



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
INS11010

PAGE
1

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

***710133703 630-323-2600**
BUREAU OF OFFICE SERVICES INC
11S270 S JACKSON STREET STE 106

BURR RIDGE IL 60527-6818

INSURANCE COMMISSION

1124 SMITH STREET
CHARLESTON, WV
25305-0540 304-558-3707

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B	FREIGHT TERMS
03/03/2011				

BID OPENING DATE: **03/31/2011** BID OPENING TIME **01:30PM**

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS		961-72		
<p>OPEN END CONTRACT</p> <p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA INSURANCE COMMISSION, IS SOLICITING BIDS FOR TRANSCRIPTION AND DECISION TYPING SERVICES PER THE ATTACHED SPECIFICATIONS.</p> <p>TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO SHELLY MURRAY IN THE WEST VIRGINIA PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN AT THE TOP OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA E-MAIL AT SHELLY.L.MURRAY@WV.GOV. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 03/15/2011 AT THE CLOSE OF BUSINESS. ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</p> <p>TRANSCRIPTION SERVICES</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p>						

RECEIVED

2011 MAR 30 A 10:35

PURCHASING DIVISION
 STATE OF WV

SIGNATURE <i>Richard E. ...</i>				SEE REVERSE SIDE FOR TERMS AND CONDITIONS		TELEPHONE (630) 323-2600 x.209	DATE 03/25/2011
TITLE President/CEO		FEIN 36-2391254		ADDRESS CHANGES TO BE NOTED ABOVE			

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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<p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>ORDERING PROCEDURE: SPENDING UNIT(S) SHALL ISSUE A</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Richard E. Edwards* TELEPHONE: (630) 323-2600 x.209 DATE: 03/25/2011

TITLE: President/CEO FEIN: 36-2391254 ADDRESS CHANGES TO BE NOTED ABOVE

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<p>WRITTEN STATE CONTRACT ORDER (FORM NUMBER WV-39) TO THE VENDOR FOR COMMODITIES COVERED BY THIS CONTRACT. THE ORIGINAL COPY OF THE WV-39 SHALL BE MAILED TO THE VENDOR AS AUTHORIZATION FOR SHIPMENT, A SECOND COPY MAILED TO THE PURCHASING DIVISION, AND A THIRD COPY RETAINED BY THE SPENDING UNIT.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>EXHIBIT 6</p> <p>PRICE ADJUSTMENT PROVISION: THE STATE OF WEST VIRGINIA WILL CONSIDER BIDS THAT CONTAIN PROVISIONS FOR PRICE ADJUSTMENTS PRIOR TO THE ORIGINAL EXPIRATION OF THE CONTRACT, PROVIDED THAT SUCH PRICE ADJUSTMENT COVERS BOTH UPWARD AND DOWNWARD MOVEMENT OF THE COMMODITY PRICE, AND THAT ADJUSTMENT IS BASED ON THE "PASS THROUGH" INCREASE OR DECREASE OF RAW MATERIALS AND/OR LABOR, WHICH MAKE UP ALL OR A SUBSTANTIAL PART OF A PRODUCT. ADJUSTMENTS ARE TO BE BASED UPON AN ACTUAL DOLLAR FIGURE, NOT A PERCENTAGE. ALL PRICE ADJUSTMENT REQUESTS MUST BE SUBSTANTIATED IN A MANNER ACCEPTABLE TO THE DIRECTOR PURCHASING, E.G. GOVERNMENTAL BENCH MARKS, GENERAL MARKET INCREASE, PUBLISHED PRICE LISTS. SUCH REQUESTS FOR AND INCREASE</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Richard E. Glawski</i>	TELEPHONE (630) 323-2600 x.209	DATE 03/25/2011
TITLE President/CEO	FEIN 36-2391254	ADDRESS CHANGES TO BE NOTED ABOVE

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<p>SHOULD BE RECEIVED IN WRITING BY THE DIRECTOR OF PURCHASING AT LEAST 30 DAYS IN ADVANCE OF THE EFFECTIVE DATE OF THE INCREASE. ANY TIME THE VENDOR REQUESTS A PRICE ADJUSTMENT, THE PURCHASING DIVISION MAY EITHER ACCEPT THE PRICE ADJUSTMENT AND AMEND THE CONTRACT ACCORDINGLY OR REJECT THE ADJUSTMENT IN ITS ENTIRETY AND CANCEL THE CONTRACT.</p> <p>PREFERRED TERMS: IT IS PREFERRED THAT THE PRICES ON THIS CONTRACT ARE FIRM FOR LIFE OF THE CONTRACT, AS INDICATED IN THE LIFE OF CONTRACT CLAUSE CONTAINED HEREIN, NOT TO EXCEED ONE (1) YEAR.</p> <p>PASS THROUGH PRICE INCREASES WILL BE CONSIDERED AT TIME OF CONTRACT RENEWAL ONLY.</p> <p>EXHIBIT 4</p> <p>LOCAL GOVERNMENT BODIES: UNLESS THE VENDOR INDICATES IN THE BID HIS REFUSAL TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO COUNTY, SCHOOL, MUNICIPAL AND OTHER LOCAL GOVERNMENT BODIES, THE BID SHALL EXTEND TO POLITICAL SUBDIVISIONS OF THE STATE OF WEST VIRGINIA. IF THE VENDOR DOES NOT WISH TO EXTEND THE PRICES, TERMS, AND CONDITIONS OF THE BID TO ALL POLITICAL SUBDIVISIONS OF THE STATE, THE VENDOR MUST CLEARLY INDICATE SUCH REFUSAL IN HIS BID. SUCH REFUSAL SHALL NOT PREJUDICE THE AWARD OF THIS CONTRACT IN ANY MANNER.</p> <p>PURCHASING CARD ACCEPTANCE: THE STATE OF WEST VIRGINIA CURRENTLY UTILIZES A VISA PURCHASING CARD PROGRAM WHICH IS ISSUED THROUGH A BANK. THE SUCCESSFUL VENDOR MUST ACCEPT THE STATE OF WEST VIRGINIA VISA PURCHASING</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Richard C. Edwards</i>	TELEPHONE (630) 323-2600 x.209	DATE 03/25/2011
TITLE President/CEO	FEIN 36-2391254	ADDRESS CHANGES TO BE NOTED ABOVE

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CONTACT PERSON (PLEASE PRINT CLEARLY):				Richard E. Piasecki		
***** THIS IS THE END OF RFQ INS11010 ***** TOTAL:						\$2.48 per page

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE * *Richard E. Piasecki* TELEPHONE (630) 323-2600 x.209 DATE 03/25/2011

TITLE **President/CEO** FEIN **36-2391254** ADDRESS CHANGES TO BE NOTED ABOVE

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Attachment B**CERTIFICATION OF UNDERSTANDING
MANDATORY REQUIREMENTS**

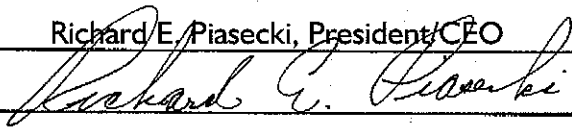
1. All transcripts will be formatted/typed in the exact manner detailed in the RFQ.
2. Toll free lines will be provided for receipt of dictation from Office of Judges employees located in Charleston, Beckley and Fairmont, West Virginia. This system must be compatible with the Dictaphone Enterprise System equipment owned by the Office of Judges.

A sufficient number of lines will be available in place to accommodate all employees dictating simultaneously.
3. Hearing transcribed from cassettes and those transcribed from phone or other electronic format will be prepared in the format specified in the RFQ.
4. In the event telephone communication or other electronic means are unavailable, vendor shall transcribe decision orders from cassette tapes. If required these tapes will be picked up daily at the Office of Judges offices located at One Players Club Drive, Charleston, WV.
5. Vendor shall be able to electronically mail decisions/transcripts to the agency. System used to transmit electronically must provide absolute security of the documents content and format.
6. Vendor must accommodate the requirements of the Office of Judges to prioritize work and comply with special requests regarding the order in which dictations are transcribed.
7. Vendor must provide the agency with a magnetic storage disc (such as compact disc) of all the previous months transcriptions within ten days of the end of each month.
8. Vendor agrees to maintain strict confidentiality and security of dictation system, cassettes and all transcripts.

I certify that I have read and understand the requirement of this request by signing this certification; I agree that the terms outlined in the request for quotations are non-negotiable and must be met or the contract may be cancelled.

Vendor Name: Bureau of Office Services, Inc.

Representative: Richard E. Piasecki, President/CEO

Signature: 

Date: March 29, 2011

Attachment C

INS11010
COST PROPOSAL

Transcribing Hearings from Digital Voice Files \$ 2.48 PER PG.

Transcribing Hearing from Cassette Tapes \$ 2.48 PER PG.

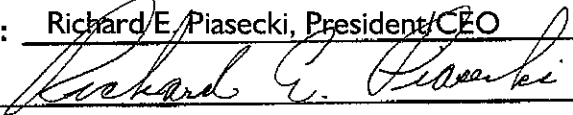
Transcribing Telephone Dictation \$ 2.48 PER PG.

TOTAL \$ 2.48 PER PG.

Award will be based upon the total cost.

Vendor Name: Bureau of Office Services, Inc.

Representative: Richard E. Piasecki, President/CEO

Signature: 

Date: March 29, 2011

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: 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.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

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

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: Bureau of Office Services, Inc.

Authorized Signature: *Richard E. Flawski* Date: March 29, 2011

State of Illinois

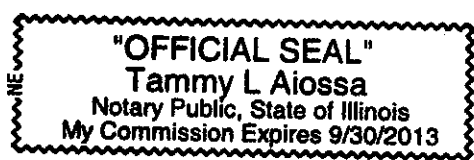
County of DuPage, to-wit:

Taken, subscribed, and sworn to before me this 29 day of MARCH, 2011.

My Commission expires SEPTEMBER 30, 2013.

AFFIX SEAL HERE

NOTARY PUBLIC *Tammy L. Aiossa*



State of West Virginia **VENDOR PREFERENCE CERTIFICATE**

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. **Application is made for 2.5% resident vendor preference for the reason checked:**
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. **Application is made for 5% resident vendor preference for the reason checked:**
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. **Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:**
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (West Virginia Code, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: _____ (not applicable)

Signed: _____

Date: _____

Title: _____

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

RFQ N^o: **INS11010**
Due: **March 31, 2011, 1:30 PM**



Transcription and Decision Typing Services
for the
West Virginia
Offices of the Insurance Commissioner

Proposal

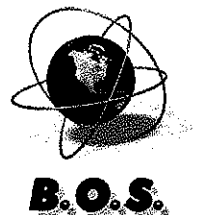
Presented to:

The State of West Virginia
Purchasing Division
Charleston, West Virginia



Submitted by:

Bureau of Office Services, Inc.
Government Services Department
Burr Ridge, Illinois



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Note: Confidential and sensitive information is to be redacted prior to public distribution. These are delimited with stars (“★”) and/or redlined text above and below the confidential material. In addition, any names, numbers or other identifiers which may be used for fraudulent, nuisance or unlawful purposes such as individual or corporate *identity theft* and *denial-of-service* shall be redacted. Information comprising of, or similar in nature to, financial account data, insurance policy data, signatures and personally identifiable information shall be redacted. A redacted version of this proposal is available and will be provided upon request.





