

RECEIVED

2012 OCT 31 PM 2:22

WV PURCHASING
DIVISION



Diskriter
HIM Solutions Since 1947

Fax

To: Roberta Wagner

Fax: 304-558-4115

Phone: 304-558-0067

Pages: 3 (including cover sheet)

Re: Addendum No. 3 for Solicitation WEH13008

Date : 10/31/12

Thank you.

NOTICE: This facsimile transmission contains privileged, proprietary, confidential information and is intended only for the use of the party to whom it is directed. If the reader is not the intended recipient, or the employee or agent responsible for delivering it to the intended recipient, you are hereby notified that any dissemination, distribution or copy of this communication is strictly prohibited. In the event you have received this communication in error, please notify this office immediately at the number listed below. Please return the original facsimile to the sender at the address below via the U.S. Mail. This information has been disclosed to you from the records whose confidentiality is protected by state and federal laws. Any further disclosure of this information without prior written consent of the person to whom it pertains may be prohibited.

Lora Hershey
Sales/Marketing Assistant
3257 West Liberty Avenue
Pittsburgh, PA 15216
Fax: 412-306-6618
Phone: 1-800-242-1622, EXT. 542
Lora.Hershey@diskriter.com



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

WV PURCHASING AGENCY SECTION Fax 304-558-4115

Oct 24 2012 10:32am P001/Q05

WEH13008

1

ADDRESS CORRESPONDENCE TO ATTENTION OF

ROBERTA WAGNER
 304-558-0067

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

Diskriter Inc.
 3257 West Liberty Ave.
 Pittsburgh, PA 15216

SHIP TO

HEALTH AND HUMAN RESOURCES
 WELCH COMMUNITY HOSPITAL

454 MCDOWELL STREET
 WELCH, WV
 24801 304-436-8710

DATE PRINTED
 10/24/2012
 BID OPENING DATE

11/01/2012

BID OPENING TIME 1:30PM

LINE	QUANTITY	UQP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 3						
1. TO MOVE THE BID OPENING FROM 10/25/2012 TO 11/1/2012.						
2. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
END OF ADDENDUM NO. 3						

SIGNATURE *Lawrence* TELEPHONE 412-344-9700 DATE 10/24/12
 TITLE Vice President FROM 250934128
 ADDRESS CHANGES TO BE NOTED ABOVE

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: WEH13008

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

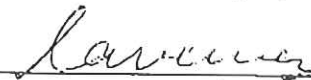
Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

Diskriter Inc.
 Company


 Authorized Signature

10/24/12
 Date

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



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

Solicitation

NUMBER
WEH13008

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
ROBERTA WAGNER 304-558-0067

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
 Diskriter Inc.
 3257 West Liberty Ave.
 Pittsburgh, PA 15216

SHIP TO

HEALTH AND HUMAN RESOURCES
 WELCH COMMUNITY HOSPITAL
 454 MCDOWELL STREET
 WELCH, WV
 24801 304-436-8710

DATE PRINTED
09/21/2012
BID OPENING DATE: 10/23/2012

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				OPEN-END BLANKET CONTRACT		
				***** MANDATORY PRE-BID MEETING 10/10/2012 AT 1:00 PM AT WELCH COMMUNITY HOSPITAL, 454 MCDOWELL STREET, WELCH WV 24801, ADMINISTRATIVE CONFERENCE ROOM *****		
0001	1	YR		961-72		\$43,961.00
				BLANKET CONTRACT FOR DICTATION/TRANSCRIPTION SERVICE		
				THE STATE OF WEST VIRGINIA, DEPARTMENT OF HEALTH AND HUMAN RESOURCES, BUREAU FOR BEHAVIORAL HEALTH FACILITIES, WELCH COMMUNITY HOSPITAL, IS SOLICITING BIDS TO PROVIDE DICTATION/TRANSCRIPTION SERVICES AS PER THE ATTACHED SPECIFICATIONS. THE MODEL/BRAND/SPECIFICATIONS NAMED HEREIN ESTABLISH THE ACCEPTABLE LEVEL OF QUALITY ONLY AND ARE NOT INTENDED TO REFLECT A PREFERENCE OR FAVOR ANY PARTICULAR BRAND OR VENDOR. VENDORS WHO ARE BIDDING ALTERNATES SHOULD SO STATE AND INCLUDE PERTINENT LITERATURE AND SPECIFICATIONS. FAILURE TO PROVIDE INFORMATION FOR ANY ALTERNATES MAY BE GROUNDS FOR REJECTION OF THE BID. THE STATE RESERVES THE RIGHT TO WAIVE MINOR IRREGULARITIES IN BIDS OR SPECIFICATIONS IN ACCORDANCE WITH SECTION 148-1-4 (F) OF THE WEST VIRGINIA LEGISLATIVE RULES AND REGULATIONS.		

RECEIVED
 2012 OCT 25 AM 10:02
 WV PURCHASING DIVISION

SIGNATURE 	TELEPHONE 412-344-9700	DATE 10/19/12
TITLE Vice President	FEIN 250934128	ADDRESS CHANGES TO BE NOTED ABOVE

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



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

Solicitation

NUMBER
WEH13008

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
ROBERTA WAGNER 304-558-0067

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
 Diskriter Inc.
 3257 West Liberty Ave.
 Pittsburgh, PAA 15216

SHIP TO

HEALTH AND HUMAN RESOURCES
 WELCH COMMUNITY HOSPITAL
 454 MCDOWELL STREET
 WELCH, WV
 24801 304-436-8710

DATE PRINTED
09/21/2012

BID OPENING DATE: 10/23/2012 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** THIS IS THE END OF RFQ WEH13008 ***** TOTAL:						\$43,961.00

SIGNATURE 	TELEPHONE 412-344-9700	DATE 10/19/12
TITLE vice President	FEIN 250934128	ADDRESS CHANGES TO BE NOTED ABOVE

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

INSTRUCTIONS TO VENDORS SUBMITTING BIDS

1. **REVIEW DOCUMENTS THOROUGHLY:** The attached documents contain a solicitation for bids. Please read these instructions and all documents attached in their entirety. These instructions provide critical information about requirements that if overlooked could lead to disqualification of a Vendor's bid. All bids must be submitted in accordance with the provisions contained in these instructions and the Solicitation. Failure to do so may result in disqualification of Vendor's bid.
2. **MANDATORY TERMS:** The Solicitation may contain mandatory provisions identified by the use of the words "must," "will," and "shall." Failure to comply with a mandatory term in the Solicitation will result in bid disqualification.
3. **PREBID MEETING:** The item identified below shall apply to this Solicitation.

| A pre-bid meeting will not be held prior to bid opening.

| A NON-MANDATORY PRE-BID meeting will be held at the following place and time:

--

| A MANDATORY PRE-BID meeting will be held at the following place and time:

<p>Welch Community Hospital, 454 McDowell Street, Welch, WV 24801, Administrative Conference Room 10/10/2012 at 1:00 PM</p>

All Vendors submitting a bid must attend the mandatory pre-bid meeting. Failure to attend the mandatory pre-bid meeting shall result in disqualification of the Vendor's bid. No one person attending the pre-bid meeting may represent more than one Vendor.

An attendance sheet provided at the pre-bid meeting shall serve as the official document verifying attendance. The State will not accept any other form of proof or documentation to verify attendance. Any person attending the pre-bid meeting on behalf of a Vendor must list on the attendance sheet his or her name and the name of the Vendor he or she is representing. Additionally, the person attending the pre-bid meeting should include the Vendor's E-Mail address, phone number, and Fax number on the attendance sheet. It is the Vendor's responsibility to locate the attendance sheet and provide the required

information. Failure to complete the attendance sheet as required may result in disqualification of Vendor's bid.

All Vendors should arrive prior to the starting time for the pre-bid. Vendors who arrive after the starting time but prior to the end of the pre-bid will be permitted to sign in, but are charged with knowing all matters discussed at the pre-bid.

Questions submitted at least five business days prior to a scheduled pre-bid will be discussed at the pre-bid meeting if possible. Any discussions or answers to questions at the pre-bid meeting are preliminary in nature and are non-binding. Official and binding answers to questions will be published in a written addendum to the Solicitation prior to bid opening.

4. **VENDOR QUESTION DEADLINE:** Vendors may submit questions relating to this Solicitation to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response will be published in a Solicitation addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this Solicitation are preliminary in nature and are non-binding.

Question Submission Deadline: 10/11/2012

Submit Questions to:

Roberta Wagner

2019 Washington Street, East

P.O. Box 50130

Charleston, WV 25305

Fax: 304-558-4115

Email: roberta.a.wagner@wv.gov

5. **VERBAL COMMUNICATION:** Any verbal communication between the Vendor and any State personnel is not binding, including that made at the mandatory pre-bid conference. Only information issued in writing and added to the Solicitation by an official written addendum by the Purchasing Division is binding.
6. **BID SUBMISSION:** All bids must be signed and delivered by the Vendor to the Purchasing Division at the address listed below on or before the date and time of the bid opening. Any bid received by the Purchasing Division staff is considered to be in the possession of the Purchasing Division and will not be returned for any reason. The bid delivery address is:

Department of Administration, Purchasing Division
2019 Washington Street East
P.O. Box 50130,
Charleston, WV 25305-0130

The bid should contain the information listed below on the face of the envelope or the bid may not be considered:

SEALED BID

BUYER: _____

SOLICITATION NO.: _____

BID OPENING DATE: _____

BID OPENING TIME: _____

FAX NUMBER: _____

In the event that Vendor is responding to a request for proposal, the Vendor shall submit one original technical and one original cost proposal plus convenience copies of each to the Purchasing Division at the address shown above. Additionally, the Vendor should identify the bid type as either a technical or cost proposal on the face of each bid envelope submitted in response to a request for proposal as follows:

BID TYPE: | Technical
 | Cost

7. **BID OPENING:** Bids submitted in response to this Solicitation will be opened at the location identified below on the date and time listed below. Delivery of a bid after the bid opening date and time will result in bid disqualification. For purposes of this Solicitation, a bid is considered delivered when time stamped by the official Purchasing Division time clock.

