VITAC 101 Hillpointe Drive Canonsburg, PA 15317 Tel (724) 514 - 4000 Fax (724) 514 - 4111 www.vitac.com

September 25, 2008

Shelly Murray / File 31 Department of Administration Purchasing Division Building 15 2019 Washington Street, East P.O. Box 50130 Charleston, WV 25305-0130

RFQ Number EBA170 Bid Opening Date: 9/25/08 Bid Opening Time: 1:30 PM

Dear Ms. Murray -

Thank you for the opportunity to bid on providing closed-captioning services for West Virginia Educational Broadcasting. You will find all pertinent documents related to the RFQ enclosed in this envelope. I look forward to learning your answer to our proposal.

Sincerely,

Daniel R. Garbark Sales Assistant, VITAC

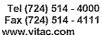
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## **Executive Summary**

VITAC, a Merrill Communications Company, was founded in 1986 and has become the leading provider of closed captioning and related services in the world. We captioned and subtitled an average of 2,380 hours per week of live and prerecorded programming in 2007. VITAC takes pride in our long-standing history of supplying these and other high-quality services while providing prompt turnaround times, outstanding customer support, and highly competitive pricing. We appreciate the opportunity to present this proposal to West Virginia Educational Broadcasting for the provision of captioning services.

No company employs people more experienced in the development of captioning systems and techniques than VITAC. The executive staff of VITAC includes many long-time professionals, most with more than 15 years experience in the industry. VITAC's employees have helped to develop the standards for captioning, as well as many of the systems used to create, encode, and decode captions. We use this vast knowledge to ensure that our clients receive the highest levels of technical assistance and customer service, along with the best, most efficiently produced and stylistically consistent captions that anyone can create.

VITAC's experience, quality of resources, facilities, and reputation with television networks and producers has been critical to the expansion of closed-captioning services. No other captioning organization can surpass the commitment to excellence and the quality of service that VITAC is prepared to offer under this RFQ.

## **Company History**

VITAC was incorporated in March 1986 in Pittsburgh as American Data Captioning, Inc. It sold services under the name CaptionAmerica, and in 1993 changed its name to VITAC, an acronym for "VITal ACcess," which refers to all services that make mass media accessible.

VITAC has been continuously providing closed captioning services for the past 22 years. In 2000, VITAC was sold to WordWave, Inc., based in Boston, MA. In 2006, WordWave, Inc. was acquired by Merrill Corporation, a \$1 billion company with 4,800 employees, headquartered in St. Paul, MN. VITAC is incorporated in the Commonwealth of Pennsylvania and is a wholly-owned subsidiary of Merrill Corporation.

VITAC offers offline closed captioning preparation and encoding services for a wide variety of tape and nonlinear formats, realtime captioning services for live programming, as well as video description services to assist viewers who are visually impaired. In 2003, VITAC opened its multilanguage subtitling division in Los Angeles, CA, and London, U.K., where it can subtitle up to 45 different languages.

VITAC has been a leader in the captioning industry, and, after many years, the company's mission and vision are intact. We stand behind the VITAC Mission Statement that is posted and shared with all of our employees:

VITAC's mission is to make media presentations accessible to consumers who require assistance understanding and enjoying sound or images. Our goal is to be the industry leader through our commitment to high performance standards, outstanding customer service, innovation, and technological development. VITAC strives to provide a secure, satisfying future for its employees in an economically sound environment while maintaining the highest standards of integrity.

## The VITAC Team



Patricia Prozzi serves as the President of VITAC Corporation. Prior to her arrival at VITAC, Prozzi was the founder of ProVision Management Partners, a consulting firm that provides high level strategic, marketing and operating consulting as well as interim executive management. Before starting her own company, Prozzi was President of DQE Communications, a provider of dark fiber and other related telecommunications services.