Executive Summary

EXECUTIVE POINT OF CONTACT

Richard E. Piasecki, President/CEO
(800) 5-BUREAU [528-7328] ext. 209

A. Overview



THE BUREAU OF OFFICE SERVICES (“Bureau”) is a 52-year-old corporation that has provided large scale transcription and document processing services since its inception. The Bureau currently provides equipment and services nationwide on a “24/7/365” basis. Our enterprise-scale digital media capture, nationwide telephone network, speech recognition, specialty transcription, translation, automated quality assurance, secure delivery and secure reporting protocols are utilized *daily* by thousands public and private sector users. In addition, our long history and unique historical capabilities allow us to use older technologies that range from wax cylinder recordings, wire recordings, Stenorette cartridges, Dictabelts, multi-track reel-to-reel tapes, over five (5) magnetic cassette formats and more.

Every item necessary to implement the West Virginia Offices of the Insurance Commissioner, (“WVOIC”), Worker’s Compensation, Office of Judges transcription project including accessing the on-site Enterprise Express, nation-wide toll-free dictation access, media distribution, transcription, quality assurance, secure delivery and remote reporting is in place and operational. Every aspect of the implementation adheres to the RFQ work samples and industry standards as they relate to format, privacy, security, training, certification and billing.

Characteristics that distinguish us as a vendor are:

- ▶ **Staff**
 - ▶ 100% U.S.-based *direct* employees
 - ▶ No subcontracting, no independent contractor “employees” and no off-shoring
 - ▶ Production transcription staff that averages over 15 years’ experience
 - ▶ Decades of experience with technical formats and production workflow
 - ▶ Separate, in-house Quality Assurance (QA) department
 - ▶ Verifiably complete and successful implementations of multi-facility and multi-role media capture, transcription, QA, delivery, interface and training projects
 - ▶ Senior-level executive accessibility, responsiveness and involvement
 - ▶ Singularly accountable project manager and point-of-contact
 - ▶ In-house Information Systems (IS/IT) department and help desk
 - ▶ Separate Data Entry/Interface (DEI) department for planning, creating and monitoring sophisticated data integration projects
 - ▶ Comprehensive experience with systems, security and technical requirements
- ▶ **Corporate Policies, Reputation and Standards**
 - ▶ Yearly employment contracts with each employees that includes:
 - ▶ Ethics clause
 - ▶ Data usage, privacy and security agreement
 - ▶ Safe and secure e-mail and system usage policy

- ▶ Provision and security of all equipment and work-related materials
 - ▶ Employees use *only* Bureau-owned computer systems and networks
 - ▶ Updated anti-virus and anti-malware protection
 - ▶ Secure, encrypted secondary storage
 - ▶ Specialized equipment for secure foreign system access, networking (e.g., customer system), productivity enhancement, detailed logging and other tasks
 - ▶ Updated hard copy and electronic professional reference material (e.g., reference books, dictionaries, style guides, customer-specific guides, etc.)

- ▶ **Certifications, Security and Training**
 - ▶ Up-to-date (FY 2011), federal training for all staff covering:
 - ▶ Information and Cyber-security
 - ▶ Privacy
 - ▶ Federal security clearance for administrative, production and technical staff
 - ▶ Ongoing contracts with government agencies and private customers nationwide
 - ▶ FIPS approved Encryption of data during transcription, quality assurance and delivery of completed work
 - ▶ PKI-based e-mail with asymmetric, public key encryption

- ▶ **Systems**
 - ▶ In-place corporate data center, servers, networks, security and toll-free telecommunication services
 - ▶ Complete, off-the-grid power generation for data center and all desktop workstations
 - ▶ Redundant hardware and software necessary to continuously process work in cases of natural disaster and other disruptive contingencies
 - ▶ Secure, multi-terabyte media, document and data storage which far exceed the RFQ's 45-day storage requirements
 - ▶ Media retention and review configured for 90 days or more (up to 5 years)
 - ▶ Document retention and retrieval configured for 365 days or more (up to 5 years)
 - ▶ Automatic, hands-off, multi-level prioritization of incoming media
 - ▶ Automatic software and template updates for all production staff which ensure product uniformity and *immediate* availability to ongoing changes and updates
 - ▶ Triple-redundant enterprise broadband internet connectivity
 - ▶ Secure media capture, document access and management reporting
 - ▶ Triple-redundant, digital telephone connectivity
 - ▶ An array of time-saving and accuracy-improving audio workflow options customizable using any combination of organization, department, section and individual user levels
 - ▶ Available efficiency-improving technology including digital portable, wireless and hands-free audio and data capture options

- ▶ **Billing and Tracking**
 - ▶ Automated, hands-off billing at the server level that precisely conforms to solicitation specifications requiring detailed, page-based counting
 - ▶ Automatic, detailed logging of *every* data access and use event including media processing, listening, transcription, QA, document view and delivery for easily verifiable contract compliance, day-to-day tracking and auditing
 - ▶ Secure, encrypted internet access to administrative data, documents, detail and summary reporting, access history and other relevant data for authorized state staff

B. Corporate Particulars



Headquarters Address: Bureau of Office Services, Inc.
 115270 S Jackson Street
 Burr Ridge, IL 60527-6818

Telephone: Toll Free: (800) 5-BUREAU
 Main: (630) 323-2600
 Main Fax: (630) 323-2601

Website: www.bureauhq.com

Established: January 8, 1958

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 Private Fax: (630) 789-3239
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DUNS: 068-61-8834

EIN/FEIN/TIN: 36-2391254

NAICS: 561410

CAGE: 1XQ50

SIC: 7338, 7389

I

Production Methods

A. Production Workflow Overview

COMPLIANCE WITH RFQ SPECIFICATIONS involves the efficient collection, capture, organization and distribution of audio and video media, automatic prioritization, tracking, automated and flexible transcription, integral quality assurance, proper staffing, page-based billing, robust technical capabilities, regular communication and experienced project management. These functional and procedural items are performed at several points in the capture, transcription and delivery process. (Figure 1)

★ CONFIDENTIAL: REDACT ARTWORK BELOW PRIOR TO PUBLIC DISTRIBUTION ★
Recording, Transcription, QA and Delivery Workflow

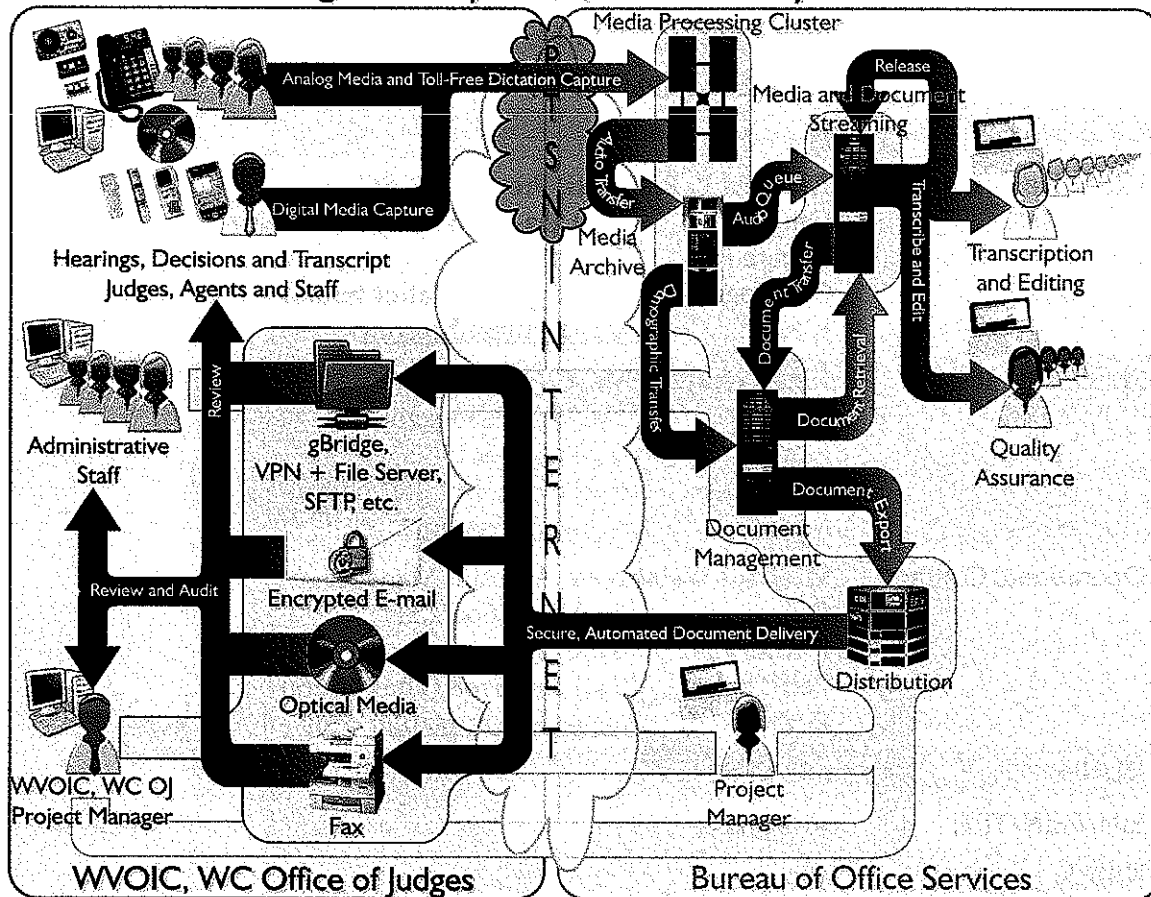


Figure 1, Every step of the Bureau to the Worker's Compensation Office of Judges workflow process is automated and logged.

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B. Production Workflow Details

Standards relating to each specification including turnaround time, production quality, adherence to technical format requirements and billing verification are controlled and managed by automated processes with administrative oversight. This includes the capture of analog, digital and telephonically captured media to the Bureau's central database, prioritization of media, routing of media, secure delivery of media and document data for transcription, template selection, routing of work to QA, report processing, delivery and billing.