Bid Opening Date and Time:

10/23/2012 at 1:30 PM

Bid Opening Location:

Department of Administration, Purchasing Division
 2019 Washington Street East
 P.O. Box 50130,
 Charleston, WV 25305-0130

8. **ADDENDUM ACKNOWLEDGEMENT:** Changes or revisions to this Solicitation will be made by an official written addendum issued by the Purchasing Division. Vendor should acknowledge receipt of all addenda issued with this Solicitation by completing an Addendum Acknowledgment Form, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.
9. **BID FORMATTING:** Vendor should type or electronically enter the information onto its bid to prevent errors in the evaluation. Failure to type or electronically enter the information may result in bid disqualification.

GENERAL TERMS AND CONDITIONS:

1. **CONTRACTUAL AGREEMENT:** Issuance of a Purchase Order signed by the Purchasing Division Director, or his designee, and approved as to form by the Attorney General's office constitutes acceptance of this Contract made by and between the State of West Virginia and the Vendor. Vendor's signature on its bid signifies Vendor's agreement to be bound by and accept the terms and conditions contained in this Contract.

2. **DEFINITIONS:** As used in this Solicitation / Contract, the following terms shall have the meanings attributed to them below. Additional definitions may be found in the specifications included with this Solicitation / Contract.
 - 2.1 **"Agency" or "Agencies"** means the agency, board, commission, or other entity of the State of West Virginia that is identified on the first page of the Solicitation or any other public entity seeking to procure goods or services under this Contract.
 - 2.2 **"Contract"** means the binding agreement that is entered into between the State and the Vendor to provide the goods and services requested in the Solicitation.
 - 2.3 **"Director"** means the Director of the West Virginia Department of Administration, Purchasing Division.
 - 2.4 **"Purchasing Division"** means the West Virginia Department of Administration, Purchasing Division.
 - 2.5 **"Purchase Order"** means the document signed by the Agency and the Purchasing Division, and approved as to form by the Attorney General, that identifies the Vendor as the successful bidder and Contract holder.
 - 2.6 **"Solicitation"** means the official solicitation published by the Purchasing Division and identified by number on the first page thereof.
 - 2.7 **"State"** means the State of West Virginia and/or any of its agencies, commissions, boards, etc. as context requires.
 - 2.8 **"Vendor" or "Vendors"** means any entity submitting a bid in response to the Solicitation, the entity that has been selected as the lowest responsible bidder, or the entity that has been awarded the Contract as context requires.

3. **CONTRACT TERM; RENEWAL; EXTENSION:** The term of this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below:

Term Contract

Initial Contract Term: This Contract becomes effective on

AWARD

and extends for a period of one (1) year(s).

Renewal Term: This Contract may be renewed upon the mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). Any request for renewal must be submitted to the Purchasing Division Director thirty (30) days prior to the expiration date of the initial contract term or appropriate renewal term. A Contract renewal shall be in accordance with the terms and conditions of the original contract. Renewal of this Contract is limited to two (2) successive one (1) year periods. Automatic renewal of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases. Attorney General approval may be required for vendor terms and conditions.

Reasonable Time Extension: At the sole discretion of the Purchasing Division Director, and with approval from the Attorney General's office (Attorney General approval is as to form only), this Contract may be extended for a reasonable time after the initial Contract term or after any renewal term as may be necessary to obtain a new contract or renew this Contract. Any reasonable time extension shall not exceed twelve (12) months. Vendor may avoid a reasonable time extension by providing the Purchasing Division Director with written notice of Vendor's desire to terminate this Contract 30 days prior to the expiration of the then current term. During any reasonable time extension period, the Vendor may terminate this Contract for any reason upon giving the Purchasing Division Director 30 days written notice. Automatic extension of this Contract is prohibited. Notwithstanding the foregoing, Purchasing Division approval is not required on agency delegated or exempt purchases, but Attorney General approval may be required.

Fixed Period Contract: This Contract becomes effective upon Vendor's receipt of the notice to proceed and must be completed within days.

One Time Purchase: The term of this Contract shall run for one year from the date the Purchase Order is issued or from the date the Purchase Order is issued until all of the goods contracted for have been delivered, whichever is shorter.

Other: See attached.

4. **NOTICE TO PROCEED:** Vendor shall begin performance of this Contract immediately upon receiving notice to proceed unless otherwise instructed by the Agency. Unless otherwise specified, the fully executed Purchase Order will be considered notice to proceed
5. **QUANTITIES:** The quantities required under this Contract shall be determined in accordance with the category that has been identified as applicable to this Contract below.
- Open End Contract:** Quantities listed in this Solicitation are approximations only, based on estimates supplied by the Agency. 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.
- Service:** The scope of the service to be provided will be more clearly defined in the specifications included herewith.
- Combined Service and Goods:** The scope of the service and deliverable goods to be provided will be more clearly defined in the specifications included herewith.
- One Time Purchase:** This Contract is for the purchase of a set quantity of goods that are identified in the specifications included herewith. Once those items have been delivered, no additional goods may be procured under this Contract without an appropriate change order approved by the Vendor, Agency, Purchasing Division, and Attorney General's office.
6. **PRICING:** The pricing set forth herein is firm for the life of the Contract, unless specified elsewhere within this Solicitation/Contract by the State. A Vendor's inclusion of price adjustment provisions in its bid, without an express authorization from the State in the Solicitation to do so, may result in bid disqualification.
7. **EMERGENCY PURCHASES:** The Purchasing Division Director may authorize the Agency to purchase goods or services in the open market that Vendor would otherwise provide under this Contract if those goods or services are for immediate or expedited delivery in an emergency. Emergencies shall include, but are not limited to, delays in transportation or an unanticipated increase in the volume of work. An emergency purchase in the open market, approved by the Purchasing Division Director, shall not constitute a breach of this Contract and shall not entitle the Vendor to any form of compensation or damages. This provision does not excuse the State from fulfilling its obligations under a One Time Purchase contract.
8. **REQUIRED DOCUMENTS:** All of the items checked below must be provided to the Purchasing Division by the Vendor as specified below.
- BID BOND:** All Vendors shall furnish a bid bond in the amount of five percent (5%) of the total amount of the bid protecting the State of West Virginia. The bid bond must be submitted with the bid.

| **PERFORMANCE BOND:** The apparent successful Vendor shall provide a performance bond in the amount of . The performance bond must be issued and received by the Purchasing Division prior to Contract award. On construction contracts, the performance bond must be 100% of the Contract value.

| **LABOR/MATERIAL PAYMENT BOND:** The apparent successful Vendor shall provide a labor/material payment bond in the amount of 100% of the Contract value. The labor/material payment bond must be issued and delivered to the Purchasing Division prior to Contract award.

In lieu of the Bid Bond, Performance Bond, and Labor/Material Payment Bond, the Vendor may provide certified checks, cashier's checks, or irrevocable letters of credit. Any certified check, cashier's check, or irrevocable letter of credit provided in lieu of a bond must be of the same amount and delivered on the same schedule as the bond it replaces. A letter of credit submitted in lieu of a performance and labor/material payment bond will only be allowed for projects under \$100,000. Personal or business checks are not acceptable.

| **MAINTENANCE BOND:** The apparent successful Vendor shall provide a two (2) year maintenance bond covering the roofing system. The maintenance bond must be issued and delivered to the Purchasing Division prior to Contract award.

| **WORKERS' COMPENSATION INSURANCE:** The apparent successful Vendor shall have appropriate workers' compensation insurance and shall provide proof thereof upon request.

| **INSURANCE:** The apparent successful Vendor shall furnish proof of the following insurance prior to Contract award:

Please see Diskriter Attachment 1.
 | **Commercial General Liability Insurance:**

minimum of \$1,000,000.00 or more.

| **Builders Risk Insurance:** builders risk – all risk insurance in an amount equal to 100% of the amount of the Contract.

| Professional Liability Insurance: minimum of \$1,000,000.00 or more

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The apparent successful Vendor shall also furnish proof of any additional insurance requirements contained in the specifications prior to Contract award regardless of whether or not that insurance requirement is listed above.

LICENSE(S) / CERTIFICATIONS / PERMITS: In addition to anything required under the Section entitled Licensing, of the General Terms and Conditions, the apparent successful Vendor shall furnish proof of the following licenses, certifications, and/or permits prior to Contract award, in a form acceptable to the Purchasing Division.

[]	
[]	
[]	
[]	

The apparent successful Vendor shall also furnish proof of any additional licenses or certifications contained in the specifications prior to Contract award regardless of whether or not that requirement is listed above.

