



19 South 6th Street
#900
Terre Haute, IN 47807

Primary Contact:

Sheila Koonce, VP of Transcription

Phone: 812-235-7239 x1872

Fax: 317-759-2022

Email: sheila.koonce@infraware.com

RFP Response for CRFQ 0803 DOT2600000063

RECEIVED

2026 FEB 26 AM 9:33

WV PUBLIC ENG
DIVISION

Corporate Profile and Contact Information

Company Name: InfraWare, Inc.

Legal Structure: Corporation, domiciled and incorporated in Indiana

Headquarters: 19 S. 6th St., Suite 900, Terre Haute, Indiana 47807

Key Contact: Sheila Koonce, VP of Transcription

Operations Contact: Kelly Kreager, Account Manager

Business Overview and Technology

InfraWare is a U.S.-based technology company that has provided professional court reporting, digital reporting, and transcription services to federal, state, and private sector clients nationwide for decades. The company combines experienced personnel with purpose-built technology to deliver accurate, reliable, and secure record capture and transcription services.

InfraWare 360™ is the company's proprietary, secure, cloud-based platform designed to streamline the capture, management, and production of the official record. The platform supports efficient workflow management while maintaining strict security and quality controls.

Building upon this technology foundation, **Readback®** serves as InfraWare's Active Reporting service. Readback delivers accurate, certified transcripts for hearings, depositions, arbitrations, examinations under oath (EUOs), and administrative proceedings.

Organizational Structure and Workflow

InfraWare employs a structured, scalable service model designed to support high-volume workflow.

Staffing Model: InfraWare utilizes internal staff for program oversight and quality management. Transcriptionists are cross-trained to support dynamic workflow demands and maintain consistent output quality.

Operations and Scheduling: Dedicated scheduling and operations teams coordinate assignments. Coverage is available during standard business hours as well as evenings, weekends, and holidays, ensuring reliable support for time-sensitive proceedings.

Quality Assurance: InfraWare maintains a formal quality assurance program that includes structured internal oversight, routine audits, and ongoing performance monitoring. This framework ensures transcripts consistently meet industry expectations for accuracy, formatting, and timeliness.

Certifications, Security, and Compliance

InfraWare maintains strong professional, security, and compliance standards appropriate for government and regulated environments.

Professional Credentials: Personnel are carefully vetted and hold recognized industry AAERT (American Association of Electronic Reporters and Transcribers) certifications, including:

- CET (Certified Electronic Transcriber)
- CER (Certified Electronic Reporter)
- CDR (Certified Digital Reporter)

Data Security and Compliance: InfraWare maintains robust safeguards for the protection of sensitive information, including PII, and has a SOC 2 Certification.



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:
Doc Description: Transcription & Court Reporting Services - 8228A001A			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2026-02-10	2026-02-26 13:30	CRFQ 0803 DOT2600000063	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code:
Vendor Name : InfraWare
Address : 19 South 6th Street #900
Street : South 6th Street
City : Terre Haute
State : IN **Country :** United States **Zip :** 47807
Principal Contact : Bob McClelland, President & COO
Vendor Contact Phone: 812-235-7239 **Extension:** 1889

FOR INFORMATION CONTACT THE BUYER

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

Vendor
Signature X

Robert McClelland

FEIN# 35-2052097

DATE 02 / 26 / 2026

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

ADDITIONAL INFORMATION**REQUEST FOR QUOTATION:**

The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Department of Transportation - Division of Highways and the Division of Motor Vehicles, hereinafter referred to as WVDOT, to establish multiple contracts for transcription and/or court reporting services. Per the Bid Requirements, Specifications, Terms and Conditions attached to this solicitation.