1. Media Processing

Bureau systems have several layers of automated control to ensure recordings are processed in an efficient and timely manner. (Figures 2 and 3) Additionally, Bureau Account Managers and production staff monitor workflow throughout the day, seven days a week. Staff not currently on-shift are automatically notified via e-mail, phone and page of items which are approaching or exceeding allowable parameters. (Figure 5)

Job #	Len...	S...	F...	Facility	D...	Deper...	W...	Work T...	Author	Dictation End	Subject ID
1130629	10:07	U	8	VAR	9..	Primer...	11	Compe...	McWilliams, Kevin	05/08/2009 10:49	545678504
1130672	10:25	U	8	VAR	9..	Primer...	11	Compo...	McWilliams, Kevin	05/08/2009 13:07	567654321
1130740	10:48	U	8	VAR	9..	Primer...	11	Compe...	McWilliams, Kevin	05/08/2009 14:07	123456789

661004 - Judy Everhart Jobs: 3 Mins.: 31.68 Lines: 316.80 USB FootPedal

Figure 2, Items that are yet to be transcribed are automatically routed and prioritized by document type, assigned priority or several automatically activated parameters. Items can also be manually re-prioritized at any time. These are dynamically sorted and displayed as highlight colors in real time.

Job #	Sta	Length	Route	Transcription	Facility	Route Name	Author	Author	Subject ID	Subject	Doc	Departing	Work	Work Type	Rec	Dictation Start
1131520	U	00:03:00				6118	France, Ronda			10	ALL	7	Outpatient Progr		5/11/2009 14:13:40	
1131521	F	00:01:33				6370	Pease, David			3	Emergency S9		Emergency Depa		5/11/2009 14:10:25	
1131522	F	00:02:58				6370	Pease, David			3	Emergency S9		Emergency Depa		5/11/2009 14:07:14	
1131523	F	00:03:15				7157	Huff, Lawrence			4	Surgey	05	Consultation		5/11/2009 14:07:22	
1131524	U	00:02:39				1618	France, Ronda			10	ALL	7	Outpatient Progr		5/11/2009 14:03:00	
1131525	U	00:05:07				8905	Mira, Ann			352	Arlington 11		Letter		5/11/2009 14:08:48	
1131526	U	00:03:52				2177	Gifford, Thomas L			5	Ear Nose 25		Consultation		5/11/2009 14:11:53	
1131527	U	00:01:53				6118	France, Ronda			10	ALL	7	Outpatient Progr		5/11/2009 14:11:08	
1131528	U	00:03:24				4481	Black, Matthew			4	Surgey	05	Consultation		5/11/2009 14:12:31	
1131529	U	00:03:09				2177	Gifford, Thomas L			5	Ear Nose 25		Consultation		5/11/2009 14:12:31	
1131530	U	00:02:23				6118	France, Ronda			10	ALL	7	Outpatient Progr		5/11/2009 14:11:53	
1131531	U	00:08:51				2177	Gifford, Thomas L			5	Ear Nose 25		Consultation		5/11/2009 14:03:14	
1131532	U	00:09:13				25	Conkey, Lew H			2	Internal M8		Progress Note		5/11/2009 14:02:39	
1131533	U	00:04:48				006	Lipton, MD, Dav			20	General S 09		Progress Note	1	5/11/2009 14:01:14	
1131534	U	00:01:24				1373	Kemper, Dan D			15	Orthoped 24		Clinic Note		5/11/2009 14:00:52	
1131535	F	00:07:00				1322	Onesida, Susan			12	Pathology 12		Microscopic Path		5/11/2009 14:00:23	
1131536	U	00:06:42				182	Nakdas, MD, An			11	Primary C 08		Progress Note	1	5/11/2009 13:58:15	
1131537	U	00:01:05				063	Soh, MD, A M			1	Primary C 09		Progress Note		5/11/2009 13:56:55	
1131538	U	00:04:05				0320	Vols, Carl			4	Surgey	05	Consultation		5/11/2009 13:56:24	
1131539	U	00:24:01				3198	Tranba, Thomas			21	Ratings C 2		Compensation an		5/11/2009 13:56:17	
1131540	U	00:03:13				6188	Wilson, Matthew			5	Ear Nose 24		Clinic		5/11/2009 13:54:04	
1131541	U	00:03:37				4701	D'Gianlippo, Ar			01	Main Faci 11		Office Note		5/11/2009 13:53:43	
1131542	F	00:10:53				611	Schwartz, Thom			101	Arthritis C 03		Physician Evalua Rec		5/11/2009 13:53:40	
1131543	U	00:02:24				6109	Wilson, Matthew			5	Ear Nose 25		Consultation		5/11/2009 13:50:57	
1131544	F	00:04:15				4701	D'Gianlippo, Ar			01	Main Faci 10		Letter		5/11/2009 13:49:20	
1131545	U	00:02:27				9867	Buzzee, Joseph			36	Primary C 19		Progress Note/Cl		5/11/2009 13:49:08	

Job: 124740 Minutes: 564,864.34 Lines: 5648643 TAT 24 Hr: 100.00% TAT Week: 95.97% TAT Month: 99.99%

Remoto Console v 3.5 C:\Program Files\Crescendo\Dictation DE version 3.5.7.5 Supervisor Speech Recognition: Active

Figure 3, The Master View screen displays details about all jobs specified by Office of Judges administrative staff and Bureau staff (e.g., by author, date(s), report type, case number, subject name, etc.) in an easy-to-use spreadsheet-like screen. Note: Customer administrative staff are limited to viewing jobs only for their organization or organizational subdivision.

The Bureau automatically tracks and dynamically assigns job priority using five (5) parameters. (Figure 4)

Audio and Speech Recognition Work Prioritization Options	
Priority and Routing Activation Method	Description
Work Type	Assigned by organizing routing group assignments in individual production staff profiles
Age	Determined dynamically (i.e., <i>current time - time of recording completion</i>)
Trigger Time	Configured for each work type routing group and normally set to between 1/3 and 1/2 turnaround time for normal priority reports and 1/4 turnaround time for higher priority reports
Turnaround Time	Configured for each work type routing group and set to RFP specifications
Assigned Priority	Multi-level and assignable by: <ul style="list-style-type: none"> ▶ Author or recording technician manual assignment (i.e., any document designated as priority during recording) ▶ Bureau staff or Office of Judges administrative staff manual assignment ▶ Exceeding Trigger Time automatic assignment ▶ Exceeding Turnaround Time automatic assignment

Figure 4, Multi-level, automatic routing and prioritization is built-in to the Bureau's workflow process.

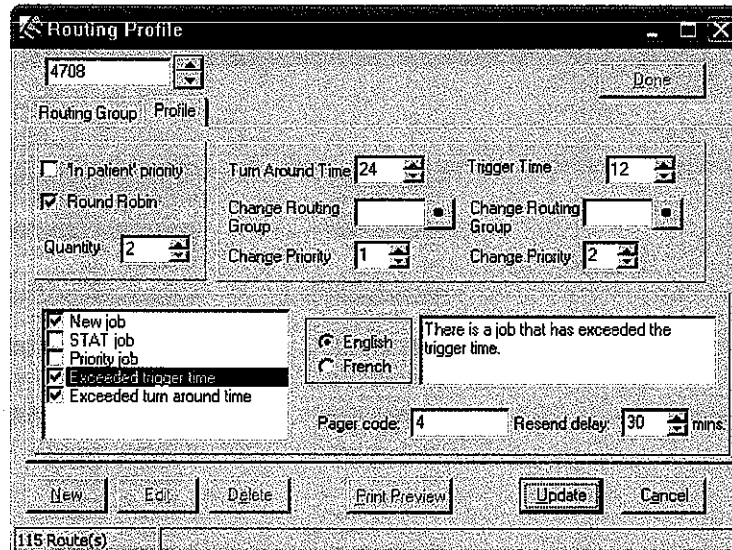


Figure 5, Routing Profiles for each work type or a group of work types ensure recorded jobs are automatically re-prioritized as they get closer to their assigned turnaround time. In addition, automatic pager and telephone notification options let administrators know if a turnaround problem is eminent.

Administrators and transcriptionists see these changes as colors. (Figures 2 and 3 above) The color may also change automatically as jobs approach a *trigger time* and/or the contracted *turnaround time*. (Figure 5) Assigned turnaround times used to prioritize work will follow the solicitation guidelines precisely. (Figure 6) Because of this automated prioritization, notification and monitoring, the Bureau has met turnaround time criteria for historical and current transcription contracts at a *verifiable* rate of 99.6% as measured on a per-document basis.

The automatic features of Bureau systems assure that no report that is properly classified by the author will need manual intervention to be routed correctly and prioritized appropriately.

Prioritization		
Priority	Trigger Time	Turnaround Time
High Priority	3 hours	6 hours
Elevated Priority	12 hours	24 hours
Standard Priority	24 hours	48 hours

Figure 6, WVOIC, Worker's Compensation Office of Judges document prioritization, trigger and turnaround time parameters to be configured.

2. Document Processing

The Bureau's systems are *client/server* architecture. This is beneficial for ensuring accuracy, controlling access, performing updates, ensuring conformity, logging all events and functions, auditing processes and maintaining security. This architecture positively affects many items relating to media, document and delivery processing. This includes the way document security is maintained, billing is generated and information is purged. Documents are edited, stored, processed using Microsoft Word and exported in one of over forty (40) different formats including Microsoft Word as required by the RFQ.

a. Data Entry Screen and Template Use

Documents are first processed from a data entry screen (aka. transcription entry screen or "TES"). The TES is where input is constrained to proper entry format and validated so it contains only valid data. (Figure 7) In addition, any items which are already in the system (e.g., subject name, case number, etc.) automatically trigger the population of the data entry fields to which it is linked. This speeds input and ensures greater accuracy. After entry of data at the TES screen, a pre-formatted document template is retrieved with items from the TES screen already populated throughout the document. Any future changes to items from the TES screen are automatically populated into the template. Should items such as subject names or other information change in the future, reports will be correct during subsequent edits or retransmission.

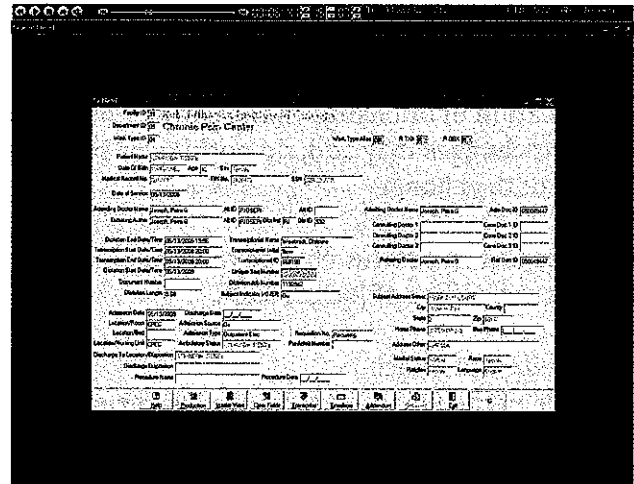


Figure 7, The Transcription Entry Screen ("TES") along with streaming audio playback allows for efficient playback, quick database lookup, insertion, verification and editing of data.

b. Page Count Validation

After a document is created or modified either by transcription, speech recognition, editing, QA review, linking, splitting, electronic signature or other processes, a count is generated at the server. Production staff do not submit counts or manually process production statistics. Several production reports showing counts, breaks, session statistics and other information is available to production staff, however, this only generates output for that particular staff member and does not trigger or influence production statistics.