9. LITIGATION BOND: The Director reserves the right to require any Vendor that files a protest of an award to submit a litigation bond in the amount equal to one percent of the lowest bid submitted or \$5,000, whichever is greater. The entire amount of the bond shall be forfeited if the hearing officer determines that the protest was filed for frivolous or improper purpose, including but not limited to, the purpose of harassing, causing unnecessary delay, or needless expense for the Agency. All litigation bonds shall be made payable to the Purchasing Division. In lieu of a bond, the protester may submit a cashier's check or certified check payable to the Purchasing Division. Cashier's or certified checks will be deposited with and held by the State Treasurer's office. If it is determined that the protest has not been filed for frivolous or improper purpose, the bond or deposit shall be returned in its entirety.

10. ALTERNATES: Any model, brand, or specification listed herein establishes the acceptable level of quality only and is not intended to reflect a preference for, or in any way favor, a particular brand or vendor. Vendors may bid alternates to a listed model or brand provided that the alternate is at least equal to the model or brand and complies with the required specifications. The equality of any alternate being bid shall be determined by the State at its sole discretion. Any Vendor bidding an alternate model or brand should clearly identify the alternate items in its bid and should include manufacturer's specifications, industry literature, and/or any other relevant documentation demonstrating the equality of the alternate items. Failure to provide information for alternate items may be grounds for rejection of a Vendor's bid.

11. EXCEPTIONS AND CLARIFICATIONS: The Solicitation contains the specifications that shall form the basis of a contractual agreement. Vendor shall clearly mark any exceptions, clarifications, or

other proposed modifications in its bid. Exceptions to, clarifications of, or modifications of a requirement or term and condition of the Solicitation may result in bid disqualification.

12. LIQUIDATED DAMAGES: Vendor shall pay liquidated damages in the amount

	for	

This clause shall in no way be considered exclusive and shall not limit the State or Agency's right to pursue any other available remedy.

13. ACCEPTANCE/REJECTION: The State may accept or reject any bid in whole, or in part. Vendor's signature on its bid signifies acceptance of the terms and conditions contained in the Solicitation and Vendor agrees to be bound by the terms of the Contract, as reflected in the Purchase Order, upon receipt.

14. REGISTRATION: Prior to Contract award, the apparent successful Vendor must be properly registered with the West Virginia Purchasing Division and must have paid the \$125 fee if applicable.

15. COMMUNICATION LIMITATIONS: In accordance with West Virginia Code of State Rules §148-1-6.6, communication with the State of West Virginia or any of its employees regarding this Solicitation during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited without prior Purchasing Division approval. Purchasing Division approval for such communication is implied for all agency delegated and exempt purchases.

16. FUNDING: This Contract shall continue for the term stated herein, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise made available, this Contract becomes void and of no effect beginning on July 1 of the fiscal year for which funding has not been appropriated or otherwise made available.

17. PAYMENT: Payment in advance is prohibited under this Contract. Payment may only be made after the delivery and acceptance of goods or services. The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To."

18. UNIT PRICE: Unit prices shall prevail in cases of a discrepancy in the Vendor's bid.

19. DELIVERY: All quotations are considered freight on board destination ("F.O.B. destination") unless alternate shipping terms are clearly identified in the bid. Vendor's listing of shipping terms that contradict the shipping terms expressly required by this Solicitation may result in bid disqualification.

20. INTEREST: Interest attributable to late payment will only be permitted if authorized by the West Virginia Code. Presently, there is no provision in the law for interest on late payments.

21. PREFERENCE: Vendor Preference may only be granted upon written request and only in accordance with the West Virginia Code § 5A-3-37 and the West Virginia Code of State Rules. A Resident Vendor Certification form has been attached hereto to allow Vendor to apply for the preference. Vendor's

failure to submit the Resident Vendor Certification form with its bid will result in denial of Vendor Preference. Vendor Preference does not apply to construction projects.

- 22. SMALL, WOMEN-OWNED, OR MINORITY-OWNED BUSINESSES:** For any solicitations publicly advertised for bid on or after July 1, 2012, in accordance with West Virginia Code §5A-3-37(a)(7) and W. Va. CSR § 148-22-9, any non-resident vendor certified as a small, women-owned, or minority-owned business under W. Va. CSR § 148-22-9 shall be provided the same preference made available to any resident vendor. Any non-resident small, women-owned, or minority-owned business must identify itself as such in writing, must submit that writing to the Purchasing Division with its bid, and must be properly certified under W. Va. CSR § 148-22-9 prior to submission of its bid to receive the preferences made available to resident vendors. Preference for a non-resident small, women-owned, or minority owned business shall be applied in accordance with W. Va. CSR § 148-22-9.
- 23. TAXES:** The Vendor shall pay any applicable sales, use, personal property or any other taxes arising out of this Contract and the transactions contemplated thereby. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
- 24. CANCELLATION:** The Purchasing Division Director reserves the right to cancel this Contract immediately upon written notice to the vendor if the materials or workmanship supplied do not conform to the specifications contained in the Contract. The Purchasing Division Director may cancel any purchase or Contract upon 30 days written notice to the Vendor in accordance with West Virginia Code of State Rules § 148-1-7.16.2.
- 25. WAIVER OF MINOR IRREGULARITIES:** The Director reserves the right to waive minor irregularities in bids or specifications in accordance with West Virginia Code of State Rules § 148-1-4.6.
- 26. TIME:** Time is of the essence with regard to all matters of time and performance in this Contract.
- 27. APPLICABLE LAW:** This Contract is governed by and interpreted under West Virginia law without giving effect to its choice of law principles. Any information provided in specification manuals, or any other source, verbal or written, which contradicts or violates the West Virginia Constitution, West Virginia Code or West Virginia Code of State Rules is void and of no effect.
- 28. COMPLIANCE:** Vendor shall comply with all applicable federal, state, and local laws, regulations and ordinances. By submitting a bid, Vendors acknowledge that they have reviewed, understand, and will comply with all applicable law.
- 29. PREVAILING WAGE:** On any contract for the construction of a public improvement, Vendor and any subcontractors utilized by Vendor shall pay a rate or rates of wages which shall not be less than the fair minimum rate or rates of wages (prevailing wage), as established by the West Virginia Division of Labor under West Virginia Code §§ 21-5A-1 et seq. and available at <http://www.sos.wv.gov/administrative-law/wagerates/Pages/default.aspx>. Vendor shall be responsible for ensuring compliance with prevailing wage requirements and determining when prevailing wage

requirements are applicable. The required contract provisions contained in West Virginia Code of State Rules § 42-7-3 are specifically incorporated herein by reference.

- 30. ARBITRATION:** Any references made to arbitration contained in this Contract, Vendor's bid, or in any American Institute of Architects documents pertaining to this Contract are hereby deleted, void, and of no effect.
- 31. MODIFICATIONS:** This writing is the parties' final expression of intent. Notwithstanding anything contained in this Contract to the contrary, no modification of this Contract shall be binding without mutual written consent of the Agency, and the Vendor, with approval of the Purchasing Division and the Attorney General's office (Attorney General approval is as to form only). **No Change shall be implemented by the Vendor until such time as the Vendor receives an approved written change order from the Purchasing Division.**
- 32. WAIVER:** The failure of either party to insist upon a strict performance of any of the terms or provision of this Contract, or to exercise any option, right, or remedy herein contained, shall not be construed as a waiver or a relinquishment for the future of such term, provision, option, right, or remedy, but the same shall continue in full force and effect. Any waiver must be expressly stated in writing and signed by the waiving party.
- 33. SUBSEQUENT FORMS:** The terms and conditions contained in this Contract shall supersede any and all subsequent terms and conditions which may appear on any form documents submitted by Vendor to the Agency or Purchasing Division such as price lists, order forms, invoices, sales agreements, or maintenance agreements, and includes internet websites or other electronic documents. Acceptance or use of Vendor's forms does not constitute acceptance of the terms and conditions contained thereon.
- 34. ASSIGNMENT:** Neither this Contract nor any monies due, or to become due hereunder, may be assigned by the Vendor without the express written consent of the Agency, the Purchasing Division, the Attorney General's office (as to form only), and any other government agency or office that may be required to approve such assignments. Notwithstanding the foregoing, Purchasing Division approval may or may not be required on certain agency delegated or exempt purchases.
- 35. WARRANTY:** The Vendor expressly warrants that the goods and/or services covered by this Contract will: (a) conform to the specifications, drawings, samples, or other description furnished or specified by the Agency; (b) be merchantable and fit for the purpose intended; and (c) be free from defect in material and workmanship.
- 36. STATE EMPLOYEES:** State employees are not permitted to utilize this Contract for personal use and the Vendor is prohibited from permitting or facilitating the same.
- 37. BANKRUPTCY:** In the event the Vendor files for bankruptcy protection, the State of West Virginia may deem this Contract null and void, and terminate this Contract without notice.

- 38. HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at <http://www.state.wv.us/admin/purchase/vrc/hipaa.html> and is hereby made part of the agreement provided that the Agency meets the definition of a Covered entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the Vendor.
- 39. CONFIDENTIALITY:** The Vendor agrees that it 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/default.html>.
- 40. DISCLOSURE:** Vendor's response to the Solicitation and the resulting Contract are considered public documents and will be disclosed to the public in accordance with the laws, rules, and policies governing the West Virginia Purchasing Division. Those laws include, but are not limited to, the Freedom of Information Act found in West Virginia Code § 29B-1-1 et seq.

