:

- Formatting compliance: 12–14 pt font, line numbering, double spacing, page numbering
- Cover page completeness: proceeding title, date/time, participants, docket/case identifiers
- Index accuracy with keyword referencing locations
- Condensed transcript: four pages per condensed page with index
- Certification/statement of accuracy and completeness
- Digital signature integrity and secure delivery readiness
- WVDOT template compliance verified against formatting checklist

Automation: Custom VBA scripts and macros automate checks for formatting consistency—margins, font sizes, line spacing, page numbering sequence, and header/footer accuracy—reducing the potential for human error in the final deliverable.

Outcome: A certified, legally defensible transcript cleared for secure delivery. No document is released without passing all three review stages.

5.5 Continuous Improvement and Feedback Integration

Capital Typing's commitment to quality extends beyond individual projects through systematic feedback loops:

- **Internal Feedback Loops:** Feedback from transcribers, reviewers, and editors is collected after each project to identify process improvements. This feedback refines our tools, glossaries, and methodologies.
- **Client Feedback Integration:** We actively seek client feedback throughout the project and incorporate it into our workflows. Post-delivery surveys on transcription quality, turnaround times, and communication inform ongoing optimization.
- **Automated Progress Updates:** WVDOT receives automated notifications at key milestones: “Initial Draft Completed,” “Under Peer Review,” and “Final Review in Progress.” These updates ensure transparency and timely communication.

VI. TRANSCRIPTION PROJECT MANAGEMENT SYSTEM (TPMS)

Capital Typing’s proprietary Transcription Project Management System (TPMS) is a fully integrated, cloud-based platform that provides end-to-end management of the transcription lifecycle—from automated task assignment and real-time transcription editing to quality assurance, secure delivery, and automated billing. The TPMS is not off-the-shelf software; it is a purpose-built system engineered specifically for government transcription operations.

6.1 Proprietary In-House Transcription Editor

At the core of our TPMS is a state-of-the-art, web-based transcription editor designed specifically for legal and administrative transcription. This is not a generic word processor—it is a purpose-built tool that integrates audio playback, terminology management, quality checks, and collaboration into a single interface.

Editor Feature	Description	Benefit to WVDOT
Real-Time Audio Sync	Synchronized audio playback with variable speed control and foot pedal integration	Transcribers capture every word with precision; no lost content
Speaker Identification	Automatic speaker diarization with manual override for multi-speaker hearings	Accurate attribution even in complex multi-party proceedings
Terminology Management	Integrated, customizable glossary with agency-specific terms, statutes, and proper names	Consistent use of WVDOT-specific terminology across every transcript
Automated Error Detection	Real-time grammar, spelling, and formatting flagging during transcription	Errors caught at point of creation, not discovered during review
Customizable Formatting	Pre-defined formatting templates applied during transcription, not after	WVDOT specifications (font, spacing, numbering) built into the workflow
Search and Navigation	Keyword and timestamp-based search within transcripts	Efficient review, editing, and cross-referencing
Notes and Commenting	In-line notes and comments between team members	Clear communication during multi-pass QA without external tools
Flexible Export	Export to Word, PDF, TXT, RTF, and SRT formats	Deliverables in any format WVDOT requires

6.2 Automated Task Assignment and Workflow Routing

The TPMS automates the entire task lifecycle while preserving human oversight:

- **Skill-Based Auto-Assignment:** The system assigns transcription tasks based on staff availability, subject-matter expertise, and task urgency. Legal hearing transcripts are automatically routed to transcribers with demonstrated legal/administrative experience.
- **Manual Override by Project Manager:** While the system automates most task assignments, Project Managers retain full manual override capability to reassign tasks, balance workloads, or handle exceptions.
- **Real-Time Notifications and Urgency Alerts:** Staff receive real-time notifications via the TPMS messaging system whenever a new task is assigned. Notifications include deadline, priority level, and specific instructions. High-priority expedited requests trigger urgency alerts displayed prominently on staff dashboards.
- **Role-Based Access Control (RBAC):** Staff access only the files and tasks assigned to them. This security-by-design approach prevents unauthorized access to sensitive data. Every action is logged, creating an auditable trail.