Counting parameters are configured and counting is performed at the document management server. Count parameters within the Bureau's system will be configured to match the page counting method referenced in the RFQ. (Figure 8)

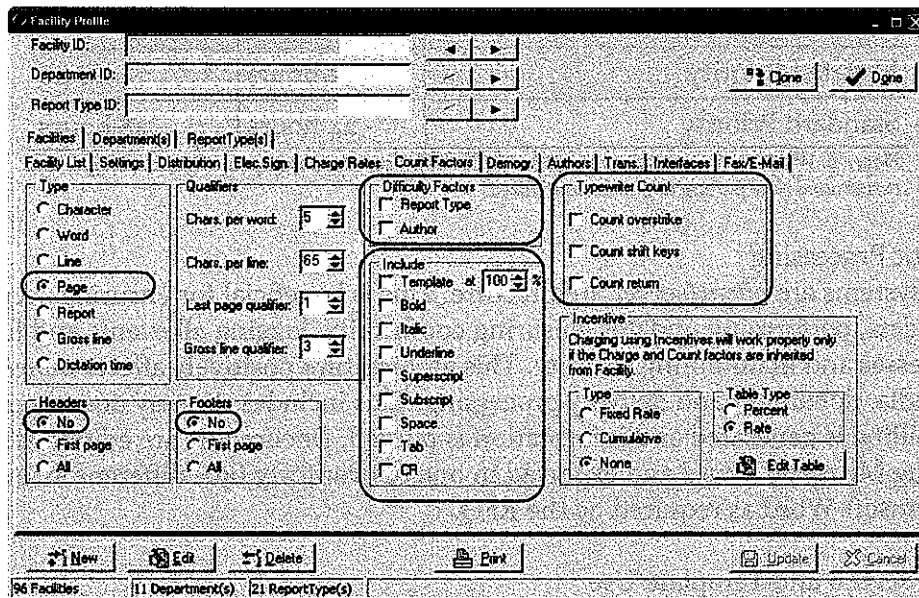


Figure 8, The Bureau's document management system contains the configuration options necessary for conformity to the solicitation-specified page counting and billing parameters. Counting is automatically performed only at the server level.

Any creation of or change in the content of a document will cause a count to be triggered. Content changes may add, do nothing or subtract from a document's count depending upon the nature of the change.

Every access and status change to a document is logged and available for review by authorized Bureau and Office of Judges staff.

c. Quality Assurance

The role of the Quality Assurance Department (QA) at the Bureau serves two primary functions:

- ▶ Assuring final transcription product quality using verified statistical methods within a unified processing, tracking, review and reporting system
- ▶ Initial and ongoing production employee training, education and feedback

Quality Assurance is one of the most important and technically advanced components of the Bureau's automated document management system. All transcription may be either manually selected or automatically selected for review based on several functional quality review sampling rates set by Bureau administrative staff. In addition, any document with a *blank* (i.e., unclear speech, dropout, heavy static, etc.) is automatically routed to QA for review. Transcription and administrative staff can also manually route a report to QA with additional non-billable and tracked comments—called "Post it notes"—that

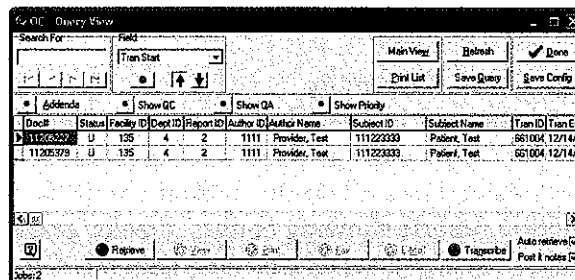


Figure 9, The QC screen shows reports queued to QA staff for correction, edit and scoring. After QA processes these jobs, they are reviewed by the original transcriptionists and cumulative scores and summary information is available to Bureau and Office of Judges administrators.

are stored with the final report in the transcription database.

When QA staff log in to the Bureau's system, work is queued automatically based on facility, department, report type, TAT and priority. (See Figure 9–above)

Reports are triggered and routed to QA by:

1. Random sampling
2. Customizable percentage (up to 100%) by:
 - a. Facility (Figure 10)
 - b. Department (Figure 11)
 - c. Author (Figure 12)
 - d. Work type (Figure 13)
 - e. Transcriptionist (Figure 14)
3. The number of blanks—the default is one (1) blank to automatically route to QA
4. Manually by transcriptionist
5. Manually by managerial or executive staff

This flexibility allows for problem audio formats and authors to be assigned a 100% QA level. It also allows transcriptionists that are assigned to a new account to have 100% of their work routed to QA for timely feedback until they become familiar with the content.

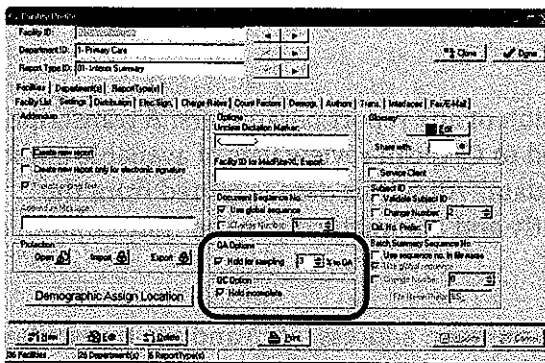


Figure 10, QA Percentage configured at the Facility level.

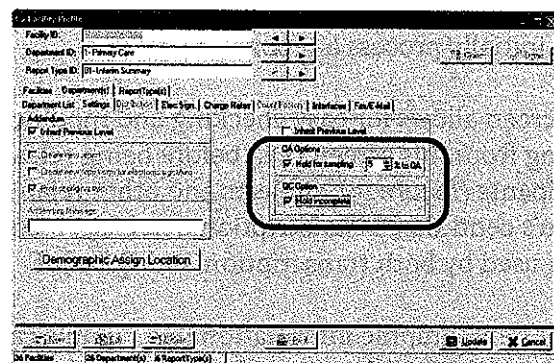


Figure 11, QA Percentage configured for each Division or Department within Office of Judges.

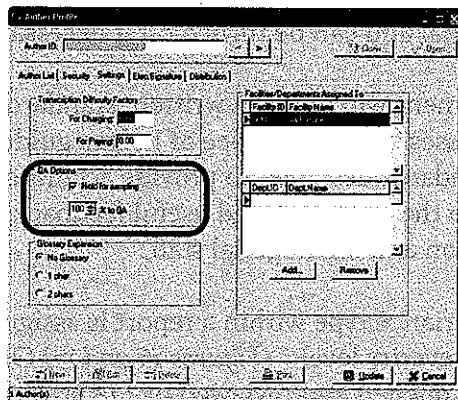


Figure 12, QA Percentage by Author, User or content source (very useful for challenging users)

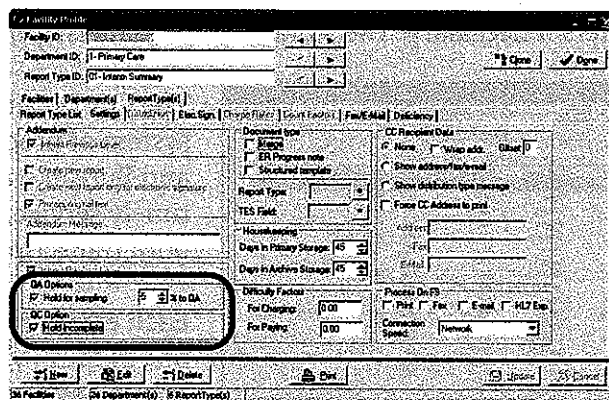


Figure 13, QA Percentage configured for Report Type

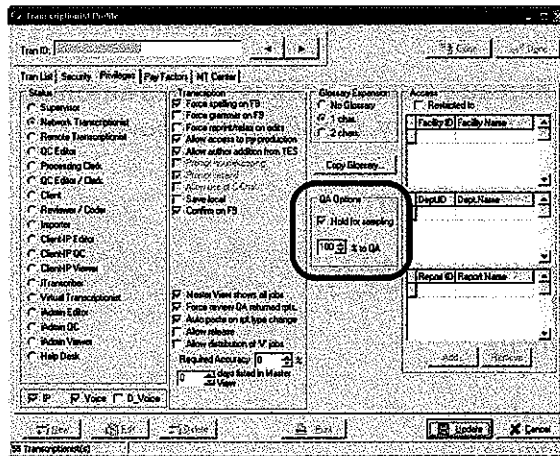


Figure 14, QA Percentage by Transcriptionist or Editor

Minimum random sampling rates for all transcriptionists are five (5%) percent depending upon the facility and contractual requirements. Sampling rates are adjusted as necessary and can be adjusted by either administrative staff or the QA department based on historical error rates and upon customer request.

Once a transcribed document is queued and selected for review by a QA editor, the initial transcription entry screen is displayed. This is the same data entry screen that transcriptionists use to initially process a report.

This screen allows for easy checking and modification of any report parameters. A transcriptionist working from this screen (i.e., before being released to QA) can review lists of available authors, participants (Figure 15), subjects and other related data. All of this data is routed from the Bureau's centralized transcription database, instantly and automatically to the transcription entry screen used by both transcription and QA staff.

Subject demographic information (e.g., name, case number, address, etc.) and the transcribed document along with many other relevant data fields (i.e., turnaround time, delivery status, electronic signature status, count statistics, transcriptionist comment notes, etc.) are automatically stored for every recorded report and can be displayed and used as search parameters if necessary. The storage of this data is optional and can be turned off if necessary.