If a Vendor considers any part of its bid to be exempt from public disclosure, Vendor must so indicate by specifically identifying the exempt information, identifying the exemption that applies, providing a detailed justification for the exemption, segregating the exempt information from the general bid information, and submitting the exempt information as part of its bid but in a segregated and clearly identifiable format. Failure to comply with the foregoing requirements will result in public disclosure of the Vendor's bid without further notice. A Vendor's act of marking all or nearly all of its bid as exempt is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor's act of marking a bid or any part thereof as "confidential" or "proprietary" is not sufficient to avoid disclosure and WILL NOT BE HONORED. In addition, a legend or other statement indicating that all or substantially all of the bid is exempt from disclosure is not sufficient to avoid disclosure and WILL NOT BE HONORED. Vendor will be required to defend any claimed exemption for nondisclosure in the event of an administrative or judicial challenge to the State's nondisclosure. Vendor must indemnify the State for any costs incurred related to any exemptions claimed by Vendor. Any questions regarding the applicability of the various public records laws should be addressed to your own legal counsel prior to bid submission.

- 41. LICENSING:** In accordance with West Virginia Code of State Rules §148-1-6.1.7, Vendor 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 agency or political subdivision. Upon request, the Vendor must provide all necessary releases to obtain information to enable the Purchasing Division Director or the Agency to verify that the Vendor is licensed and in good standing with the above entities.

42. **ANTITRUST:** In submitting a bid to, signing a contract with, or accepting a Purchase Order from any agency of the State of West Virginia, the Vendor agrees to 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 Vendor.
43. **VENDOR CERTIFICATIONS:** By signing its bid or entering into this Contract, Vendor certifies (1) that its bid was made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, person or entity submitting a bid for the same material, supplies, equipment or services; (2) that its bid is in all respects fair and without collusion or fraud; (3) that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; and (4) that it has reviewed this RFQ in its entirety; understands the requirements, terms and conditions, and other information contained herein. Vendor's signature on its bid also affirms that neither it nor its representatives have any interest, nor shall acquire any interest, direct or indirect, which would compromise the performance of its services hereunder. Any such interests shall be promptly presented in detail to the Agency.

The individual signing this bid on behalf of Vendor certifies that he or she is authorized by the Vendor to execute this bid or any documents related thereto on Vendor's behalf; that he or she is authorized to bind the Vendor in a contractual relationship; and that, to the best of his or her knowledge, the Vendor has properly registered with any State agency that may require registration.

44. **PURCHASING CARD ACCEPTANCE:** The State of West Virginia currently utilizes a Purchasing Card program, administered under contract by a banking institution, to process payment for goods and services. The Vendor must accept the State of West Virginia's Purchasing Card for payment of all orders under this Contract unless the box below is checked.

Vendor is not required to accept the State of West Virginia's Purchasing Card as payment for all goods and services.

45. **VENDOR RELATIONSHIP:** The relationship of the Vendor to the State shall be that of an independent contractor and no principal-agent relationship or employer-employee relationship is contemplated or created by this Contract. The Vendor as an independent contractor is solely liable for the acts and omissions of its employees and agents. Vendor shall be responsible for selecting, supervising, and compensating any and all individuals employed pursuant to the terms of this Solicitation and resulting contract. Neither the Vendor, nor any employees or subcontractors of the Vendor, shall be deemed to be employees of the State for any purpose whatsoever. Vendor shall be exclusively responsible for payment of employees and contractors for all wages and salaries, taxes, withholding payments, penalties, fees, fringe benefits, professional liability insurance premiums, contributions to insurance and pension, or other deferred compensation plans, including but not limited to, Workers' Compensation and Social Security obligations, licensing fees, *etc.* and the filing of all necessary documents, forms and returns pertinent to all of the foregoing. Vendor shall hold harmless the

State, and shall provide the State and Agency with a defense against any and all claims including, but not limited to, the foregoing payments, withholdings, contributions, taxes, Social Security taxes, and employer income tax returns.

- 46. INDEMNIFICATION:** The Vendor agrees to indemnify, defend, and hold harmless the State and the Agency, their officers, and employees from and against: (1) Any claims or losses for services rendered by any subcontractor, person, or firm performing or supplying services, materials, or supplies in connection with the performance of the Contract; (2) Any claims or losses resulting to any person or entity injured or damaged by the Vendor, its officers, employees, or subcontractors by the publication, translation, reproduction, delivery, performance, use, or disposition of any data used under the Contract in a manner not authorized by the Contract, or by Federal or State statutes or regulations; and (3) Any failure of the Vendor, its officers, employees, or subcontractors to observe State and Federal laws including, but not limited to, labor and wage and hour laws.
- 47. PURCHASING AFFIDAVIT:** In accordance with West Virginia Code § 5A-3-10a, all Vendors are required to sign, notarize, and submit the Purchasing Affidavit stating that neither the Vendor nor a related party owe a debt to the State in excess of \$1,000. The affidavit must be submitted prior to award, but should be submitted with the Vendor's bid. A copy of the Purchasing Affidavit is included herewith.
- 48. ADDITIONAL AGENCY AND LOCAL GOVERNMENT USE:** This Contract may be utilized by and extends to other agencies, spending units, and political subdivisions of the State of West Virginia; county, municipal, and other local government bodies; and school districts ("Other Government Entities"). This Contract shall be extended to the aforementioned Other Government Entities on the same prices, terms, and conditions as those offered and agreed to in this Contract. If the Vendor does not wish to extend the prices, terms, and conditions of its bid and subsequent contract to the Other Government Entities, the Vendor must clearly indicate such refusal in its bid. A refusal to extend this Contract to the Other Government Entities shall not impact or influence the award of this Contract in any manner.
- 49. CONFLICT OF INTEREST:** Vendor, its officers or members or employees, shall not presently have or acquire any interest, direct or indirect, which would conflict with or compromise the performance of its obligations hereunder. Vendor shall periodically inquire of its officers, members and employees to ensure that a conflict of interest does not arise. Any conflict of interest discovered shall be promptly presented in detail to the Agency.
- 50. REPORTS:** Vendor shall provide the Agency and/or the Purchasing Division with the following reports identified by a checked box below:
- Such reports as the Agency and/or the Purchasing Division may request. Requested reports may include, but are not limited to, quantities purchased, agencies utilizing the contract, total contract expenditures by agency, etc.

- [] Quarterly reports detailing the total quantity of purchases in units and dollars, along with a listing of purchases by agency. Quarterly reports should be delivered to the Purchasing Division via email at purchasing.requisitions@wv.gov.

51. BACKGROUND CHECK: In accordance with W. Va. Code § 15-2D-3, the Director of the Division of Protective Services shall require any service provider whose employees are regularly employed on the grounds or in the buildings of the Capitol complex or who have access to sensitive or critical information to submit to a fingerprint-based state and federal background inquiry through the state repository. The service provider is responsible for any costs associated with the fingerprint-based state and federal background inquiry.

After the contract for such services has been approved, but before any such employees are permitted to be on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information, the service provider shall submit a list of all persons who will be physically present and working at the Capitol complex to the Director of the Division of Protective Services for purposes of verifying compliance with this provision.

The State reserves the right to prohibit a service provider's employees from accessing sensitive or critical information or to be present at the Capitol complex based upon results addressed from a criminal background check.

Service providers should contact the West Virginia Division of Protective Services by phone at (304) 558-9911 for more information.

52. PREFERENCE FOR USE OF DOMESTIC STEEL PRODUCTS: Except when authorized by the Director of the Purchasing Division pursuant to W. Va. Code § 5A-3-56, no contractor may use or supply steel products for a State Contract Project other than those steel products made in the United States. A contractor who uses steel products in violation of this section may be subject to civil penalties pursuant to W. Va. Code § 5A-3-56. As used in this section:

- a. "State Contract Project" means any erection or construction of, or any addition to, alteration of or other improvement to any building or structure, including, but not limited to, roads or highways, or the installation of any heating or cooling or ventilating plants or other equipment, or the supply of and materials for such projects, pursuant to a contract with the State of West Virginia for which bids were solicited on or after June 6, 2001.
- b. "Steel Products" means products rolled, formed, shaped, drawn, extruded, forged, cast, fabricated or otherwise similarly processed, or processed by a combination of two or more or such operations, from steel made by the open heath, basic oxygen, electric furnace, Bessemer or other steel making process.

The Purchasing Division Director may, in writing, authorize the use of foreign steel products if:

- a. The cost for each contract item used does not exceed one tenth of one percent (.1%) of the total

contract cost or two thousand five hundred dollars (\$2,500.00), whichever is greater. For the purposes of this section, the cost is the value of the steel product as delivered to the project; or

- b. The Director of the Purchasing Division determines that specified steel materials are not produced in the United States in sufficient quantity or otherwise are not reasonably available to meet contract requirements.