6.3 Stage-Gate Tracking and Dashboards

Every project in the TPMS moves through clearly defined stages with timestamped transitions:

Stage	Status	Trigger to Next Stage
1	Audio Received	Checksum verified; pre-processing complete; assigned to transcriber
2	In Progress	Transcription complete; self-audit passed; Candidate Transcript submitted
3	Under Peer Review	Pass 2 proofreading complete; all corrections verified
4	Final QA	Pass 3 compliance audit complete; WVDOT template verified; digital signature applied
5	Ready for Delivery	Delivered via encrypted channel; delivery confirmation generated
6	Invoiced	Automated invoice generated from TPMS page counts and rates
7	Archived	Retention policy applied; destruction scheduled per NIST 800-88

Staff dashboards are customizable, allowing each team member to prioritize tasks by urgency, deadline, or project type. Project Managers have a unified view of all active projects across the pipeline with real-time progress indicators.

6.4 Gantt Charts, Capacity Planning, and Analytics

The TPMS includes advanced project management tools that provide the Contract Manager with full operational visibility:

- **Gantt Charts and Timeline Management:** Visual timeline mapping of project milestones, task dependencies, and deadlines. Allows precise tracking of progress and easy schedule adjustments when needed.
- **Capacity Planning and Resource Allocation:** Resource tools assess team availability, workload distribution, and forecasted demand. This ensures resources are allocated efficiently, preventing bottlenecks and ensuring timely completion during peak periods.
- **Custom Reporting and Trend Analysis:** The system generates detailed reports on task completion rates, quality scores, turnaround compliance, and resource utilization. Integrated trend analysis and forecasting enable proactive workflow adjustments based on historical data.

6.5 Secure Collaboration and Client Interaction

The TPMS includes secure collaboration features that facilitate seamless interaction between Capital Typing and WVDOT:

- **Client Portal:** WVDOT designees can access a secure portal to monitor project progress, submit feedback, and access deliverables. The portal is integrated with our document management system, ensuring all project-related communications and documents are stored securely.
- **Real-Time Feedback Integration:** Feedback provided through the portal is immediately integrated into our workflow, allowing real-time adjustments to ensure the final product aligns with WVDOT's expectations.
- **Approval Workflow:** The portal supports an automated approval workflow, enabling WVDOT to approve or request revisions directly within the system. Revision requests include a mandatory feedback field to ensure clarity on required changes.
- **Interactive Reporting:** Customizable reporting tools within the portal enable WVDOT to export real-time reports on order progress, quality metrics, and turnaround times.
- **KPI Dashboard:** The TPMS provides real-time KPIs including project completion rates, accuracy metrics, turnaround compliance, and volume by type/complexity.

VII. TEMPLATE ENGINEERING AND FORMATTING STANDARDS

Capital Typing does not treat formatting as an afterthought—we engineer it. Every WVDOT transcript is produced using a custom-built formatting template that embeds the State’s exact specifications into the transcription workflow from the first keystroke. Our proprietary template system, combined with VBA-automated compliance checks, guarantees that every deliverable meets WVDOT’s formatting requirements without manual intervention at the final stage.

7.1 WVDOT Template Development Process

During the onboarding period (Weeks 2–3 of our transition plan), Capital Typing will engineer a dedicated WVDOT formatting template through a structured development process:

Step 7.1.1: Requirements Capture

We analyze the solicitation’s formatting specifications (Addendum No. 1, Q6; Addendum No. 2, Q8) and confer with the WVDOT Contract Administrator to confirm all formatting preferences: page layout (8½” × 11”), font size (12–14 pt), line numbering, double spacing, page numbering, header/footer content, and any agency-specific conventions for cover pages, indexes, or certification pages.

Step 7.1.2: Template Engineering

Our technical team builds a master WVDOT template within the TPMS’s formatting engine. This template includes pre-defined styles for every element: cover page layout with fields for proceeding title, date/time, location, agency/case identifiers, and participant roster; index structure with keyword referencing; body text formatting with speaker labels and notation standards; condensed transcript layout (four pages per page); and certification page. All formatting parameters are locked into the template so transcriptionists cannot inadvertently deviate.