Author ID	Last Name	First Name	Initial	Alternate ID	Title	Specialty	Address	Facility ID
1284	Nealon	Justin	JB		M.D.	VASLC-A		15
1297	Nealon	Alison L	ALP		M.D.	VASLC-D		16
1348	Nealon	Adam L	ALC		M.D.	VASLC-R		18
1374	Nealon	Gregory	GB		M.D.	VASLC-H		19
1374	Nealon	Alison	AB		M.D.	VASLC-R		15
1379	Nealon	Sarah T	STG		M.D.			20
1381	Nealon	Genaro	GF		M.D.	VASLC-I		21
1388	Nealon	Matthew	MW		M.D.			22
1397	Nealon	Ruben	RLB		M.D.	VASLC-H		23
1398	Nealon	Isabelle	IB		M.D.	VASLC		24
1399	Nealon	Amel	AKS		M.D.	VASLC-T		25
1399	Nealon	Edward C	ECL		M.D.			26
1400	Nealon	Donald M	DMC		M.D.	VASLC-F		27
1400	Nealon	Robert	RO		M.D.			28

Figure 15, Author and participant lookup allows production staff to search for and select people such as judges, investigators, administrators and other participants from the Bureau's database along with reference data (e.g., title, codes, phone number, location information, etc.).

The QA Department will follow a written, standardized system of processes based on Office of Judges guidelines and Bureau standards designed to provide accurate and timely service to the customer and useful feedback to both transcription and managerial staff.

Each error or variance type within a report is assigned one of four (4) severity levels. (Figures 16 and 17) Once a report has been queued and reviewed by QA staff, error scores are added and an accuracy score is calculated by subtracting the error score from 100. These are based on rigid guidelines uniquely formulated for each customer and follow this criteria :

1. Critical error in format or basic spell check error (- 8 points each)
 - A. Failure to follow standard formatting protocols for the given report type
 - B. Failure to correct an error highlighted during spell check or incorrect use of a word-expansion macro
 - C. Misspelling of author name as populated by the database, as provided by author or subjects or any names correctly spelled by author

2. Major errors (- 4 points each)
 - A. Incorrect jargon, terms or data
 - B. Failure to transcribe recorded material verbatim other than to note grammatical errors made by a speaker (e.g., [sic], [intentionally so written], etc.)
 - C. Punctuating a sentence in such a manner as to change its meaning
 - D. Addition/omission from recording for no apparent reason, unless asked to edit recorded material during recording or by facility liaison
 - E. Incorrect entry of subject demographic information into predetermined data entry screen or header format
 - F. Excessive blanks without valid documentation of cause
 - G. Failure to follow pre-formatted headers or text headings in the template document and outlined/directed by client
 - H. Failure to follow any additional transcription guidelines requested by client in accordance with professional standards
 - I. Use of abbreviations in Diagnoses
 - J. Technical document errors including incorrectly overriding the automatic template selection for report, use of typed characters which preclude proper interfacing with other software programs (e.g., the degree symbol, foreign language characters) or failure to use section, line or page break properly.
 - K. Failure to use reference material provided by the Bureau resulting in blanks within transcription

3. Minor errors (- 1 point each)
 - A. Use of incorrect non-technical/non-jargon word or wrong form of word
 - B. Addition/deletion of insignificant words (e.g., "of," "to," "the," etc.)
 - C. Incorrect verb/tense usage, even if recorded incorrectly
 - D. Failure to use appropriate capitalization protocols
 - E. Failure to use basic word processing skills (e.g., using spaces instead of tab or indent resulting in misalignment of text, incorrect font usage, etc.)
 - F. Repetition of the same error within same report

4. Author/Note errors (- 0 points each)
 - A. Uncorrectable error in procedure, directive or data entry made by the author or subject during time of recording
 - B. Audio error such as inaudible speech, garbled speech, mumbling or recording device issues
 - C. Notes which QA staff track, but do not in-and-of-themselves constitute an error

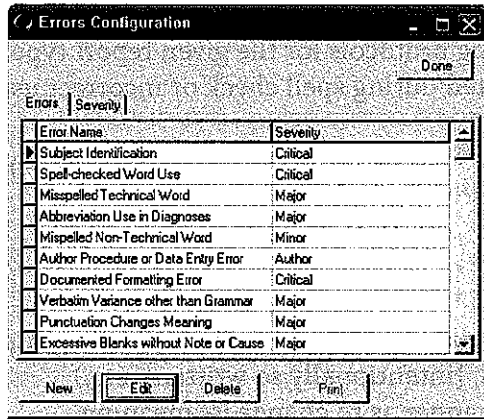


Figure 16, Error names and severity assignments as shown on the QA Errors Configuration screen.

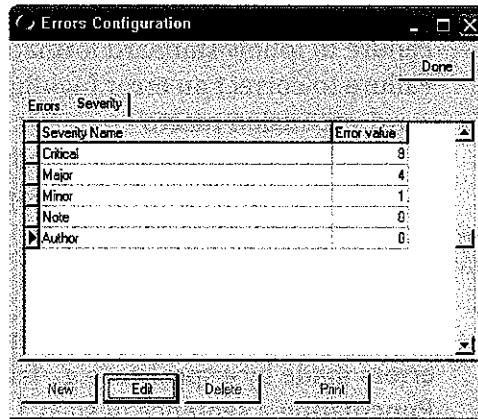


Figure 17, Corresponding Severity value assignments.

Accuracy scores are tallied automatically into the primary report document database and QA database by subtracting any documented variances or errors from 100. The *required accuracy score* stored for each report is a 0 to 100 grade which will flag a report if it falls below a set value. This will be configured to 98 for all Worker’s Compensation Office of Judges documents. Reports that fall below the required accuracy score are automatically routed back to the transcriptionist for mandatory review. These must be reviewed by the transcriptionist before they are allowed to continue to transcribe or edit.

Transcriptionist individual and aggregate scores are generated in both detail and summary reports and are administratively reviewed during payroll generation every two weeks. These reports show the frequency of each type of error, the severity of each error as well as the average score by report and average severity of errors.

This data can be securely accessed by Office of Judges staff using the Bureau’s remote reporting capability.

d. Document Naming Convention

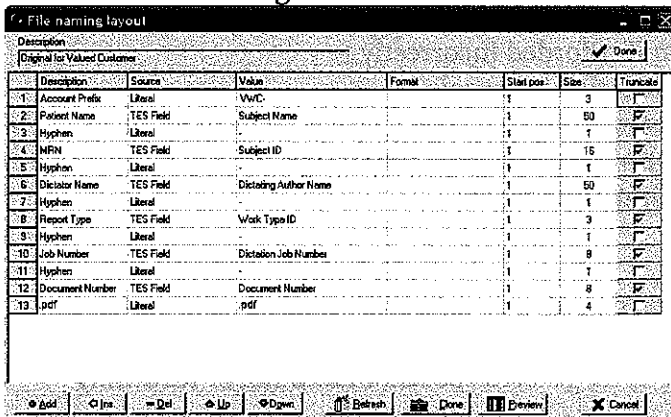


Figure 18, Document naming is easily configured and changed at the server level. Because this is done at the server level, changes are consistent and take effect immediately for all users.

The Bureau names delivered documents based on operational requirements and customer preference. Meaningful and uniquely identifiable document names are automatically created, dynamically changeable and easily modified at the server level. (Figures 18 and 19) The Bureau traditionally recommends naming documents using items most relevant for customer systems and/or staff to allow for easy classification, identification, integration and organization of documents and groups of documents.

Elements used in naming can include static data along with items from the Bureau’s document management database—up to 40 customizable fields are available—such as:

- ▶ Department and/or location code
- ▶ Report type information (e.g., Hearings, Decisions, document title, etc.)

- ▶ Subject information (e.g., name(s), case numbers, identifying demographic data, etc.)
- ▶ Author information
- ▶ Dates (e.g., event, incident, recording, etc.)
- ▶ Recording job number
- ▶ Document index number

The naming of documents can be as simple as an index number, a short group of codes or many elements which allow for easy and unique classification, identification and integration with other systems.

Example Document Name Standards							
FACILITY CODE	REPORT TYPE	SUBJECT NAME	CASE NO.	JUDGE NAME	DATE	RECORDING INDEX	EXTENSION
WVOIC-Decision-Public, John-5443271-Smith, Joe-10-15-2009-1324471.DOC							
FACILITY CODE	JUDGE NAME	REPORT TYPE	SUBJECT NAME	DATE	EXTENSION		
WCOJ-Smith, Joe-HEARING-Public, John Q-10-15-2009.DOC							
FACILITY CODE	DATE	REPORT TYPE	JUDGE NAME	SUBJECT NAME	EXTENSION		
WCOJ-10-15-2009-Statement-Smith, Joe-Public, John Q.DOC							
REPORT TYPE				RECORDING INDEX	EXTENSION		
Final Permanent Total Disability Hearing-1742115.DOC							

Figure 19, Document names are created automatically and dynamically using data from each recording and each document. ADFS staff will select the makeup, the order and format of the elements used for file naming.

Independent of the naming convention chosen for exported and transferred documents, all documents and records remain directly and instantly searchable and accessible within the Bureau's document management platform. All documents may be searched, viewed, exported and checked by customers securely and remotely 24/7/365.

3. Secure Delivery

All completed work will be delivered securely as specified in the RFQ either in:

- ▶ Electronic format, electronically delivered (e.g., SFTP, VPN + FTP, PKI encrypted e-mail, on-demand VPN, etc.)
- ▶ Hard copy format, electronically delivered (i.e., remotely printed)
- ▶ Electronic format, courier delivered
- ▶ Hard copy format, courier delivered

The precise method of delivery will be determined by WVOIC, Workers' Compensation Office of Judges staff.

The Bureau has the secure networking, transfer and communications capability to deliver work using virtually any protocol and encryption technology. Any method used will be approved by both WVOIC staff and any technology authorities and oversight entities of the State of West Virginia.



Customer Support and Training

The Bureau provides secure access to all aspects of production. This includes administrative access to media and recording processing, transcription processing, QA records, page counts and billing data. In addition, the Bureau goes beyond contractual requirements and affords *all* customers regular face-to-face meetings, on-site training and all instructional and reference material at no additional charge.

A. Administrative Reporting and Document Access

Designated contacts will be trained and given detailed reference material to utilize the Bureau's remote management platform. This allows WVOIC staff to check the status of any recording or document at any time. Simple and compound searches can be performed and documents may be viewed and/or printed at any time. This may be done from any popular computer system (i.e., Apple Macintosh, BSD, Linux or Microsoft Windows) and even many PDA's and *smart phones*. (Figure 20 and 21)

Any report may be viewed, re-sent or historically tracked either individually or using a query to group results by date and time or any field in the database.