53. PREFERENCE FOR USE OF DOMESTIC ALUMINUM, GLASS, AND STEEL: In Accordance with W. Va. Code § 5-19-1 et seq., and W. Va. CSR § 148-10-1 et seq., for every contract or subcontract, subject to the limitations contained herein, for the construction, reconstruction, alteration, repair, improvement or maintenance of public works or for the purchase of any item of machinery or equipment to be used at sites of public works, only domestic aluminum, glass or steel products shall be supplied unless the spending officer determines, in writing, after the receipt of offers or bids, (1) that the cost of domestic aluminum, glass or steel products is unreasonable or inconsistent with the public interest of the State of West Virginia, (2) that domestic aluminum, glass or steel products are not produced in sufficient quantities to meet the contract requirements, or (3) the available domestic aluminum, glass, or steel do not meet the contract specifications. This provision only applies to public works contracts awarded in an amount more than fifty thousand dollars (\$50,000) or public works contracts that require more than ten thousand pounds of steel products.

The cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than twenty percent (20%) of the bid or offered price for foreign made aluminum, glass, or steel products. If the domestic aluminum, glass or steel products to be supplied or produced in a "substantial labor surplus area", as defined by the United States Department of Labor, the cost of domestic aluminum, glass, or steel products may be unreasonable if the cost is more than thirty percent (30%) of the bid or offered price for foreign made aluminum, glass, or steel products.

This preference shall be applied to an item of machinery or equipment, as indicated above, when the item is a single unit of equipment or machinery manufactured primarily of aluminum, glass or steel, is part of a public works contract and has the sole purpose or of being a permanent part of a single public works project. This provision does not apply to equipment or machinery purchased by a spending unit for use by that spending unit and not as part of a single public works project.

All bids and offers including domestic aluminum, glass or steel products that exceed bid or offer prices including foreign aluminum, glass or steel products after application of the preferences provided in this provision may be reduced to a price equal to or lower than the lowest bid or offer price for foreign aluminum, glass or steel products plus the applicable preference. If the reduced bid or offer prices are made in writing and supersede the prior bid or offer prices, all bids or offers, including the reduced bid or offer prices, will be reevaluated in accordance with this rule.

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SPECIFICATIONS

1. **PURPOSE AND SCOPE:** The West Virginia Purchasing Division is soliciting bids on behalf of Department of Health and Human Resources, Bureau for Behavioral Health and Health Facilities, Welch Community Hospital and any other state agency that desires to utilize this contract to establish an open-end contract for Professional Medical Dictation/Transcription Services. The Contract may be utilized by West Virginia State agencies and all political subdivisions of the State in all 55 counties.

2. **DEFINITIONS:** The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.
 - 2.1 **“Desired Item” or “Desired Items”** means the list of items identified in Section III, Subsection 1 below.
 - 2.2 **“Pricing Pages”** means the schedule of prices, estimated order quantity, and totals attached hereto as Exhibit A and used to evaluate the RFQ.
 - 2.3 **“RFQ”** means the official RFQ published by the Purchasing Division and identified as WEH13008.

3. **GENERAL REQUIREMENTS:**
 - 3.1 **Desired Items and Mandatory Requirements:** Vendor shall provide Agency with the Desired Items listed below on an open-end and continuing basis. Desired Items must meet or exceed the mandatory requirements as shown below.
 - 3.1.1 **Professional Medical Dictation/Transcription Services**
 - 3.1.1.1 Vendor shall provide all supplies, postage, shipping and dictation equipment necessary for transcribing and dictating, and be responsible for all cost associated with the providing of said services within their office location, including a toll-free telephone number or local telephone number to receive dictation, providing access for a maximum 30 users.
 - 3.1.1.2 Welch Community Hospital desires a vendor with a proven track record of providing medical dictation/transcription services. The vendor must have provided said services for at least five (5) years and must derive at least seventy-five percent (75%) of its gross income from this service.

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3.1.1.3 Vendor shall provide references of at least three (3) hospital clients from whom the vendor has provided professional medical dictation/transcription services.

Please see Diskriter Attachment 2.

3.1.1.4 Vendor shall describe the names, experiences and qualifications of management and dictation/transcription staff to be utilized in the fulfillment of this contract.

Please see Diskriter Attachment 3.

3.1.1.5 It is the sole responsibility of the vendor to employ employee trained and/or certified transcriptionist(s) in order to fulfill the requirements of the contract.

3.1.1.6 The system shall allow for continuous 24 hour operation.

3.1.1.7 Dictation must be accepted 24/7/365 days a year via a toll-free telephone number or local telephone number.

3.1.1.8 The system will allow voice files and data files to be transferred to any PC. Data and voice files must be encrypted while being transferred and while at rest on a server.

3.1.1.9 The system must be able to locate reports by work type, date transcribed, dictator and ID number.

3.1.1.10 The system shall allow dictators to prioritize their work.

3.1.1.11 The system shall provide the ability to listen to voice header information regarding a dictation such as: type of report, dictated by and dictated on.

3.1.1.12 The system shall provide the dictator the ability to insert and delete dictation.

3.1.1.13 Vendor must provide a common document delivery software system for the facility and the outsourced vendor.

3.1.1.14 Software utilized by vendor shall be compatible with all versions of Microsoft Word and Windows operating systems later than and including Microsoft Word 2003 and Windows XP to be compatible with the facilities existing software.

3.1.1.15 Reports shall be transcribed and returned to the hospital within twenty-four (24) hours. This includes but is not limited to history, physicals, operative reports, x-ray reports, pathology reports,

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echocardiograms, letters and consults, etc. STAT report requests shall have a turnaround time of no more than ninety (90) minutes, history and physicals are to be transcribed and returned within eight (8) hours and discharge summaries are to be completed and returned within forty-eight (48) hours.

3.1.1.16 An accuracy rate of 98% is required as determined by sample review. Vendor shall be responsible for all necessary quality control procedures in this regard. Quality control reports will be provided to the Health Information Manager quarterly.

3.1.1.17 Vendor shall perform all work in a HIPAA (Health Insurance Portability Accountability Act) compliant facility/area which ensures confidentiality of all reports.

3.1.1.17.1 Vendor must agree to and comply with Federal Regulations contained in Title XIII, Subtitle D of the American Recovery and Reinvestment Act of 2009, Pub. L. No 111-5 that was passed into law in February of 2009. This act is made up of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the Health Information Technology of Economic and Clinical Health Act (HITECH Act). Selected Vendor must sign WV HIPAA Business Associate Addendum. Vendors base of operation must be located in the jurisdiction that HIPAA/HITECH laws apply.

3.1.1.17.2 The vendor must have a compliance or security officer to oversee the entire HIPAA process.

3.1.1.17.3 The vendor must conduct security risk assessments to identify potential areas of vulnerability.

3.1.1.17.4 Vendor must have a notification policy and procedure in the event of a breach. Federal law specifies which breaches must be reported, what information is required, and who must be notified.

3.1.1.18 Vendor shall adequately train all transcription staff in professional medical transcription to guarantee the production of work within the time frames and quality requirements set forth. All employees of the transcription service will be HIPAA/HITECH trained and have yearly refresher training. Proof of this training must be made available upon request.

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3.1.1.19 Vendor must provide interface to hospital demographic information system (Easy Access or equal) to obtain patient demographic information.

3.1.1.20 Vendor must have a secure web portal for the downloading of encrypted WORD or equal, documents for easy access by Medical Record's staff, providing access for a maximum thirty (30) users. Vendor must have the ability to load completed dictated reports straight into the Electronic Medical Record.

3.1.1.21 Vendor's system must meet HIPAA <http://www.hhs.gov/ocr/privacy/> and shall be HL7 (Health Level Seven International) <http://www.hl7.org> compliant for patient data download and transcribed report upload. Selected vendor must sign WV HIPAA Business Associate Addendum http://www.dhhr.wv.gov/bms/ProcurementNotices/Documents/HIPAA%20BAA_20100802.pdf .

3.1.1.22 Vendor must provide all dictation and transcription services as required in for the quoted price per line which is defined as 65 text characters with spaces.

3.1.1.23 Vendor must provide a 24/7/365 days a year (including holidays) in office person to take stat calls. No cell phone or pager contact number for stats. Vendor must provide a local or a toll free number for customer service. Vendor's normal hours of operation shall be compatible with our Monday-Friday 8am-4pm Eastern Standard Time hours of operation.

3.1.1.24 The system must meet the following requirements:

3.1.1.24.1 Voice Processing System Equipment Overview

3.1.1.24.1.1 The proposed system shall be a digital recording system that will service 30 total system users.

3.1.1.24.1.2 The primary functionality of the system will be for dictation and transcription purposes; however, listen access through security levels will be required. Secondly, the system must automatically assign specific work types to Transcriptionist prior to a user defined delinquency status (ex. H&P's within 8 hours) being violated. This will ensure that the facility improves its overall report delinquency totals.

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3.1.1.24.1.3 The system must allow specific users to generate productivity reports, assign jobs, and perform job inquiries from any touch tone telephone.

3.1.1.24.2 System Operations-General Dictation Voice Access

3.1.1.24.2.1 The vendor must have a unique dictator profile database.

3.1.1.24.2.2 The dictator database (dictation profile) must manage the way the system responds to each user.

3.1.1.24.2.3 The vendor's unique dictator database must control the following dictation activities for each user:

3.1.1.24.2.3.1 User logon (Valid ID and Password).

3.1.1.24.2.3.2 Prompt language.

3.1.1.24.2.3.3 User priority level.

3.1.1.24.2.3.4 Open jobs.

3.1.1.24.2.3.5 Inactivity logoff.

3.1.1.24.2.3.6 Message delivery.

3.1.1.24.2.3.7 Message auto-play.

3.1.1.24.2.3.8 Initial activity (dictation, listen).

3.1.1.24.2.3.9 VOX recording.

3.1.1.24.2.3.10 Prompts (short or brief).

3.1.1.24.2.3.11 Rewind increment.

3.1.1.24.2.3.12 Feature conformation tones.

3.1.1.24.2.3.13 Listen access (enable/disable).

3.1.1.24.2.3.14 Listen mode accessible work types.

3.1.1.24.2.3.15 Listener messaging.

3.1.1.24.2.3.16 Job voice information header.

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3.1.1.24.2.3.17 Listen review order (FIFO/LIFO).