She also spent seven years at AT&T Wireless, where she was Regional President/General Manager. Prozzi led the Pittsburgh-based company to record growth and played a role in the transition from McCaw Communications to AT&T Wireless. She served on the senior teams of technology pioneers Craig McCaw and Jim Barksdale.

From 1978 – 1990, Prozzi held consulting and product management positions with Marketing Corporation of America, H.J. Heinz and Bristol Meyers.

Prozzi has an MBA from the Wharton School, University of Pennsylvania, and a BA in Economics from the University of Pittsburgh.

She has served on several community and corporate boards.



James Ballard joined VITAC in 2001. With over 20 years of experience in both the television and information-technology industries, Ballard has held sales and marketing roles at ESPN, Fox Sports, SmartRoute Systems (Westwood One) and LumaPath. Ballard is a former Marine who served in the Sudan and Switzerland and is a graduate of the University of Connecticut. As Executive Vice President, Sales & Marketing, he leads sales initiatives from VITAC's Los Angeles, California, office.



For more than 16 years, **Chuck Karlovits** has been involved in finance, administration and production management at VITAC. Before VITAC, he served as Office Manager for Block Court Reporting. He now serves as **Vice President of Realtime Operations** at VITAC. Since he started in realtime-production management, Karlovits has successfully led the department through major industry changes. Karlovits holds a Masters in Management Information Systems, a Masters in Business Administration

from Duquesne University and a BS in Business Administration from the University of Dayton.



Since 1997, **Doug Karlovits** has been closely involved in many aspects of VITAC's business. His clear understanding of client needs and his ability to grow with the captioning industry has made him a valuable team player. Karlovits is known as VITAC's "Number-One Problem Solver" assuming responsibility in administration as well as captioning production. Karlovits currently serves as **Senior Vice President of Prerecorded Operations**. Karlovits holds a BS from West Virginia University.



**Timothy Taylor, Vice President of Engineering and Facility Operations,** has over 25 years of experience in the captioning industry and has managed VITAC's technical operations since 1998. Prior to VITAC, Taylor was the co-owner of two technology-based companies in the captioning and consumer-electronics industries, receiving a patent for his work. He also contributed to the development of the first realtime captioning system. Taylor spent eight years at PBS, where he led the

development of their VBI data transmission and reception systems. His extensive experience has enabled VITAC to develop new technologies that reduce the cost and increase the quality of our captioning services. Taylor is a graduate of Pittsburgh Technical Institute and received PTI's Distinguished Alumni Award in 2002.



Dwight Wagner, VITAC's Chief Systems and Technology Officer, has professionally managed computer systems and development efforts for over sixteen years and has been with VITAC since 1995. Wagner started as a computer Systems Analyst and was responsible for programming and network administration. His involvement with standards committees such as SMPTE and CEA has allowed VITAC to stay in front of the technical wave in areas such as the current DVD subtitling market and upcoming markets, such as HDTV. Wagner and the Systems Development team

strive to strengthen VITAC's technical leadership position within the industry. As a Pittsburgh native, Wagner graduated from Westminster College with a BS in Computer Science and Mathematics.



Joining VITAC in March 1994 as a production coordinator, **Franco Bonacchi** was VITAC's first sports coordinator, responsible for maintaining constantly changing schedules and ensuring the captioning of all sports programming. Since then, he has been promoted to **Assistant Manager of Client Services**. Working with Debbie Hammond, Bonacchi oversees scheduling, monitoring, and billing for each program, and maintains daily contact with clients. Bonacchi is a graduate of the University of Pittsburgh with a BA in English Writing.



**Darryn Cleary** began working at VITAC in 1991 as a Production Coordinator of live captioning. He then worked as an Evening Supervisor of live operations at VITAC's headquarters prior to moving into sales in 1995. His vast experience in captioning production gives him the unique perspective to help meet each of his client's needs. As **Vice President**, **Sales**, Cleary now manages the growth of business to the broadcast and cable networks, syndicators, producers and post houses based on the East Coast. He holds a BA in Communications, with a minor in Business, from

Robert Morris College.