Step 7.1.3: VBA Compliance Automation

Custom VBA scripts and macros are developed to automate formatting verification. These scripts check margins, font sizes, line spacing, page numbering sequence, header/footer accuracy, and section consistency. When a transcript passes through Pass 3 of our Triple-Pass QA, these automated checks run before the document is cleared for delivery, catching any formatting discrepancy that human review might miss.

Step 7.1.4: Pilot Validation and Client Approval

A sample transcript is produced using the WVDOT template and submitted to the Contract Administrator for review and approval. Any adjustments requested by WVDOT are incorporated into the master template before operational deployment. The template is then stored as a versioned asset in our TPMS.

7.2 Template as a Living Document

The WVDOT template is not static. It is maintained as a versioned, living document within our TPMS:

- **Version Control:** Every modification is tracked with version control, maintaining a complete history of changes. This ensures that if WVDOT requests a formatting change mid-contract, the change is documented, approved, and propagated to all active projects.
- **Rapid Update Capability:** If WVDOT’s formatting preferences evolve or new requirements emerge from addenda, the template is updated within 48 hours and validated before deployment.
- **Access Control:** All transcribers assigned to WVDOT have read-only access to the master template. They work within the template’s pre-defined styles and cannot override locked formatting parameters. Only the senior compliance officer and Project Manager can modify the master template.

7.3 Standard Deliverable Components

Every transcript delivered to WVDOT includes the following standard components, formatted per the master template:

Component	Specifications	RFP Citation
Cover Page	Proceeding/event title; date/time; location; agency/case identifiers (docket/case number); participant roster with names and roles	Specifications, Sec. 4.1
Index	Page and/or timestamp index of key sections with keyword referencing locations	Specifications, Sec. 4.1.1.1
Body	Verbatim text with consistent speaker labels; notation key ([inaudible], [crosstalk], [phonetic]); 12–14 pt font, line numbering, double spacing, page numbering	Addendum No. 1 Q6; Addendum No. 2 Q8
Condensed Transcript	Four pages per condensed page with index referencing keyword locations	Specifications, Sec. 4.1.1.1
Certification	Statement of accuracy and completeness by the certifying transcriptionist	Specifications, Sec. 4.1
Delivery Formats	Searchable PDF (primary); Word (.docx), Plain Text (.txt), Rich Text (.rtf) available on request	Standard

7.4 Formatting Accuracy Guarantee

Why this matters: Formatting errors in legal transcripts—incorrect page numbering, misaligned speaker labels, missing index entries—can undermine the credibility of the official record and create confusion during appeals or proceedings. Many transcription providers treat formatting as a manual final step, relying on individual transcribers to remember and apply agency-specific rules.

Capital Typing’s approach is fundamentally different: formatting is engineered into the production system. The WVDOT template is embedded in our TPMS editor from the moment a transcriptionist opens a new project. VBA automation verifies compliance before delivery. The result is a deliverable that is structurally perfect every time—not because a human remembered every rule, but because the system enforces them.

VIII. PROJECT MANAGEMENT AND OVERSIGHT

Capital Typing assigns David Jonas—an 18-year veteran of multi-agency government transcription programs—as the dedicated Contract Manager and single point of contact for all WVDOT transcription operations.

8.1 Contract Manager: David Jonas

David Jonas will serve as the designated Contract Manager required under Specifications Section 11.1. With 18+ years managing large, multi-agency transcription programs, David understands the operational demands of state proceedings and appeals. He oversees the full lifecycle—from secure audio intake and task allocation through quality assurance and final delivery.

David's responsibilities for the WVDOT contract include:

- Serving as the single point of contact for all release orders, status inquiries, and issue resolution
- Project planning, timeline management, and resource allocation for every release order
- Coordinating transcription, editing, QA, and security teams via the TPMS
- Proactive risk identification and contingency execution (backup personnel, alternate workflows)
- SLA tracking: standard ≤ 10 business days, expedited ≤ 4 business days, accuracy, and capacity KPIs
- Errors attributable to Capital Typing are corrected promptly at no additional cost

8.2 Communication and Reporting

Regular Status Updates: WVDOT receives proactive status updates on all active transcription projects via the TPMS client portal. Milestone notifications are generated automatically at key stages (initial transcript complete, proofreading complete, final checks passed, delivered).