3.1.1.24.2.3.18 Listen query default (patient, physician, and subject)

3.1.1.24.2.4 The system's prompts must be interruptible for user bypass once system proficiency is obtained.

3.1.1.24.2.5 The system's prompts must be concatenated.

3.1.1.24.2.6 The system's dictation prompts must match departmental and user operation requirement by prompting the following users in appropriate manner: GENERAL STAFF – "Please enter Physician I.D. and Work Type, and Patient Number."

3.1.1.24.2.7 The system must allow users to control the speed dictation when rewinding and listening to dictation while in dictation mode.

3.1.1.24.2.8 The system should allow users to insert and delete specific sections of dictation.

3.1.1.24.3 System Operation-General Transcription Voice Access

3.1.1.24.3.1 The system must have a unique Transcriptionist database (transcription profile). The transcription database must manage the way the system responds to each Transcriptionist.

3.1.1.24.3.2 The system's unique transcription database must control the following transcription activities for each Transcriptionist:

3.1.1.24.3.2.1 User Logon (Valid I.D. and Password).

3.1.1.24.3.2.2 Prompt language.

3.1.1.24.3.2.3 Self assignment (enable/disable).

3.1.1.24.3.2.4 Skip job.

3.1.1.24.3.2.5 Job interrupt.

3.1.1.24.3.2.6 Intercom reception.

3.1.1.24.3.2.7 Transcription Messaging.

3.1.1.24.3.2.8 Flag jobs.

- 3.1.1.24.3.2.9 Inactivity logoff.
- 3.1.1.24.3.2.10 Prompts (short or brief).
- 3.1.1.24.3.2.11 Backspace increment.
- 3.1.1.24.3.2.12 Feature conformation tones.
- 3.1.1.24.3.2.13 Transcriptionist hang-up (return/interrupt).
- 3.1.1.24.3.2.14 Job voice information header.
- 3.1.1.24.3.3 The system must automatically replay instruction prompts after a user defined time setting for the aid of first time users.
- 3.1.1.24.3.4 The system's prompts must be interruptible for user bypass once system proficiency is obtained.
- 3.1.1.24.3.5 The system's prompts must be concatenated.
- 3.1.1.24.3.6 The system must allow certain Transcriptionist to self assign jobs by:
 - 3.1.1.24.3.6.1 Physician (author).
 - 3.1.1.24.3.6.2 Patient.
 - 3.1.1.24.3.6.3 Work type.
 - 3.1.1.24.3.6.4 Job number.
 - 3.1.1.24.3.6.5 Department.
 - 3.1.1.24.3.6.6 Priority level.
 - 3.1.1.24.3.6.7 Special designator.
 - 3.1.1.24.3.6.8 User defined work category.
- 3.1.1.24.3.7 The system must allow all Transcriptionist to perform job inquires from their transcription stations.
- 3.1.1.24.3.8 The system must allow each Transcriptionist to access his or her productivity statistics from the transcription voice terminal.

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3.1.1.24.3.9 The system must allow Transcriptionist to control the speed of dictation, without distorting the voice, at a rate of +/-50%.

3.1.1.24.3.10 The system must have help prompts that are activated by the user.

3.1.1.24.4 SYSTEM OPERATION-GENERAL LISTEN ACCESS

3.1.1.24.4.1 The system must have a unique listener data base (listener profile).

3.1.1.24.4.2 The listener database must manage the way the system responds to each listen only user. The system's unique listener database must control the following listen activities for each listen only users:

3.1.1.24.4.2.1 User logon (Valid I.D. and password)

3.1.1.24.4.2.2 Prompt language

3.1.1.24.4.2.3 Prompts (brief/long).

3.1.1.24.4.2.4 Accessible work types.

3.1.1.24.4.2.5 Inactivity logoff.

3.1.1.24.4.2.6 Listener Messaging.

3.1.1.24.4.2.7 Job voice information header.

3.1.1.24.4.2.8 Listen review order (FIFO/LIFO).

3.1.1.24.4.2.9 Listen query default (patient, physician, subject).

3.1.1.24.4.2.10 Rewind increment.

3.1.1.24.4.3 The system must automatically replay instruction prompts after a user defined time setting for the aide of first time users.

3.1.1.24.4.4 The system's prompt must be interruptible for user bypass once system proficiency is obtained.

3.1.1.24.4.5 The system's prompts must be concatenated/linked.

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3.1.1.24.4.6 The system must automatically move to the next voice file upon completing the delivery of a voice file, unless the user desires to review the current file once again.

3.1.1.24.4.7 The system must have help prompts that are activated by the user.

**3.1.1.24.5 SYSTEM OPERATIONS-DATA REPORT
MANAGEMENT AND INQUIRES**

3.1.1.24.5.1 The system must have a report database.

3.1.1.24.5.2 The system must allow all generated reports to be archived to the systems hard drive.

3.1.1.24.5.3 The system must allow reports to be queued for output.

3.1.1.24.5.4 The system must allow users to define their management reports.

3.1.1.24.5.5 The system must allow users to define the data management headers of all user defined reports.

3.1.1.24.5.6 The system must allow inquiries to be printed.

3.1.1.24.5.7 The system must log the following data about each job:

3.1.1.24.5.7.1 Job number.

3.1.1.24.5.7.2 Author number.

3.1.1.24.5.7.3 Author name.

3.1.1.24.5.7.4 Department number.

3.1.1.24.5.7.5 Department name.

3.1.1.24.5.7.6 Work type number.

3.1.1.24.5.7.7 Work type name.

3.1.1.24.5.7.8 Statue.

3.1.1.24.5.7.9 Dictation station.

REQUEST FOR QUOTATION
WEH13008 Professional Medical Dictation/Transcription Services

3.1.1.24.5.7.10 Dictation date.

3.1.1.24.5.7.11 Dictation time in EST.

3.1.1.24.5.7.12 Transcription date.

3.1.1.24.5.7.13 Transcription time in EST.

3.1.1.24.5.7.14 Lengths in pages.

3.1.1.24.5.8 The system must be able to automatically print reports based on user defined data and time settings.

3.1.1.24.6 SYSTEM SUPPORT-SYSTEM TRAINING

3.1.1.24.6.1 On-site training for all system users.

3.1.1.24.6.2 System training must be administered by a system vendor employed customer support and training specialist.

3.1.1.24.6.3 Support and training specialist should be responsible for the orchestration of all training activities.

3.1.1.24.6.4 Visual support material to assist users in gaining optimum system operation skills.

3.1.1.24.6.5 Supply system operation manuals.

3.1.1.24.6.6 Support and training specialist should meet with department heads to determine system and user setup parameters.

3.1.1.24.6.7 Support of individual user or group training sessions for all system users.

3.1.1.24.6.8 Remote support at any time after initial training.

REQUEST FOR QUOTATION
WEH13008 Professional Medical Dictation/Transcription Services

4. CONTRACT AWARD:

- 4.1 Contract Award:** The Contract is intended to provide Agencies with a purchase price on all Desired Items. The Contract shall be awarded to the Vendor that provides the Desired Items meeting the required specifications for the lowest overall total cost as shown on the Pricing Pages.
- 4.2 Pricing Pages:** Vendor must provide all dictation and transcription services as required for the quoted price per line. Vendor should complete the Pricing Pages in their entirety as failure to do so may result in Vendor's bids being disqualified.

The Pricing Pages contain a list of the Desired Items and estimated purchase volume. The estimated purchase volume for each item represents the approximate volume of anticipated purchases only. No future use of the Contract or any individual item is guaranteed or implied.

Notwithstanding the foregoing, the Purchasing Division may correct errors at its discretion. Vendor should type the information into the Pricing Pages to prevent errors in the evaluation.

5. PAYMENT:

- 5.1 Payment:** Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia. Methods of acceptable payment must include the West Virginia Purchasing Card. Payment in advance is not permitted under this Contract.

6. DELIVERY AND RETURN:

- 6.1 Delivery Time:** Vendor shall deliver/setup of services no later than 30 days of issuance of Purchase Order. Vendor must provide in-service training within 30 days of the issuance of Purchase Order. Training must be provided by the successful vendor. Vendor shall ship all orders in accordance with the above schedule and shall not hold orders until a minimum delivery quantity is met.
- 6.2 Late Delivery:** The Agency placing the order under this Contract must be notified in writing if orders will be delayed for any reason. Any delay in delivery that could cause harm to an Agency will be grounds for cancellation of the delayed order, and/or obtaining the items ordered from a third party.

REQUEST FOR QUOTATION
WEH13008 Professional Medical Dictation/Transcription Services

Any Agency seeking to obtain items from a third party under this provision must first obtain approval of the Purchasing Division.