INVOICE TO

DIVISION OF HIGHWAYS
LEGAL DIVISION
1900 KANAWHA BLVD E,
BLDG 5 RM A519
CHARLESTON WV
US

SHIP TO

DIVISION OF HIGHWAYS
LEGAL DIVISION
1900 KANAWHA BLVD E,
BLDG 5 RM A517
CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	COST OF ORIGINAL TRANSCRIPT	1	PAGE	\$3.75	\$3.75

Comm Code	Manufacturer	Specification	Model #
82111604			

Extended Description:
COST OF ORIGINAL TRANSCRIPT

INVOICE TO

DIVISION OF HIGHWAYS
LEGAL DIVISION
1900 KANAWHA BLVD E,
BLDG 5 RM A519
CHARLESTON WV
US

SHIP TO

DIVISION OF HIGHWAYS
LEGAL DIVISION
1900 KANAWHA BLVD E,
BLDG 5 RM A517
CHARLESTON WV
US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	COST OF ADDITIONAL CONDENSED TRANSCRIPT INCLUDING INDEX	1	PAGE	\$0.50	\$0.50

Comm Code	Manufacturer	Specification	Model #
82111604			

Extended Description:
COST OF ADDITIONAL CONDENSED TRANSCRIPT INCLUDING INDEX

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A519 CHARLESTON WV US		DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A517 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	COST TO EXPEDITE TRANSCRIPT	1	PAGE	\$4.50	\$4.50

Comm Code	Manufacturer	Specification	Model #
82111604			

Extended Description:
 COST TO EXPEDITE TRANSCRIPT

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A519 CHARLESTON WV US		DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A517 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	APPEARANCE FEE	1	EA	\$0	\$0

Comm Code	Manufacturer	Specification	Model #
82111604			

Extended Description:
 APPEARANCE FEE

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A519 CHARLESTON WV US		DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A517 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
5	OVERNIGHT ORIGINAL	1	EA	\$5.00	\$5.00

Comm Code	Manufacturer	Specification	Model #
82111604			

Extended Description:
OVERNIGHT ORIGINAL

INVOICE TO		SHIP TO	
DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A519 CHARLESTON WV US		DIVISION OF HIGHWAYS LEGAL DIVISION 1900 KANAWHA BLVD E, BLDG 5 RM A517 CHARLESTON WV US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
6	POSTAGE OR HAND DELIVERY	1	EA	\$5.00	\$5.00

Comm Code	Manufacturer	Specification	Model #
82111604			

Extended Description:
POSTAGE OR HAND DELIVERY

SCHEDULE OF EVENTS

Line	Event	Event Date
1	Tech Questions due by 10:00am	2026-02-19

	Document Phase	Document Description	Page 5
DOT2600000063	Final	Transcription & Court Reporting Services - 8226A001A	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

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	\$3.75
2	Cost of Additional Condensed Transcript including Index	Page	\$0.50
3	Cost to Expedite Transcript (Turnaround 1 to 4 business days)	Page	\$4.50
4	Appearance Fee	Each	\$0
5	Overnight Original	Each	\$5.00
6	Postage or Hand Delivery Fee	Each	\$5.00

InfraWare notes that certain insurance limits may be listed in error and confirms its ability to provide commercially reasonable coverage, with final insurance amounts and indemnification terms to be addressed subject to clarification and final contract negotiations.



Audit trail

Title	West Virginia RFP
File name	CRFQ_DOT2600000063_-_InfraWare.pdf
Document ID	ea2925347bef21b5d6d530a5cd2262bb474182ef
Audit trail date format	MM / DD / YYYY
Status	◆ Signed

Document History



SENT

02 / 25 / 2026

20:24:27 UTC

Sent for signature to Bob McClelland
(bob.mcclelland@infraware.com) from
krista.barbeau@infraware.com
IP: 24.112.135.221



VIEWED

02 / 26 / 2026

13:49:08 UTC

Viewed by Bob McClelland (bob.mcclelland@infraware.com)
IP: 96.235.29.184



SIGNED

02 / 26 / 2026

13:49:19 UTC

Signed by Bob McClelland (bob.mcclelland@infraware.com)
IP: 96.235.29.184



COMPLETED

02 / 26 / 2026

13:49:19 UTC

The document has been completed.