Performance Reporting: Monthly performance summaries include completion rates vs. SLA, accuracy/error rates from Triple-Pass QA, turnaround compliance for standard and rush orders, and volume by type and complexity.

Error Analysis: Any identified errors undergo root-cause analysis with corrective actions and targeted training to prevent recurrence.

8.3 Escalation Protocol

All issues are resolved within 24 hours through a tiered framework:

- **Level 1:** Project Manager resolves minor issues (formatting adjustments, minor delays)
- **Level 2:** Senior management intervenes for complex issues (significant delays, technical failures)
- **Level 3:** Executive leadership engages for critical issues requiring strategic decisions

8.4 Onboarding and Transition Plan

Upon contract award, Capital Typing will execute the following transition:

Timeline	Activity	Outcome
Week 1	Formal kickoff meeting with WVDOT; align on workflows, deliverable preferences, communication protocols	Mutual understanding of expectations and contacts established
Weeks 1–2	Confirm routing, intake forms, secure file transfer credentials; pilot a sample transcript to validate formatting and metadata	Secure channels tested and operational; WVDOT formatting confirmed
Weeks 2–3	WVDOT template engineering; style guide finalization with agency-specific terminology, docket formats; VBA compliance scripts developed	Master template built, validated, and deployed in TPMS
Week 3	Quick-reference guides provided to WVDOT agency requestors; internal team training on WVDOT-specific requirements	All requestors know how to submit files; all transcribers trained on template
Week 4	Full operational readiness; all systems tested; Contract Manager available for release orders; KPI baseline established	Contract live and ready for first release order

IX. BILLING, INVOICING, AND REPORTING

Capital Typing’s billing process is fully integrated into our TPMS, ensuring transparent, accurate, and auditable invoicing that aligns precisely with the unit pricing on the REVISED Exhibit A Pricing Page. Every invoice is system-generated from verified page counts and commodity line rates—eliminating manual billing errors and providing WVDOT with complete traceability from release order to payment.

9.1 Billing Workflow: Step by Step

The following six-step process governs every invoice from creation to reconciliation:

Step 1: Transcript Completion and Page Count Verification

Upon completion of the Triple-Pass QA process, the senior compliance officer verifies the final page count for the original transcript and condensed transcript. Page counts are calculated per the RFP definition: one 8½” × 11” page equals one billable page. These verified counts are logged into the TPMS project record.

Step 2: Commodity Line Classification

The TPMS automatically classifies the completed project against the applicable commodity lines from the Exhibit A Pricing Page: Line 1 (Standard Original Transcript), Line 2 (Condensed Transcript with Index), Line 3 (Expedited Transcript), Line 5 (Overnight Original), or Line 6 (Postage/Hand Delivery Fee). The classification is based on the turnaround category and delivery method specified in the original release order.

Step 3: Automated Invoice Generation

The TPMS generates an itemized invoice using the verified page counts and the unit rates from the Exhibit A Pricing Page. The invoice includes: contract number (DOT2600000063), release order reference, project identifier (docket/case number and hearing date), detailed line-item breakdown (commodity line, unit rate, quantity, extended amount), total amount due, and Capital Typing’s remittance information.

Step 4: Project Manager Review and Approval

Before submission, the Project Manager (David Jonas) reviews the system-generated invoice against the TPMS project record to confirm accuracy. This human review serves as a final check on the automated process, verifying that page counts, commodity line classifications, and rates are correct.

Step 5: Invoice Submission to WVDOT

The approved invoice is submitted to WVDOT per T&C Section 14 payment terms. Capital Typing accepts payment via Electronic Funds Transfer (EFT) and Purchasing Card (P-Card) as specified in T&C Section 15. Invoices are submitted in arrears upon receipt of proper documentation and completion of services.