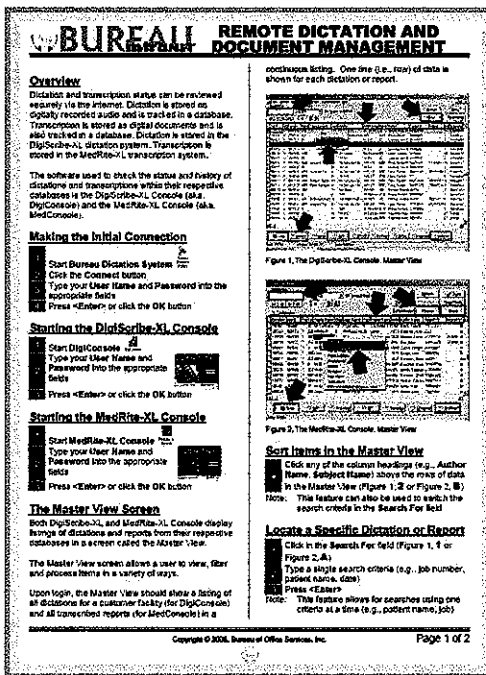


Figure 20, Authorized staff may view documents and management data 24/7/365.

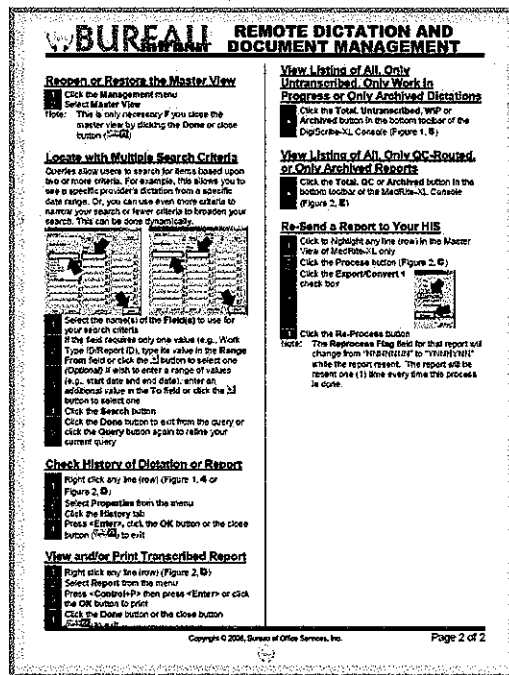


Figure 21, Reports can be easily customized showing only needed data using queries.

Administrative reports include a wide variety of canned detail and summary reports, however, performing custom queries which display items based on user-specified parameters are simple and immediately accessible. Reporting is extremely flexible and allows users to search, sort and build custom queries based on over forty (40) separate data fields including author, patient, dates and more. (Figure 22 and 23) Each heading and field can be switched on or off, the level of detail

configured and more. Reports can be triggered manually or scheduled to run at specified times. A large variety of pre-configured detail and summary reports are available that may be customized based upon user needs. Documents and management reports can be copied, printed, viewed and saved.

Figure 22 is a 'Daily Report' table with columns for Patient ID, Date, Time, and various recording metrics. It lists numerous entries for different patients and dates, showing detailed recording and document information.

Figure 22, Detail report showing each recording and document along with patient information, dates and times, billing count and more.

Figure 23 is a 'Monthly Department Summary' table with columns for Department, Subdivision, and various summary metrics. It provides a high-level overview of recording activity across different organizational units.

Figure 23, A monthly department summary showing totals for each organizational subdivision.

These reports can be printed, copied from, exported into spreadsheet and PDF format and a host of other options.

B. On-Site Training

Training sessions are offered that include both face-to-face training and the provision of reference material. High-quality instructional and reference material (Figures 24 and 25) and standard-sized 8½ x 11 posters (Figures 26, 27, 28 and 29) which specify each sub-process and piece of information to be recorded by digital device, entered via the telephone keypad, scanned via bar-code or entered into recording software are provided as needed. These are available in hard-copy and electronic formats (e.g., Word, PDF) that can be distributed via e-mail, placed on a local network file server or stored in a local county intranet document repository.

Figure 24 is a 'RECORDING INSTRUCTIONS' card for John Q. Public, Esq. It provides step-by-step instructions for using the recording system, including dialing numbers, entering facility and user IDs, and recording details.

Figure 24, Sample pocket-sized telephone and conference call recording card, front

Figure 25 is the reverse side of the recording card, showing 'Telephone Controls' and 'Work Types'. It lists various function codes (e.g., 1-9, *, #) and their corresponding actions like 'Play', 'Stop', 'Fast Forward', and 'Locate / Review', along with a list of medical work types.

Figure 25, Sample pocket-sized telephone and conference call recording card, rear

The quantity of work types shown are examples and no specific limitation exists for the definition of work types. In fact, hundreds of work types can be defined and these work type definitions can vary by organizational subdivision (e.g., department, location, division, etc.). In addition, authors or groups of authors within one or more subdivisions which always record the same work type (e.g., hearings) need not be prompted for work type. The correct work type will always be assigned and prioritized automatically upon recording.

Figure 26, Dictation and recording instructions for PC-based software

Figure 27, Recording instructions for the WiFi-enabled Windows Mobile and smart phone-based software

Figure 28, Recording instructions for Philips brand handheld digital recorders

Figure 29, Recording instructions for the Philips handheld recorder, page 2.



Facilities and Equipment Brief

THE BUREAU CORPORATE FACILITIES and the related communications, media processing, transcription and support equipment along with technical capabilities which will be utilized by the staff of the WVOIC, Worker's Compensation Office of Judges, either for primary or emergency backup purposes are all in-place and operational.

The Bureau's media processing network utilizes large, high-end, commercial audio processing equipment (i.e., Crescendo DigiScribe-XL, DigiService, DigiRouter, MedRouter, MedRite-XL, Dictaphone Enterprise Express, Olympus DSS Pro, Philips SpeechExec/Voice Recognition 6.1 and Sony Digital Voice) with reporting flexibility and solid redundancy (i.e., multi-server Dell and SuperMicro platform with multi-terabyte storage arrays). Captured audio and video (the data types with the largest storage demands) are typically stored between 90 days to a maximum of over five (5) years. This can be configured at the facility, departmental, location or work type level. This capability allows for media to be reviewed and audited far beyond the original date.

The Bureau has invested over 1.75 million dollars in the past nine (9) years for the purchase, upgrades and maintenance of these systems along with an environmentally controlled Class III data center with raised-flooring. (Figure 30) Bureau audio processing systems, servers and associated components are cleaned, maintained, upgraded and replaced on a regular schedule.

Bureau systems, servers and associated network components are backed by large uninterruptible power supplies (UPS) rated at 3 kVA, 6 kVA, 6.5 kVA and 22 kVA. (Figure 31) The Bureau headquarters is further protected by redundant power generation circuitry and an automatic natural gas generator. Power outages are logged and reported using PowerAlert software via telephone to the information systems staff after business hours.

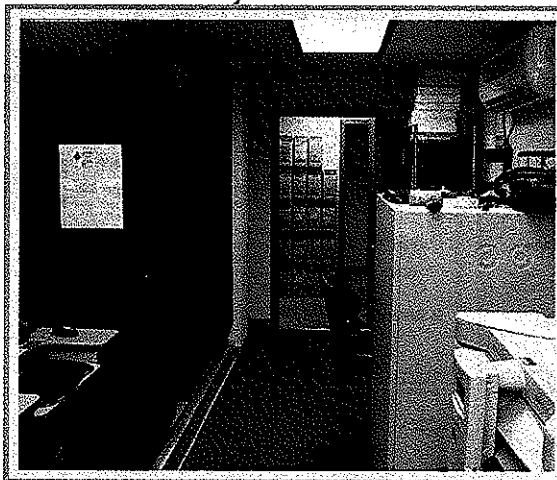


Figure 30, The Bureau's Class III Data Center showing primary server racks (left), spare systems and servers (back), auxiliary air handlers (top right), external battery pack (center right) and UPS (bottom right)

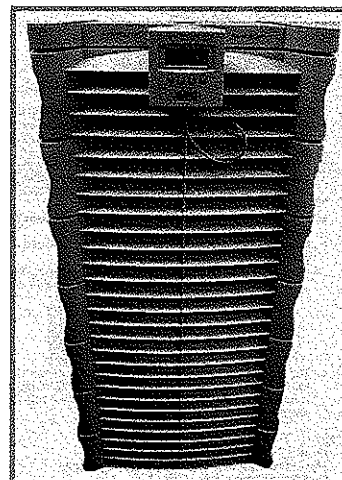


Figure 31, The Bureau's mainframe APC Symmetra 22kVA battery backup system

Computer systems and networks used by the Bureau are current and up-to-date. Each individual user system is protected by stand-alone battery backup and surge protection. These systems are

maintained with strict software oversight and administrative policy. Further, all systems used by administrative, executive, information systems, interface and transcription staff are the sole property and responsibility of the Bureau of Office Services. No *non-Bureau-owned* systems or privately-owned systems are used. Furthermore, Bureau staff is forbidden (by corporate policy that is enforced by written clauses within individual employment contracts) to use Bureau-owned equipment for personal matters.

IV

References

THE FOLLOWING REFERENCES INCLUDE high-volume government customers located in West Virginia and throughout the continental U.S. for which the Bureau is or was the prime contractor. Current and historical customers are provided so that the Bureau may be thoroughly judged not only from the perspective of how it currently performs, but also for how it is viewed in light of replacement contractors.

Each of the referenced customers has been provided with 100% of their media recording and processing (i.e., on-line audio, portable audio, toll-free telephone capture), transcription, management reporting, QA processing and secure delivery needs for all organizational divisions and locations. Each requires 24/7/365, secure, enterprise-scale telephone and/or digital PC-based and/or portable digital dictation, 24 hour document turnaround and an approximate production requirement of between 50 and 300 quality-checked transcripts per day.