- 6.3 Delivery Payment/Risk of Loss:** Standard order delivery shall be F.O.B. destination to the Agency's location. Vendor shall include the cost of standard order delivery charges in its bid pricing/discount and is not permitted to charge the Agency separately for such delivery. The Agency will pay delivery charges on all emergency orders provided that Vendor invoices those delivery costs as a separate charge with the original freight bill attached to the invoice.
- 6.4 Return of Unacceptable Items:** If the Agency deems the Desired Items to be unacceptable, the Desired Items shall be returned to Vendor at Vendor's expense and with no restocking charge. Vendor shall either make arrangements for the return within five (5) days of being notified that items are unacceptable, or permit the Agency to arrange for the return and reimburse Agency for delivery expenses. If the original packaging cannot be utilized for the return, Vendor will supply the Agency with appropriate return packaging upon request. All returns of unacceptable items shall be F.O.B. the Agency's location. The returned product shall either be replaced, or the Agency shall receive a full credit or refund for the purchase price, at the Agency's discretion.
- 6.5 Return Due to Agency Error:** Items ordered in error by the Agency will be returned for credit within 30 days of receipt, F.O.B. Vendor's location. Vendor shall not charge a restocking fee if returned products are in a resalable condition. Items shall be deemed to be in a resalable condition if they are unused and in the original packaging. Any restocking fee for items not in a resalable condition shall be the lower of the Vendor's customary restocking fee or 5% of the total invoiced value of the returned items.

7. MISCELLANIOUS:

- 7.1 No Substitutions:** Vendor shall supply only Desired Items submitted in response to the RFQ. Vendor shall not supply substitute items without Purchasing Division approval.
- 7.2 Vendor Supply:** Vendor must carry sufficient inventory of the Desired Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Desired Items contained in its bid response.

REQUEST FOR QUOTATION
WEH13008 Professional Medical Dictation/Transcription Services

0031

- 7.3 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.
- 7.4 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract.

**WEH13008 Dictation/Transcription Services
COST PROPOSAL**

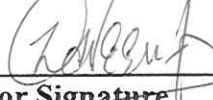
Estimated Quantity of Lines of Transcription*	Description of Service	Cost Per Line (65 text characters entered)**	Total Cost
300,000	Transcription Reports provided within 24 hours	\$ <u>.097</u>	\$ <u>29,100.00</u>
40,000	Discharge Summaries provided within 48 hours	\$ <u>.0949</u>	\$ <u>3796.00</u>
50,000	STAT Reports provided within 90 minutes	\$ <u>.1049</u>	\$ <u>5,245.00</u>
60,000	H & P Reports	\$ <u>.097</u>	\$ <u>5,820.00</u>
Grand Total			\$ <u>43,961.00</u>

Contract will be awarded to the lowest responsible vendor meeting all specifications. Vendor must provide all dictation and transcription services for the quoted price per line.

*Estimated # of Lines of Transcription services is only an estimate and is neither a guarantee of a minimum nor maximum quantity to be purchased during the life of this contract. Actual usage volumes will be dependent upon the facility's requirements.

**A line of transcription is defined as 65 text characters entered.

Laveena Yadav Vice President
Name of Authorized Representative Title

 10/19/12
Vendor Signature Date

3257 West Liberty Ave., Pittsburgh, PA 15216
Vendor Address

3257 West Liberty Ave., Pittsburgh, PA 15216
Vendor Remit to Address

412-344-9700 412-306-6618 Laveena.Yadav@diskriter.com
Telephone Fax E-mail


0025

CERTIFICATION AND SIGNATURE PAGE

By signing below, I certify that I have reviewed this Solicitation in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this bid or proposal for review and consideration; that I am authorized by the bidder to execute this bid or any documents related thereto on bidder's behalf; that I am authorized to bind the bidder in a contractual relationship; and that to the best of my knowledge, the bidder has properly registered with any State agency that may require registration.

Diskriter, Inc.

(Company)



(Authorized Signature)

Laveena Yadav, Vice President

(Representative Name, Title)

412-344-9700 412-306-6618

(Phone Number)

(Fax Number)

10/19/12

(Date)

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: WEH13008

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.


Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

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

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

Diskriter Inc.
 Company

 Authorized Signature

10/19/12
 Date

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

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

MANDATE: Under W. Va. Code §5A-3-10a, 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: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. 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.

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.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"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.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: Diskriter Inc.

Authorized Signature: *[Signature]* Date: 10/22/2012

State of PENNSYLVANIA

County of ALLEGHENY, to-wit:

Taken, subscribed, and sworn to before me this 22nd day of OCTOBER, 2012.

My Commission expires August 20, 2013.

AFFIX SEAL HERE COMMONWEALTH OF PENNSYLVANIA
Notarial Seal
Gregory C. Glass, Notary Public
Collier Twp., Allegheny County
My Commission Expires Aug. 20, 2013
Member, Pennsylvania Association of Notaries

NOTARY PUBLIC *[Signature]*
Purchasing Affidavit (Revised 07/01/2012)

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.
7. Application is made for preference as a non-resident small, women- and minority-owned business, in accordance with West Virginia Code §5A-3-59 and West Virginia Code of State Rules. Bidder has been or expects to be approved prior to contract award by the Purchasing Division as a certified small, women- and minority-owned business.

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: _____ Signed: _____

Date: _____ Title: _____



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

WV PURCHASING ACT SECT Fax 304-558-4115

Oct 18 2012 10:32am P001/024

WEH13008 1

ADDRESS CORRESPONDENCE TO ATTENTION OF
 ROBERTA WAGNER
 304-558-0067

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE
 Diskriter Inc.
 3257 West Liberty Ave.
 Pittsburgh, PA 15216

SHIP TO

HEALTH AND HUMAN RESOURCES
 WELCH COMMUNITY HOSPITAL
 454 MCDOWELL STREET
 WELCH, WV
 24801 304-436-8710

DATE PRINTED

10/18/2012

BID OPENING DATE

10/23/2012

BID OPENING TIME 1:30PM

LINE	QUANTITY	UQP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 01		
				1. TO PROVIDE PRE-BID SIGN IN SHEETS FROM THE MANDATORY PRE-BID MEETING.		
				2. TO PROVIDE ANSWERS TO QUESTIONS RECEIVED FOR THIS SOLICITATION.		
				3. TO PROVIDE SAMPLE REPORTS AS A RESPONSE TO QUESTION NO. 8		
				4. TO PROVIDE A REVISED COST SHEET.		
				5. TO PROVIDE THE ADDENDUM ACKNOWLEDGMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.		
				END OF ADDENDUM NO. 01		

SIGNATURE *[Signature]* TELEPHONE 412-344-9700 DATE 10/19/12
 TITLE vice President FEIN 250934128 ADDRESS CHANGES TO BE NOTED ABOVE

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

0026

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: WEH13008

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Diskriter, Inc.

Company

Authorized Signature

10/19/12

Date

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



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

WV PURCHASING AGENCY SECTION Fax 304-558-4115

Oct 18 2012 04:13pm P001/005

WEH13008

1

ADDRESS CORRESPONDENCE TO ATTENTION OF

ROBERTA WAGNER
 304-558-0067

VENDOR

RFQ COPY
 TYPE NAME/ADDRESS HERE

Diskriter Inc.
 3257 West Liberty Ave.
 Pittsburgh, PA 15216

SHIP TO

HEALTH AND HUMAN RESOURCES
 WELCH COMMUNITY HOSPITAL

454 MCDOWELL STREET
 WELCH, WV 24801 304-436-8710

DATE PRINTED
 10/18/2012

BID OPENING DATE: 10/25/2012 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 2						
1. TO ATTACH A PAGE CONTAINING VENDOR QUESTIONS AND THE AGENCY RESPONSES INADVERTENTLY OMITTED FROM ADDENDUM NO. 1.						
2. TO MOVE THE BID OPENING FROM 10/23/2012 TO 10/25/2012. BID OPENING TIME REMAINS AT 1:30 PM.						
3. TO PROVIDE THE ADDENDUM ACKNOWLEDGMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.						
END OF ADDENDUM NO. 2						
0001	1	YR		961-72		\$43,961.00
BLANKET CONTRACT FOR DICTATION/TRANSCRIPTION SERVICE						
***** THIS IS THE END OF RFQ WEH13008 ***** TOTAL						\$43,961.00

SIGNATURE

[Handwritten Signature]

TELEPHONE

412-344-9700

DATE

10/19/12

TITLE

Vice President

FEIN

250934128

ADDRESS CHANGES TO BE NOTED ABOVE

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: WEH13008

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~~Diskriter Inc.~~ _____
 Company

 _____
 Authorized Signature

10/19/12 _____
 Date

DISKRITER ATTACHMENT 1

INSURANCE

DISKRITER ATTACHMENT 2

REFERENCES

DISKRITER REFERENCES

CONCORD HOSPITAL

Hilary A. Jenkins
Transcription Manager
603-230-7324, hjenkins@crhc.org

OHIO VALLEY HEALTH SERVICES & EDUCATION CORPORATION

(Ohio Valley Medical Center / East Ohio Regional Hospital)
Jamie Wickham, RHIT
Corporate Director, Health Information Management
304-234-8850, jwickham@ovrh.org

ST. MARY'S MEDICAL CENTER

Tara B. Mutek
HIM System Coordinator
215-710-5228, tmutek@stmaryhealthcare.org

Dawn Manon
HIM Director Operations
215-710-5228, dmanon@stmaryhealthcare.org

DISKRITER ATTACHMENT 3

STAFF BIOGRAPHIES

Diskriter's key executive HIM Directors each possess over twenty years of acute care hospital experience, giving them keen insight as to how HIM and medical records operate. They understand the big picture work flow and the impact transcription can have on patient care, DNFB, coding backlogs, and the entire hospital revenue cycle. Our directors are highly skilled and forward-thinking industry experts. Please see more about key staff members in the biographies that follow below.