Step 6: Reconciliation and Record Retention

All billing records—including page counts, commodity line classifications, invoice documents, and payment confirmations—are retained in the TPMS for the life of the contract plus applicable retention periods. These records are available for audit or reconciliation at any time.

9.2 Billing Transparency Guarantees

- **System-Generated Accuracy:** Every invoice is generated directly from TPMS page count data—not manual estimates—ensuring billing accuracy down to the page.
- **No Hidden Fees:** No fees beyond those listed on the REVISED Exhibit A Pricing Page will be invoiced. Capital Typing fully complies with T&C Section 17: no additional fees.
- **Firm Pricing Compliance:** Unit prices on the Exhibit A Pricing Page are firm for the entire contract term, including all renewal periods, per T&C Section 13.
- **Auditable Trail:** WVDOT can verify any invoice against TPMS project records, which maintain a complete audit trail from release order through delivery and billing.

9.3 Monthly Performance Reporting

In addition to per-project invoicing, Capital Typing provides monthly performance reports to the WVDOT Contract Administrator. These reports include:

Report Element	Description
Volume Summary	Total transcripts completed; total pages (original and condensed); breakdown by Division (Highways vs. Motor Vehicles)
Turnaround Compliance	Percentage of projects delivered within SLA (standard: ≤10 business days; expedited: ≤4 business days); any exceptions with root-cause analysis
Accuracy Metrics	Triple-Pass QA error rates; percentage of transcripts requiring revision; error classification (terminology, formatting, speaker attribution)
Billing Summary	Total invoiced amount by commodity line; average cost per transcript; comparison to prior period
Open Items	Active projects in pipeline with current stage, assigned personnel, and estimated delivery date
Continuous Improvement	Actions taken based on error analysis; glossary/template updates; training completed

X. DATA SECURITY AND CONFIDENTIALITY

Capital Typing maintains a zero-incident, zero-violation security record across all government contracts. Our defense-in-depth framework protects the confidentiality, integrity, and availability of all WVDOT data at every stage—from audio intake through certified destruction.

Our security framework is built in alignment with the standards of ISO 27001 for information security management and CJIS for handling sensitive law enforcement data. This approach delivers certified-level security outcomes with greater operational efficiency and value for the State.

Security Domain	Control	Implementation
Encryption	In Transit	TLS 1.2/1.3 on all endpoints; SFTP with strong ciphers and IP whitelisting
Encryption	At Rest	AES-256 for all stored project data, backups, and archives
Access Control	Authentication	Multi-Factor Authentication (MFA) mandatory for all systems and portals
Access Control	Authorization	Role-Based Access Control (RBAC); least-privilege; transcribers access only assigned files
Personnel	Vetting	Pre-employment background checks; FBI fingerprint-based checks available for high-security contracts
Personnel	Confidentiality	Legally binding NDAs for all staff; annual reaffirmation; ongoing security training
Monitoring	Audit Trails	End-to-end chain of custody; tamper-evident logging of all file access and actions in TPMS
Monitoring	Incident Response	Triage within 1 hour; documented IR playbooks; agency notification timelines honored
Continuity	Business Recovery	RPO ≤1 hour; RTO ≤4 hours; geo-redundant encrypted backups tested quarterly
Destruction	Data Sanitization	NIST SP 800-88 compliant; certificates of destruction issued upon request
Compliance	WV Requirements	Full compliance with WV Information Security & Accountability Requirements (T&C Section 30)

Capital Typing acknowledges that personnel performing under this contract will be subject to WVDOT's security protocol and procedures per Specifications Section 9.4. We will implement any additional agency-specific privacy or security requirements and execute security addenda as needed.

XI. KEY PERSONNEL AND TEAM QUALIFICATIONS

Capital Typing assigns a dedicated, expert team to the WVDOT contract—led by a Project Manager with 18 years of multi-agency transcription experience and supported by a transcription team comprising AAERT Certified Electronic Transcribers and experienced legal professionals with specializations in legal proceedings, court reporting, and administrative hearings.