★ CONFIDENTIAL: REDACT TABLE OF REFERENCES BELOW PRIOR TO PUBLIC DISTRIBUTION ★

1 <i>State of West Virginia, Welch Community Hospital*</i>			
CONTRACT TERM	Renewable Yearly	DATES	09/01/2009 - Present
ADDRESS	454 McDowell Street Welch, WV 24801	WORK	All dictation capture All transcription All electronic delivery
CONTRACTING OFFICER	Ms. Roberta Wagner	PHONE	(304) 558-0067

* Note: The contract above may be extended to political subdivisions of the State of West Virginia including the Offices of the Insurance Commissioner

2 <i>Hunter Holmes McGuire Medical Center</i>			
CONTRACT TERM	5 Years	DATES	07/01/2004 - 08/31/2009
ADDRESS	1201 Broad Rock Blvd. Richmond, VA 23249	WORK	All dictation capture All transcription All electronic delivery
CONTRACTING OFFICER	Ms. Faye Dillard	PHONE	(757) 728-3449

3 <i>County of San Bernardino</i>			
CONTRACT TERM	5 Years	DATES	10/01/2010 - Present
ADDRESS	400 N Pepper Avenue Colton, CA 92324	WORK	All dictation capture All transcription All electronic delivery
PRIMARY CONTACT	Ms. Lekisha Reese	PHONE	(909) 580-0073

4	<i>Wm. Jennings Bryan Dorn VAMC</i>		
	CONTRACT TERM	3 Years	DATES 10/01/2007 - 10/31/2009
	ADDRESS	6439 Garners Ferry Road Columbia, SC 29209	WORK All dictation capture All transcription All electronic delivery
	PRIMARY CONTACT	Ms. Barbara Toole	PHONE (803) 695-7979
	CONTRACTING OFFICER	Mr. Rufus Gates	PHONE (706) 733-0188 x.7073
5	<i>Sheridan VAMC</i>		
	CONTRACT TERM	5 Years	DATES 09/01/2006 - 012/31/2010
	ADDRESS	1898 Fort Road Sheridan, WY 82801	WORK All dictation capture All transcription All electronic delivery
	CONTRACTING OFFICER	Ms. Kathy Mannion	PHONE (303) 691-6543
6	<i>Tuskegee VAMC (CAVHCS-East)</i>		
	CONTRACT TERM	3 Years	DATES 10/01/2007 - 11/30/2009
	ADDRESS	2400 Hospital Road Tuskegee, AL 36083-5001	WORK All dictation capture All transcription All electronic delivery
	PRIMARY CONTACT	Ms. Claudia Devaughn	PHONE (800) 214-8387 x.5045
7	<i>Montgomery VAMC (CAVHCS-West)</i>		
	CONTRACT TERM	3 Years	DATES 10/01/2007 - 11/30/2009
	ADDRESS	215 Perry Hill Road Montgomery, AL 36083-5001	WORK All dictation capture All transcription All electronic delivery
	CONTRACTING OFFICER	Mr. Rufus Gates	PHONE (706) 733-0188 x.7073
8	<i>Tuscaloosa VAMC</i>		
	CONTRACT TERM	3 Years	DATES 10/01/2007 - 11/30/2009
	ADDRESS	3701 Loop Road East Tuscaloosa, AL 35404	WORK All dictation capture All transcription All electronic delivery
	PRIMARY CONTACT	Ms. Sylvia Hanna	PHONE (205) 554-3725

★ CONFIDENTIAL: REDACT REFERENCES TABLE ABOVE PRIOR TO PUBLIC DISTRIBUTION ★

Additional commercial, law enforcement, legal and medical references are available upon request.



Cost Schedule

Schedule			
ITEM N ^o	DESCRIPTION	UNIT OF MEASURE	UNIT PRICE
1	Transcribing Hearing from Digital Voice Files	Page	\$2.4800
2	Transcribing Hearing from Cassette Tapes	Page	\$2.4800
3	Transcribing Telephone Dictation	Page	\$2.4800

Bureau of Office Services, Inc.

Vendor Name

Richard E. Piasecki, President/CEO

Representative

Signature

03/28/2011

Date



Compliance Documentation and Enclosures

A. State of West Virginia Data

The Bureau of Office Services currently complies with all laws, guidelines and requirements. This includes obtaining all licenses, registrations and other administrative documentation necessary for all federal, state, county and local government areas where business is transacted or employees reside. The following is for the State of West Virginia (*Figures 32, 33, 34 and 35*):

★ **CONFIDENTIAL: REDACT TAX INFORMATION BELOW PRIOR TO PUBLIC DISTRIBUTION** ★

Save a stamp and your time. You can now view, file and pay taxes at https://mytaxes.wvtax.gov More taxes will be available for online access in the future.		
TAX	FILING FREQUENCY	ACCOUNT NUMBER
Business Registration Tax	Every Two Years	2230-0908
Combined Sales & Use Tax	Monthly	2230-0915
Corporation License Tax	Annual	2230-0917
Pass Through Entity Tax	Annual	2230-1944

Figure 32, The Bureau's State of West Virginia tax account numbers

★ **CONFIDENTIAL: REDACT TAX INFORMATION ABOVE PRIOR TO PUBLIC DISTRIBUTION** ★

2009	WEST VIRGINIA STATE TAX DEPARTMENT	2011
-------------	---	-------------

BUSINESS REGISTRATION CERTIFICATE

ISSUED TO:
BUREAU OF OFFICE SERVICES INC
361 S FRONTAGE RD STE 125
BURR RIDGE, IL 60527-5857

BUSINESS REGISTRATION ACCOUNT NUMBER: 2230-0908

This certificate is issued for the registration period beginning: **July 1, 2009**

This certificate is valid until: **June 30, 2011**

*This business registration certificate is issued by
the West Virginia State Tax Commissioner
in accordance with Chapter 11, Article 12 of the West Virginia Code.*

*The person or organization identified on this certificate is registered
to conduct business in the State of West Virginia at the location above.*

This certificate is not transferrable and must be displayed at the location for which issued.

ENGAGING IN BUSINESS WITHOUT CONSPICUOUSLY POSTING A WEST VIRGINIA BUSINESS REGISTRATION CERTIFICATE IN THE PLACE OF BUSINESS IS A CRIME AND MAY SUBJECT YOU TO FINES PER W. VA. CODE § 11-9.

**TRAVELING/STREET VENDORS: Must carry a copy of this certificate in every vehicle operated by them.
CONTRACTORS, DRILLING OPERATORS, TIMBER/LOGGING OPERATIONS: Must have a copy of
this certificate displayed at every job site within West Virginia.**

atl.007 v.00
L1588544096

Figure 33, The Bureau's State of West Virginia Business Registration Certificate

State of West Virginia



Certificate

*I, Natalie E. Tennant, Secretary of State of the
State of West Virginia, hereby certify that*

BUREAU OF OFFICE SERVICES, INC.

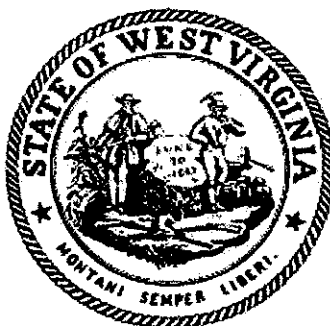
Control Number: 0

a corporation formed under the laws of Illinois has filed its "Application for Certificate of Authority" to transact business in West Virginia as required by the provisions of the West Virginia Code. I hereby declare the organization to be registered as a foreign corporation from its effective date of August 19, 2009.

Therefore, I issue this

CERTIFICATE OF AUTHORITY

to the corporation authorizing it to transact business in West Virginia



*Given under my hand and the
Great Seal of the State of
West Virginia on this day of
August 19, 2009*

Natalie E. Tennant
Secretary of State

Figure 34, The Bureau's State of West Virginia Certificate of Authority

WORK FORCE

West Virginia
USA

Joe Manchin III
Governor

Russell L. Fry
Acting Executive Director

August 24, 2009

Bureau of Office Services, Inc.
361 South Frontage Road
Suite 125
Burr Ridge, IL 60527

Dear Employer:

We acknowledge receipt of your registration application. After reviewing this form, we have determined that you are not liable under the West Virginia Unemployment Law at this time.

We wish to advise that if you do employ persons whose services are localized in West Virginia, liability will be incurred as of the date of first employment in this state and this office should be immediately notified in order that an account can be established.

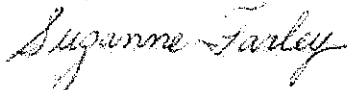
In accordance with provision of the Commissioner's Regulations, Regulation 96 CSR 2, an employer who desires to dispute a decision or action by the Commissioner, or designee, is required to file a complete and timely request for reconsideration; otherwise, the Bureau's decision or action becomes final after thirty (30) days receipt of this decision.

A request for reconsideration shall be filed within thirty (30) days of the employer's receipt of the disputed decision, or in absence of such a receipt, within sixty (60) days of the date of the Commissioner, or designee, making such disputed decision.

The request for reconsideration shall be filed with the Commissioner, Attention: Michael Moore, Director of Unemployment Compensation (5101), 112 California Avenue, Charleston, West Virginia 25305.

Please inform me at the time one of the above provisions has been met at (304) 558-2677, by fax at (304) 558-1324 or my e-mail at sfarley@workforcewv.org I will then establish an active account for your business.

Sincerely,



Suzanne Farley, Office Assistant I
Status Determination Unit

/smf

Contribution Accounting Section
Unemployment Compensation Division
112 California Avenue, Charleston, West Virginia 25305-0112
<http://www.wvbep.org/bep/> • <https://www.workforcewv.org/>

*An equal opportunity employer/program and auxiliary aids and services are available upon request to individuals with disabilities
Kelley Goes, Cabinet Secretary*

Figure 35. The Bureau's State of West Virginia Unemployment Compensation Registration

B. Insurance Data

The Bureau maintains automobile, business, general, professional workers compensation liability insurance levels which exceed State of West Virginia requirements. (Figure 36)

★ CONFIDENTIAL: REDACT CERTIFICATE BELOW PRIOR TO PUBLIC DISTRIBUTION ★

ACORD CERTIFICATE OF LIABILITY INSURANCE					DATE (MM/DD/YYYY) 02/18/2011	
PRODUCER PHIL MORMANN PHONE: (630)257-5414 1192 WALTER ST., SUITE B LEMONT, IL 60439			THIS CERTIFICATE IS ISSUED AS MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW.			
INSURED BUREAU OF OFFICE SERVICES 11s270 S JACKSON ST, STE 106 BURR RIDGE, ILLINOIS 60527			INSURERS AFFORDING COVERAGE		NAIC #	
			INSURER A: State farm Fire and Casualty Company 25143		25143	
			INSURER B:			
			INSURER C:			
			INSURER D:			
			INSURER E:			
COVERAGES THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. AGGREGATE LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.						
GRN LTR (ISSD)	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFFECTIVE DATE (MM/DD/YYYY)	POLICY EXPIRATION DATE (MM/DD/YYYY)	LIMITS	
A X	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> OCCUR GENL. AGGREGATE LIMIT APPLIES PER <input type="checkbox"/> POLICY <input type="checkbox"/> PROJ. <input type="checkbox"/> LOC	93-B8-J241-0	06/08/2010	06/08/2011	EACH OCCURRENCE \$ 2,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 5,000 PERSONAL & ADV INJURY \$ 2,000,000 GENERAL AGGREGATE \$ 4,000,000 PRODUCTS - COMPROP AGG \$ 4,000,000	
A X	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> ALL OWNED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input type="checkbox"/> HIRED AUTOS <input type="checkbox"/> NON-OWNED AUTOS	635 4312-E26-13	11/26/2010	05/26/2011	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$	
	GARAGE LIABILITY <input type="checkbox"/> ANY AUTO				AUTO ONLY - EA ACCIDENT \$ OTHER THAN EA ACC \$ AUTO ONLY. AGG \$	
	EXCESS/UMBRELLA LIABILITY <input type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS MADE <input type="checkbox"/> DEDUCTIBLE <input type="checkbox"/> RETENTION \$				EACH OCCURRENCE \$ AGGREGATE \$ \$ \$	
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? If yes, describe under SPECIAL PROVISIONS below	93-B8-U914-1	06/08/2010	06/08/2011	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER	EL EACH ACCIDENT \$ 500,000 EL DISEASE - EA EMPLOYEE \$ 500,000 EL DISEASE - POLICY LIMIT \$ 500,000
A	OTHER PROFESSIONAL LIABILITY	PS0000003985700	03/09/2011	03/09/2012	\$1,000,000	
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES / EXCLUSIONS ADDED BY ENDORSEMENT / SPECIAL PROVISIONS						
CERTIFICATE HOLDER			CANCELLATION			
			SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, THE ISSUING INSURER WILL ENDEAVOR TO MAIL 30 DAYS WRITTEN NOTICE TO THE CERTIFICATE HOLDER NAMED TO THE LEFT, BUT FAILURE TO DO SO SHALL IMPOSE NO OBLIGATION OR LIABILITY OF ANY KIND UPON THE INSURER, ITS AGENTS OR REPRESENTATIVES. AUTHORIZED REPRESENTATIVE: <i>[Signature]</i>			
ACORD 25 (2001/08) 132849 03-13-2007			The registration notices indicate ownership of the marks by their respective owners. ACORD CORPORATION 1988, 2007 All rights reserved			