**Debbie Hammond**, a member of the VITAC team since 2001, is the **Manager of VITAC's Client Services Department**, located in our Pittsburgh headquarters. Hammond's experience in the captioning industry has proven to be a great asset to our clients, as she oversees scheduling, monitoring and billing for each program and maintains daily contact with clients. Before her promotion to manager, Hammond served as an Offline Traffic Coordinator and Assistant Manager of Client Services. Hammond graduated magna cum laude from California

University of Pennsylvania with a BA in Radio and TV Communication and a minor in Theater.



Dan Garbark joined the VITAC team in 1998 and spent his first eight years with the company as a senior offline captioner. In 2006, he was promoted to Sales Assistant. Garbark is responsible for client relations, sales and administration for existing Eastern US customers, including television producers, DVD authoring companies and cable networks. He holds an MA in Corporate Communications and a BA in Journalism, both from Duquesne University. Garbark works in VITAC's Pittsburgh headquarters.



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# STATE OF WEST VIRGINIA Purchasing Division

# **PURCHASING AFFIDAVIT**

### **VENDOR OWING A DEBT TO THE STATE:**

West Virginia Code §5A-3-10a provides that: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

## PUBLIC IMPROVEMENT CONTRACTS & DRUG-FREE WORKPLACE ACT:

West Virginia Code §21-1D-5 provides that: Any solicitation for a public improvement construction contract shall require each vendor that submits a bid for the work to submit at the same time an affidavit that the vendor has a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the West Virginia Code. A public improvement construction contract may not be awarded to a vendor who does not have a written plan for a drug-free workplace policy in compliance with Article 1D, Chapter 21 of the West Virginia Code and who has not submitted that plan to the appropriate contracting authority in timely fashion. For a vendor who is a subcontractor, compliance with Section 5, Article 1D, Chapter 21 of the West Virginia Code may take place before their work on the public improvement is begun.

### **ANTITRUST:**

In submitting a bid to any agency for the state of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the state of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the state of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the state of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership or person or entity submitting a bid for the same materials, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

### LICENSING:

Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, West Virginia Insurance Commission, or any other state agencies or political subdivision. Furthermore, the vendor must provide all necessary releases to obtain information to enable the Director or spending unit to verify that the vendor is licensed and in good standing with the above entities.

### **CONFIDENTIALITY:**

The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures and rules. Vendors should visit www.state.wv.us/admin/purchase/privacy for the Notice of Agency Confidentiality Policies.

Under penalty of law for false swearing (West Virginia Code §61-5-3), it is hereby certified that the vendor acknowledges the information in this said affidavit and is in compliance with the requirements as stated.

Vendor's Name: _ √	ITAC CORPORATION	J					
Authorized Signatur	Maniel R.	Tarbarla	Date:	7/	25	08	
	V			7	ř		

Purchasing Affidavit (Revised 07/01/08)