11.1 Leadership and Editorial Team

Name	Role	Experience	Key Qualification
David Jonas	Project Manager / Contract Manager	18+ years	Multi-agency government transcription program management; SLA tracking; TPMS oversight
Jenifer Silbor	Senior Editor	18 years	Legal, educational, and technical documentation; Triple-Pass editorial workflow; NCRA-aligned formatting
Victoria P. Begaso	Senior Proofreader	12+ years	Final quality gatekeeper; grammar, formatting, style compliance; Pass 2 specialist
Amir Ali	Security Advisor	15+ years	Secure government platform architecture; AES-256 encryption; SFTP/access controls; incident response
Amanuel Abraham	Senior Transcriptionist	10+ years	Verbatim accuracy for legal/administrative content; audio enhancement; time-coding specialist

11.2 AAERT Certified Electronic Transcribers

Our transcription team comprises professionals holding active AAERT Certified Electronic Transcriber (CET) certifications alongside experienced legal transcription specialists. This combined expertise ensures WVDOT assignments are handled by qualified professionals with demonstrated proficiency in verbatim transcription, digital court reporting, and industry-standard formatting—the precise skillset required for WVDOT’s administrative hearing and deposition transcription. The following table highlights the CET-certified members of our transcription team:

Transcriptionist	CET #	Years	Specialization
Samantha Burton	CET-4302	6+	Federal agency interviews; medical scribing; multi-speaker hearings and complex audio

Mary Beth Jobe	CET-4093	8+	Formal legal transcription training; high-volume trials and depositions; team QA management
Ashley Stafford	CET-3361	9+	Legal depositions and court proceedings; Certified Electronic Court Reporter; agency-specific formatting
Tara Maney	CET-4094	20+	CET + CDR + CDR-Deposition; Q/A Final Editor for county court transcripts (prelim hearings, trials, sentencing)
John Hingston	CET-1938	4+	Felony criminal trials; complex legal material; strict formatting compliance for formal records
Christian Hartselle	CET-2774	7+	Legal transcription for complex government matters; sustained 98%+ accuracy at high volume

XII. RELEVANT EXPERIENCE AND CLIENT REFERENCES

The following references represent active, long-term government partnerships where Capital Typing delivers the same verbatim transcription services—with the same Triple-Pass QA process, the same TPMS platform, the same security protocols, and the same dedicated project management—that we guarantee to WVDOT.

Reference 1: Delaware County Court of Common Pleas, Pennsylvania

Challenge

Delaware County required a provider capable of producing accurate, timely verbatim transcription for electronic sound recordings of court proceedings across multiple judges, magisterial district justices, hearing officers, and other sessions—conducted in person, via video conferencing, and through video playback—with strict adherence to Pennsylvania judicial rules and administrative formatting standards.

Solution

Capital Typing deployed our Triple-Pass QA process with transcriptionists experienced in court proceedings and judicial terminology. Our secure FTP intake system, real-time TPMS tracking, and dedicated project management ensured every transcript was delivered within required turnaround windows. All work is performed in compliance with strict confidentiality protocols and Pennsylvania judicial standards.

Outcome

Uninterrupted service since December 2024 with consistent accuracy, on-time delivery, and zero compliance issues.

Field	Detail
Contact	Tyler Rodriguez, Purchasing Agent
Address	201 W. Front Street, Room 228, Media, PA 19063
Email	RodriguezT@co.delaware.pa.us
Phone	610-891-4686
Contract	eERD-111324 Active since December 2024

Reference 2: Maricopa County Superior Court, Arizona

Challenge

Maricopa County Superior Court required transcription of juvenile appeal proceedings—including termination of parental rights and related case hearings—with transcripts requiring filing with the Arizona Court of Appeals and distribution to multiple legal parties within strict court deadlines.

Solution

Capital Typing assigned transcriptionists with juvenile court and family law expertise. Our TPMS tracked each transcript from audio receipt through multi-party distribution. Transcripts were filed with the Arizona Court of Appeals via TurboCourt and distributed to all designated parties per case-specific instructions.

Outcome

Ongoing service since June 2024 with 98%+ accuracy, meeting all court-mandated deadlines for filing and distribution.