Figure 36, ACORD Certificate

★ CONFIDENTIAL: REDACT FINANCIAL STATEMENTS ABOVE PRIOR TO PUBLIC DISTRIBUTION ★

C. Enclosures

The following completed solicitation pages are enclosed and bound separately from this proposal.
(Figures 37 through 46)

★ CONFIDENTIAL: REDACT THUMBNAIL IMAGES BELOW PRIOR TO PUBLIC DISTRIBUTION ★

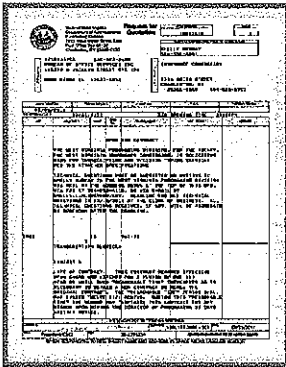


Figure 37, RFQ Cover, Page 1

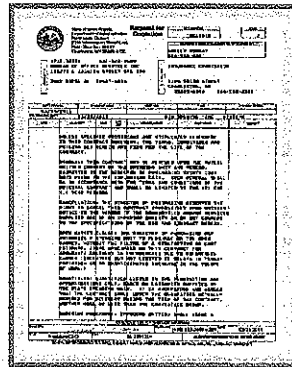


Figure 38, RFQ Page 2

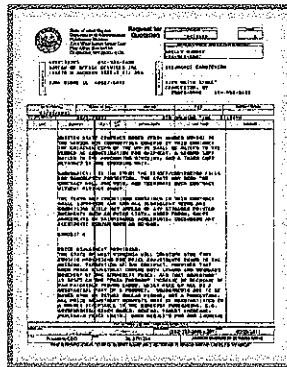


Figure 39, RFQ Page 3

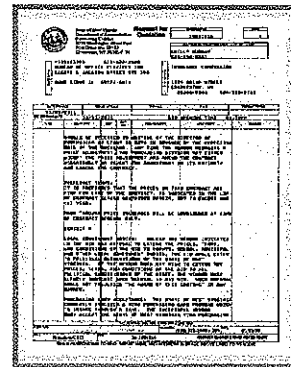


Figure 40, RFQ Page 4

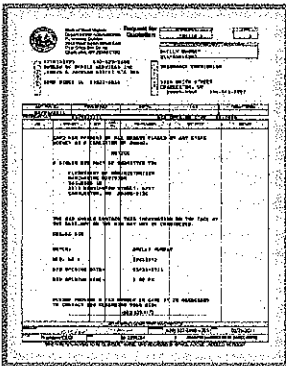


Figure 41, RFQ Page 5

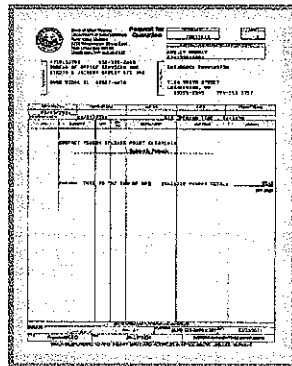


Figure 42, RFQ Page 6

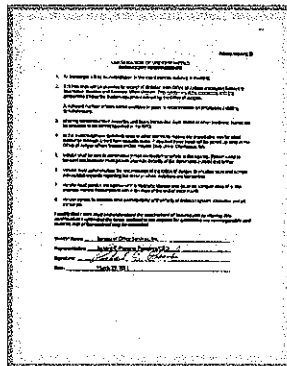


Figure 43, RFQ Attachment B,
Page 66

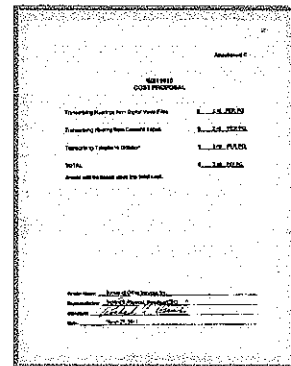


Figure 44, RFQ Cost Proposal,
Page 67

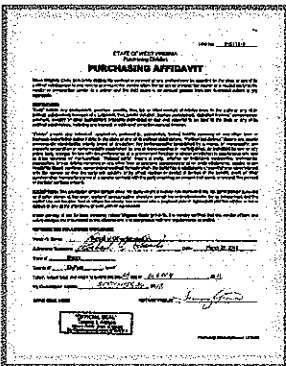


Figure 45, RFQ Purchasing
Affidavit, Page 68

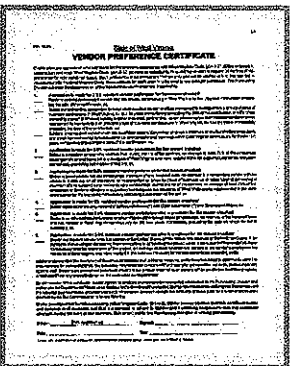
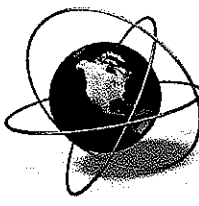


Figure 46, RFQ Vendor
Preference Certificate, Page 69

★ CONFIDENTIAL: REDACT THUMBNAIL IMAGES ABOVE PRIOR TO PUBLIC DISTRIBUTION ★





BUREAU
of Office Services
CHICAGO • SCOTTSDALE

CORPORATE HEADQUARTERS
11s270 S Jackson Street, Suite 106
Burr Ridge, IL 60527-6818

(630) 323-2600
(800) 5-BUREAU
Fax: (630) 323 2601

April 13, 2011

Ms. Shelly Murray
Purchasing Division
Dept. of Administration
Building 15
2019 Washington Street, East
Charleston, WV 25305-0130

RE: RFQ INS11010 ADDENDUM #1 INTRODUCTION

Dear Ms. Murray:

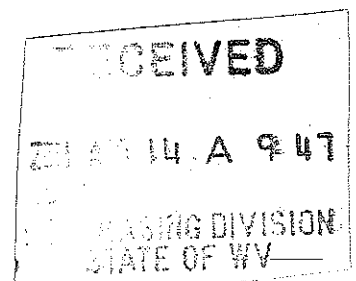
Thank you for mailing the updated material for this RFQ. We have enclosed our initialed and signed addenda.

Please accept this as confirmation that our original pricing quotation and work proposal stands as-is. Our proposed plan and pricing are based on the enumerated specifications (i.e., 1 through 4) as outlined in the original RFQ text under the heading "PROCUREMENT SPECIFICATIONS."

These specifications, specifically specification 3, parts a and b clearly delineate page format and this page format fundamentally influences pricing. The referenced attachments starting on page 15 of the sample documents vary greatly from the specifications and are used only as a guide to content. We want to be clear that the current vendor's pricing appears to be based on the samples you provided and results in pages that contain vastly less text than the specifications require. Should pricing as revealed in the addendum be based on the current vendor's product as shown in the RFQ samples, we trust that evaluated pricing will only be considered as they are shown in the specifications from RFQ pages 8 and 9—not the vastly different formatting of the attached samples.

Respectfully,

Richard E. Piasecki,
President/CEO





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
INS11010

PAGE
1

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

Bureau of Office Services
 11S270 S Jackson St. #106
 Burr Ridge, IL 60527-6818

INSURANCE COMMISSION
 1124 SMITH STREET
 CHARLESTON, WV
 25305-0540 304-558-3707

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/30/2011				

BID OPENING DATE: 04/14/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
----- ADDENDUM NO. 1 -----						
THIS ADDENDUM IS ISSUED TO ADDRESS THE QUESTIONS RECEIVED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 03/15/2011.						
THE BID OPENING DATE IS EXTENDED:						
FROM: 03/31/2011						
TO : 04/14/2011						
0001	1	LS		961-72		
TRANSCRIPTION SERVICES						
EXHIBIT 10						
REQUISITION NO.: INS11010						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO. 'S:						
NO. 1 <i>REC'D 4/13/2011 REP</i>						
NO. 2						
NO. 3						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS			
SIGNATURE <i>Paul E. Pappi</i>	TELEPHONE (630) 323-2600	DATE 4/13/2011	
TITLE President/CEO	FEIN 36-2391254	ADDRESS CHANGES TO BE NOTED ABOVE	

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **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. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **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, and the West Virginia Insurance Commission. 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.
16. **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 material, 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.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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
 INS11010

PAGE
 2

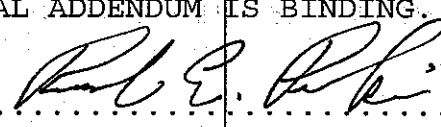
ADDRESS CORRESPONDENCE TO ATTENTION OF
 SHELLY MURRAY
 304-558-8801

*710133703 630-323-2600
 BUREAU OF OFFICE SERVICES INC
 361 S FRONTAGE ROAD STE 125
 BURR RIDGE IL 60527-6175

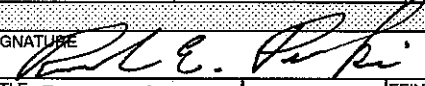
INSURANCE COMMISSION
 1124 SMITH STREET
 CHARLESTON, WV
 25305-0540 304-558-3707

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
03/30/2011				

BID OPENING DATE: 04/14/2011 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
NO. 4					
NO. 5					
<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p style="text-align: center;">  SIGNATURE Bureau of Office Services, Inc. COMPANY 4/13/2011 DATE </p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p style="text-align: center;">----- END OF ADDENDUM NO. 1 -----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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