It is difficult to know exactly which transcriptionists will be assigned to your account at this time, but we would glad to provide detailed information once a contract is awarded. Diskriter has a large pool of transcriptionists who are trained in all acute care, as well as radiology worktypes. We have the capability to move work pools around to staff according to the needs of our clients. All of our transcription staff has a minimum of 3 years of experience and our QA staff has a minimum of 5 years quality experience.

Diskriter's Quality Assurance team and transcriptionists will bring the quality and accuracy your departments seek. We place a high degree of attention on delivering the best possible customer service. Our team continues to grow through taking several academic courses in a variety of domains related to project management and development, as well as participating in frequent industry-specific classes and courses designed to keep us current with emerging trends and requirements.

MICHAEL KIMBALL

CEO

Mike joined Diskriter in November 2011 as Acting President and CEO. As of May 15, 2012, Mike was promoted to the position of CEO. He is responsible for business development, marketing and strategic direction of Diskriter. The three business units include 1) Medical Transcription 2) Coding, Auditing, HIM Interim Management, Consulting, Clerical Support and 3) Rehabilitation / LTAC services.

Mike has held numerous executive positions in healthcare. His focus has been to establish a business model that promotes client retention, client relations and partner referrals. Mike has over 20 years of experience in providing integrated clinical documentation solutions and services to hospitals, physician group practices, IDNs, and clinics. Additionally, this includes extensive knowledge of server and non-server/ASP-based technologies and services required for the successful implementation of enterprise-wide solutions interfacing with Meditech, Siemens, GE/IDX, Epic, Cerner and McKesson healthcare information systems. Mike has been responsible and involved in over 225 implementations with some of the largest health systems in the country. During this time Mike has developed relationships with all the major GPO's in the country Premier, VHA, Med Assets/Broad lane, UHC and HCA.

A goal-oriented professional with significant and progressive experience in building companies through his expertise in business development and marketing, Mike has developed executive level relationships at all levels in many of the largest health systems in the country by providing custom IT solutions to help make the company and clients successful.

- Handles business development, marketing, operations, client retention and implementation.
- Responsible for increasing revenues through implementation of effective marketing strategies.
- Currently leading an initiative to provide custom solutions to the leading healthcare providers in the U.S.
- Networks for quality business relationships and partnerships for a high percentage of new partners to maintain a robust pipeline of opportunities and to create a consistent and repeatable increase in sales.
- Implements operational procedures for maintaining budgets while providing continuous quality service.
- Monitors client service levels and makes process recommendations to eliminate a reoccurrence of issues.
- Develops high profile relationships and strong rapport-building skills to establish credibility with clients.
- Recognized by management for a high rate of customer referrals and for dedication in client satisfaction.
- Monitors all aspects of team performance for compliance with customer service standards and policies.
- Compiles detailed monthly and quarterly reports tracking trends for clients.

Mike has a BA in Business Management and a minor in Economics.

KELLEY IEZZI

Executive Director of Client Relations & Account Services

Kelley Iezzi supervises, leads and assists Diskriter's transcription team members to ensure the timely delivery of quality transcribed documents to assigned accounts. She also oversees new business implementations and project management with an emphasis on customer service, and serves as a liaison for Diskriter's global operations team.

Ms. Iezzi comes to Diskriter with more than 18 years of experience in the healthcare industry. Kelley began her career as a medical assistant and a medical transcriptionist before becoming a Quality Auditor.

In her most recent position as Director of Transcription with a Florida-based firm, Kelley was responsible for the hiring and training of new staff, implementation of speech recognition systems, monitoring the workflow of more than 50 accounts and staffing and maintaining the schedules for 110 Medical Transcriptionists and Editors throughout the United States and globally. During this time, she successfully reduced error submissions from 28% to less than 5% company-wide.

She oversaw implementation at the former University of Community Hospital of Florida, which consisted of three hospitals that are now part of Florida Hospital system.

Dedicated to quality, Kelley performed bimonthly audits for all staff to ensure that they maintained 98% or greater quality. She also integrated new clients and new platforms, including Powerscribe, Bayscribe, M*Modal and numerous others.

Kelley is a graduate of Median School of Allied Health in Pittsburgh, where she earned High Honors. She is pursuing a bachelor's degree in health administration at Kaplan University.

SUSAN CARLSON

Director of Quality Assurance and New Account Implementation

Susan Carlson comes to Diskriter with more than 25 years of Acute Care HIM Management and Medical Transcription experience. She is responsible for quality assurance and new account implementation at Diskriter, and has recently completed an implementation with Meditech at Ohio Valley Medical Center.

Susan has held positions of medical records associate, medical transcriptionist, and HIM manager. Her diverse background includes extensive experience in medical records work flow, management, transcription operations, and multiple dictations, transcription, and HIS.

As the Manager of HIM, Transcription, for the Women's Christian Association of New York Hospital (WCA Hospital) Susan managed transcriptionists, monitored and benchmarked productivity and quality standards, implemented new departments, processes, and work types in HIM and Radiology, and developed departmental policies and procedures.

She has trained transcriptionists, physicians and other medical professionals in a variety of technologies, including SoftMed Systems, SMS Invision, and Lanier Digital Dictation Systems.

In addition, she has been a guest lecturer at the Jamestown Business College, and worked in conjunction with the Medical Studies Internship program at WCA Hospital for the Community College & Business College of Jamestown in New York.

JON GABSTER, RHIA
Director HIM Sales

Jon functions as Diskriter's Director of HIM Sales. In his 15 years with Diskriter, Jon began his career here as a support representative in the Dictation/ Transcription Systems division before transitioning to sales. His sales experience includes Computer Assisted Coding, Coding Services/Auditing, Transcription Services, Dictation/Transcription/Speech ASP systems, and HIM Services. Jon is responsible for providing demonstrations, pricing, and ongoing support for Diskriter clients and prospective customers.

Specifically relating to CAC, Jon takes pride in selling the first CAC system in the industry in 2008 which focused on automating referring outpatient cases. The healthcare facility that purchased the system has received significant benefits of being able to process 82% of referred cases without touching a coder, significantly reducing AR days and improving revenue cycle.

Additionally he is sales-trained on the Dolby Fusion Suite of Products (Voice, Text, Speech, and Computer Assisted Coding) as well Lanier/MedQuist legacy dictation/Transcription systems. Jon has also received sales training on Philips, Olympus, and Dragon digital products. In addition, Jon also has experience with Document Imaging to complement customers' electronic medical record strategy.

Jon has received numerous national awards and recognition from MedQuist/Lanier Healthcare as a National President's Council winner for sales excellence, and has achieved Diskriter's Founders Award (Sales Associate of the Year) multiple times.

Prior to joining Diskriter, he worked at University of Pittsburgh Medical Center (UPMC). Jon is a graduate of the University of Pittsburgh, where he earned his BS in Health Information Management. He also is active in the Pennsylvania Health Information Management Association, and has served as Treasurer of the WPHIMA from 2010 to 2012.

JUSTIN DODD
System Engineer

Justin Dodd has been with Diskriter since 2004, where he serves as System Engineer. He provides second-level escalation path from help desk personnel, serves as a client contact for direct support and communication, supports the SQL server clustered environment, including logshipping, creates crystal reports for diverse internal and external needs, supports proprietary time sheet software and sets up and configures AD users.

Justin is a resourceful problem solver who is very experienced in software development, database design, software testing and implementations.

He is experienced with SQL Management Studio, Citrix, DVI/VXP, Fusion and Dictavoice dictation systems, Crystal Reports 2008 and proprietary patient result interfaces. He is also familiar with the following operating systems: Windows 3.11, Windows 95, Windows 98 SE, Windows NT Workstation, Windows XP Pro, Windows 2000 Server, Windows Server 2003, Windows Server 2008 and Windows Vista Business.

Justin is A-Plus Certified and holds an Associate's Degree in Specialized Technology, Computer and Network Systems Technology from Pittsburgh Technical Institute, from which he graduated with High Honors.

TRENT HENTHORN
Information Systems Specialist

As Information Systems Specialist, Trent is responsible for networking support, server management, new client set-ups and new implementations at Diskriter.

Trent is certified in Dolbey Fusion Dictation systems installation and training, Dolbey Fusion Text Systems, the MedQuist VXP Dictation System and the Medquist CMT Transcription System. Additionally, Trent has hands-on product knowledge of Dolbey Fusion Computer Assisted Coding, Philips dictation and DAC dictation systems, and in installation and training with Philips and Olympus portables.

Trent has been employed at Diskriter since 2001, and has served in a variety of technology-related capacities as system support engineer, including installation and configuration of transcription and dictation systems and helpdesk support. He is an experienced trainer and troubleshooter who can repair computer hardware and software. Prior to joining Diskriter, Trent earned an Associate's Degree in Specialized Technology from ITT Technical Institute in Pittsburgh.