Field	Detail
Contact	Dominique Moreno, Procurement Specialist
Address	201 W Jefferson St, Phoenix, AZ 85003
Email	Dominique.Moreno@JBAZMC.Maricopa.Gov
Phone	602-372-1729
Contract	Active since June 2024

Reference 3: County of Alameda Public Defender’s Office, California

Challenge

The Alameda County Public Defender’s Office required ongoing transcription and translation services for privileged attorney-client materials, demanding the highest levels of verbatim accuracy and strict confidentiality protocols for legally sensitive, constitutionally protected communications.

Solution

Capital Typing deployed transcriptionists with deep legal expertise and executed stringent confidentiality protocols, including legally binding NDAs and role-based access controls limiting file access to assigned personnel only. Our Triple-Pass QA process was customized to verify legal terminology and ensure attorney-client privilege protections were maintained throughout the workflow.

Outcome

Continuous service under Contract No. 902122 since November 2022—over three years of sustained performance, demonstrating reliability, accuracy, and confidentiality in handling the most sensitive legal materials.

Field	Detail
Contact	Muang Saechao, Program/Financial Specialist
Address	1401 Lakeside Dr., Ste. 400, Oakland, CA 94612
Email	Muang.Saechao2@acgov.org
Phone	510-272-6601
Contract	Contract No. 902122 Active since November 2022

XIII. STATEMENT OF NO EXCEPTIONS

Capital Typing takes no exceptions to any terms, conditions, specifications, or requirements set forth in CRFQ 0803 DOT2600000063, including all provisions contained in the Instructions to Vendors (Revised), the Specifications, the General Terms and Conditions (Revised 10/17/2024), Addendum No. 1, and Addendum No. 2.

Capital Typing specifically acknowledges and accepts:

- ✓ Firm pricing for the life of the contract, including all renewal periods (T&C Section 13)
- ✓ Payment in arrears upon receipt of proper invoice (T&C Section 14)
- ✓ Acceptance of electronic funds transfer and P-Card payment methods (T&C Section 15)
- ✓ Prohibition on additional fees not expressly listed in the solicitation (T&C Section 17)
- ✓ Contract term: one (1) year initial + two (2) successive one-year renewals (T&C Section 3)
- ✓ Indemnification of the State and Agency (T&C Section 36)
- ✓ No debt certification per WV Code §§ 5A-3-10a and 5-22-1(i) (T&C Section 37)
- ✓ Prohibition on engaging in a boycott of Israel per WV Code § 5A-3-63 (T&C Section 46)
- ✓ Compliance with WV Information Security & Accountability Requirements (T&C Section 30)
- ✓ Compliance with all applicable federal, state, and local laws per WV Code (T&C Section 22)
- ✓ West Virginia venue and applicable law (T&C Sections 10, 21)
- ✓ Licensing and good standing with WV Secretary of State, Tax Department, and all applicable agencies (T&C Section 32)

XIV. REQUIRED FORMS AND SUBMISSION CHECKLIST

The following forms and documents are included with this bid submission. All forms requiring a signature have been executed by an authorized representative.

#	Document / Form	Citation	Status
1	CRFQ Form (Version 4) — Signed with FEIN and date	CRFQ Form, Page 1	Included
2	Exhibit A Pricing Page (REVISED) — Sections 1 and 2 complete	Addendum No. 1	Included
3	Addendum No. 1 Acknowledgement Form — Signed	Addendum No. 1, Page 9	Included
4	Addendum No. 2 Acknowledgement Form — Signed	Addendum No. 2, Page 8	Included
5	Contract Manager Designation (David Jonas)	Specifications, Sec. 11.1	Included
6	T&C Designated Contact Form (Page 14)	T&C, Page 14	Included
7	T&C Certification and Signature (Page 14)	T&C, Page 14	Included
8	This Proposal Document	Standard	Included

Insurance Readiness (Required Prior to Contract Award)

Capital Typing confirms readiness to furnish the following insurance documentation upon contract award:

- Commercial General Liability Insurance: \$50,000 per occurrence minimum (T&C Section 8)
- Workers' Compensation Insurance as required by law (T&C Section 9)
- Insurance certificates will be maintained throughout the life of the contract with 30-day renewal proof