VENDOR

RFO COPY

TYI Dan Garbark

VITAC

101 Hillpointe Drive Canonsburg PA 15317

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

## Request for REQNUMBER Quotation

EBA170

1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY 304-558*-*8801

EDUCATIONAL BROADCASTING AUTHORITY 600 CAPITOL STREET

CHARLESTON, WV

25301-1223

304-558-3400

TERMS OF SALE SHIP VIA FREIGHT TERMS DATE PRINTED FOB 08/08/2008 BID OPENING DATE: 09/04/2008 BID OPENING TIME 01:30PM CAT. YTITIALIO ITEM NUMBER UNIT PRICE AMOUNT LINE UOP ADDENDUM NO. 1 ----THIS ADDENDUM IS ISSUED TO ALLOW FOR QUESTIONS TO BE SUBMITTED. INQUIRES: written questions|shall be accepted through close of BUSINESS ON \$/19/2008. QUESTIONS MAY BE SENT VIA USPS FAX, COURIER, OR EMAIL IN ORDER TO A\$SURE NO VENDOR RECEIVES AN UNFAIR ADVANTAGE, NO SUBSTANTIVE QUESTIONS WILL BE ANSWERED PRALLY. IF POSSIBLE, EMAIL QUESTIONS ARE PREFERRED. ADDRESS INQUIRES TO: SHELLY | MURRAY DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON STREET EAST CHARLESTON, WV 25311 FAX: 304-558-4115 EMAIL: SHELLY.L.MURRAY WV.GOV ONCE THE QUESTION SUBMISSION DEADLINE HAS PASSED, ANOTHER ADDENDUM WILL BE ISSUED TO ADDRESS THOSE **QUESTIONS.** THIS ADDENDUM ALSO CHANGES THE EFFECTIVE DATE OF THE  $\mathtt{CONTRACT}$  TO  $\mathtt{RUN}$  FROM 9 $\mathtt{115/2008}$  THROUGH  $\mathtt{16/30/2009}$ . THE BID OPENING DATE HAS BEEN CHANGED: FROM: 8/12/2008 : 9/04/2008 SEE REVERSE SIDE FOR TERMS AND CONDITIONS SIGNATURE TITLE ADDRESS CHANGES TO BE NOTED ABOVE



**MODZEK** 

DATE PRINTED

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

TERMS OF SALE

## Request for Quotation

RFQ NUMBER EBA170 2

FREIGHT TERMS

ADDRESS CORRESPONDENCE TO ATTENTION OF SHELLY MURRAY 304-558-8801

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SHIP VIA

TYPE NAME/ADDRESS HERE DAN GARBARK VITAC 101 LILLPOINTE DR. CANONSBURG, PA 15317

RFQ COPY

EDUCATIONAL BROADCASTING AUTHORITY 600 CAPITOL STREET

CHARLESTON, WV 25301-1223 304-558-3400

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

# Request for Quotation

RFQ NUMBER
EBA170

EDUCATIONAL BROADCASTING

PAGE

ADDRESS CORRESPONDENCE TO ATTENTION OF

\$HELLY MURRAY 304-558-8801

SH-P

TYPE NAME/ADDRESS HERE
SAN GARBARY
VITAC
101 LILLPOINTE DRIVE

CANONSBURG, PA 15317

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AUTHORITY
600 CAPITOL STREET

CHARLESTON, WV 25301-1223

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## **EBA170** COST SHEET

1 hour live roll up (Quantity 13)

½ hour live roll up to tape (Quantity 13)

Caption-Preparation Price

\$1,755 (=.54R5 x \$270/4R x 13)

**Encoding Price** 

#975 (=.5 LAS x \$150/UR x 13)

Total

#2,730

1 hour <del>live</del> roll up to tape (Quantity 6)

Caption-Preparation Price

\$1,620 (= 1.0 URS x \$270/4R x6) #900 (= 1.0 URS x #150/UR x 6)

**Encoding Price** 

#2,520

- Total
- ½ hour to tape pop on (Quantity 4)

Caption-Preparation Price

**Encoding Price** 

Total

- #1,080 (=. 5 MRS x #540/UR x 4) #300 (=.5 URS x #150/UR x 4)
- \$1,380
- 1 hour to tape pop on (Quantity 4)

Caption-Preparation Price

**Encoding Price** 

Total

#2,160 (=1.0 URS x \$540/UR x 4)

# 600 (= 1.0 URS x \$150/UR x 4)

#2.760

• 90 minute to tape pop on (Quantity 7)

\* Caption-Preparation Price

#5,670 (=1.5 URS x #540/UR x7) #1,575 (=1.5 URS x #150/UR x7)

\* Encoding Price

#7,245

\* Total

• 90 minute live roll up (Quantity 2)

#345 (= 1.5 URS x #115/UR x 2)

• 2 hour live roll up (Quantity 3)

#690 (=2.0 URS x #115/UR x 3)