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

State of West Virginia
 Centralized Request for Quote
 Service - Prof

Proc Folder: 1899515			Reason for Modification: ADDENDUM NO_2 Vendor Questions and Responses
Doc Description: Transcription & Court Reporting Services - 8226A001A			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-02-20	2026-02-26 13:30	CRFQ 0803 DOT2600000063	4

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:
Vendor Name : Officemotive, Inc. Capital Typing
Address : 1627 Spur Branch Rd.
Street :
City : Williston
State : South Carolina **Country :** Barnwell **Zip :** 29853
Principal Contact : David Jonas
Vendor Contact Phone: 800-784-9402 **Extension:** 701

FOR INFORMATION CONTACT THE BUYER

John W Estep
 304-558-2566
 john.w.estep@wv.gov

Vendor Signature X  **FEIN#** 27-0671978 **DATE** 2/26/2026

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

Exhibit A Pricing Page

Section 1 - Unit Pricing

Section 1 pricing will be used as the contract pricing. The unit prices bid in Section 1 shall determine the pricing entered in Section 2 Bid Scenarios. The Evaluation of this award will be based on the Section 2 Bid Total.

Commodity Line	Description	Unit of Measure	Unit Price
1	Cost of Original Transcript (Turnaround 5 to 10 business days)	Page	1.90
2	Cost of Additional Condensed Transcript including Index	Page	1.00
3	Cost to Expedite Transcript (Turnaround 1 to 4 business days)	Page	3.50
4	Appearance Fee	Each	
5	Overnight Original	Each	100.00
6	Postage or Hand Delivery Fee	Each	20.00

Section 2 - Bid Scenarios

Using the unit prices bid in Section 1, the vendor shall complete the pricing for the following bid scenarios. The vendor shall total all bid scenarios and enter the total on the bid total line. The Evaluation of this solicitation will be based on the Section 2 bid total.

Bid Scenario 1 -

Commodity Line	Description	Unit of Measure	Unit Price	Quantity	Line Total
1	Cost of Original (Turnaround 5 to 10 business days)	Page	1.90	150	285.00
2	Cost of Additional Condensed Transcript with Index	Page	1.00	150	150.00
6	Postage or Hand Delivery Fee	Each	20.00	1	20.00
Bid Scenario 1 Total					\$455.00

Bid Scenario 2-

Commodity Line	Description	Unit of Measure	Unit Price	Quantity	Line Total
3	Cost to Expedite Transcript (Turnaround 1 to 4 business days)	Page	3.50	150	525.00
11	Cost of Additional Condensed Transcript with Index	Page	1.00	150	150.00
11	Postage or Hand Delivery Fee	Each	20.00	1	20.00
Bid Scenario 2 Total					\$695.99
Total of Bid Scenarios (1+2)					\$1,150.00

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFQ DOT2600000063

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

Officemotive, Inc. dba Capital Typing

Company



Authorized Signature

2/26/2026

Date

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: CRFO DOT2600000063

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 the addenda may result in bid disqualification.

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(Check the box next to each addendum received)

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

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

Officemotive, Inc. dba Capital Typing

Company



Authorized Signature

2/26/2026

Date

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

REQUEST FOR QUOTATION
TRANSCRIPTION / COURT REPORTING SERVICES

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

10.2.1. Immediate cancellation of the Contract.

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

10.2.3. Any other remedies available in law or equity.

11. MISCELLANEOUS:

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

Contract Manager: David Jonas
Telephone Number: 800-784-9402 ext 701
Fax Number: _____
Email Address: david@capitaltyping.com

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.

(Printed Name and Title) David Jonas

(Address) 1627 Spur Branch Rd. Williston, SC 29853

(Phone Number) / (Fax Number) 800-784-9402

(email address) david@capitaltyping.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Officemotive, Inc. dba Capital Typing
(Company)


(Signature of Authorized Representative)

David Jonas, CEO 2/26/2026

(Printed Name and Title of Authorized Representative) (Date)

800-784-9402 ext. 701

(Phone Number) (Fax Number)

david@capitaltyping.com

(Email Address)