



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

**Solicitation**

NUMBER
INS14015

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
EVELYN MELTON 304-558-7023

RFQ COPY

TYPE NAME/ADDRESS HERE

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ANP Reporting  
 75 Montebello Rd, Ste 303  
 Suffern, NY 10901

INSURANCE COMMISSION

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

DATE PRINTED
03/19/2014

BID OPENING DATE: 04/02/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
ADDENDUM ISSUED:						
1. TO PROVIDE RESPONSES TO VENDORS' QUESTIONS REGARDING THE ABOVE SOLICITATION.						
2. TO PROVIDE VENDORS A TRANSCRIPT SAMPLE WHICH INCLUDES TEXTS. SAMPLE TRANSCRIPT IS ATTACHED.						
3. TO PROVIDE ADDENDUM ACKNOWLEDGMENT. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN THE DISQUALIFICATION OF YOUR BID.						
END OF ADDENDUM NO. 1						
0001	1	PG		961-72		\$ 1.15
TRANSCRIBING HEARINGS FROM DIGITAL VOICE FILES						
0002	1	PG		961-72		\$ 2.85
TRANSCRIBING DECISIONS FROM DIGITAL VOICE FILES						

04/01/14 10:16:52AM  
West Virginia Purchasing Division

SIGNATURE	TELEPHONE	DATE
	201-677-8496	3/28/2014
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE
President	20-0813627	

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
INS14015

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF:
EVELYN MELTON 304-558-7023

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

INSURANCE COMMISSION

SHIP TO

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

DATE PRINTED
03/19/2014

BID OPENING DATE: 04/02/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
***** THIS IS THE END OF RFQ INS14015 ***** TOTAL:						<u>\$4.00</u>

SIGNATURE	TELEPHONE 201-677-8496	DATE 3/28/2014
TITLE President	FEIN 20-0813627	ADDRESS CHANGES TO BE NOTED ABOVE

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

**ADDENDUM NO. 1**  
**INS14015 – QUESTION AND ANSWER**

1) Who is the current vendor servicing the contract?

**A: IMEDX, INC.**

2) What rate is the State currently paying per page for Transcription of Hearings.

**A: \$1.15 per transcript page**

3) What rate is the State currently paying per page for Transcription of Decisions.

**A: \$2.99 per decision page**

4) How much did the State spend on the existing contract for these services in the most recently closed fiscal year?

**A: \$40,112.46 in fiscal year 2013**

5) What is the State's budget for the first year of the new contract, when awarded?

**A: Open-end contract**

6) Is this RFQ open to out of state companies and if so how much preference is given to in state?

**A: Yes, please refer to the Vendor Preference Certificate (page 40) of the packet**

7) Most of our contracts require double spaced and 25 lines per page. I noticed that the transcripts are required to be single spaced and for hearings it should be up to 51 lines per page and decisions 53 lines per page. However, the sample transcripts show 34 lines. I need to know how many lines of text per page are required so we can give you an accurate quote.

**A: The sample transcript contained 1.3 pt. line spacing allowing 34 text lines per page. Also, please note that requirements for decisions include 46 typing lines per page.**

8) Approximately how many hearings are there in total in a month?

**A: In the past 12-month period, we have averaged 53 hearings per month.**

9) Who is the current vendor?

**A: Please refer to the answer in question number 1**

10) What is the current price per page?

**A: Please refer to the answers in question nos. 2 and 3**

11) Would you please provide a typed transcript, text included, of each type of hearing.

**A: Attached is a sample transcript including text.**

12) Who is the incumbent for the current requirement of transcription services? Also, what is the current pricing for transcription services?

**A: Please refer to the answers in question nos. 1, 2 and 3**

13) If you are a sole proprietor do you still have to carry WC insurance in order to receive this bid?

**A: The Office of Judges cannot provide legal advice concerning your requirement to carry workers' compensation coverage. Please consult with your legal counsel.**

14) I see where there are approximately 275 decisions per month - approximately how many hearings per month?

**A: Please refer to answer in question no. 8**

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: INS14015**

**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 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.

ANP Reporting  
 Company  
Aut  
 Authorized Signature  
3/28/2014  
 Date

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

ATTACHMENT D  
INS14015 - PRICING PAGE

ITEM #	DESCRIPTION	Unit Price Per Page
1	Transcribing Hearings from Digital Voice Files	\$1.15
2	Transcribing Decisions from Digital Voice Files	\$2.85
<b>TOTAL COST</b>		\$4.00

Award will be made to the responsible Vendor with the lowest overall cost meeting specifications.


VENDOR NAME: ANP Reporting

VENDOR ADDRESS: 75 Montebello Rd, Ste 303  
Suffern, NY 10901

VENDOR TELEPHONE: 201-677-8496 FAX: 845-369-7234

VENDOR EMAIL: asuied@anptranscriptions.com

REMIT TO ADDRESS: \_\_\_\_\_

SIGNATURE: 

DATE: 3/28/2014

**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.

ANP Reporting

(Company)

Aut 

(Authorized Signature)

Albert Suied, President

(Representative Name, Title)

201-677-8496      845-369-7234

(Phone Number)

(Fax Number)

3/28/2014

(Date)

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 exceed 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: ANP Reporting

Authorized Signature: [Signature] Date: 3/28/2014

State of New Jersey

County of Bergen, to-wit:

Taken, subscribed, and sworn to before me this 28 day of March, 2014.

My Commission expires \_\_\_\_\_, 20\_\_\_\_.

**AFFIX SEAL HERE**

NOTARY PUBLIC [Signature]

*Purchasing Affidavit (Revised 07/01/2012)*







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

**Solicitation**

NUMBER
INS14015

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
EVELYN MELTON 304-558-2306

RFQ COPY

TYPE NAME/ADDRESS HERE

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ANP Reporting  
 75 Montebello Rd, Ste 303  
 Suffern, NY 10901

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

DATE PRINTED
02/27/2014

BID OPENING DATE: 04/02/2014

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
THE WEST VIRGINIA PURCHASING DIVISION IS SOLICITING BIDS ON BEHALF OF THE WEST VIRGINIA OFFICE OF THE INSURANCE COMMISSIONER, WV WORKER'S COMPENSATION OFFICE OF JUDGES TO ESTABLISH AN OPEN-END CONTRACT FOR TRANSCRIPTION AND DECISION TYPING SERVICES PER THE ATTACHED SPECIFICATIONS AND INSTRUCTIONS TO BIDDERS.						
0001	1	PG		961-72		\$1.15
				TRANSCRIBING HEARINGS FROM DIGITAL VOICE FILES		
0002	1	PG		961-72		\$2.85
				TRANSCRIBING DECISIONS FROM DIGITAL VOICE FILES		
***** THIS IS THE END OF RFQ INS14015 ***** TOTAL:						\$4.00

SIGNATURE <i>Am</i>	TELEPHONE 201-677-8496	DATE 3/28/2014
TITLE President	FEIN 20-0813627	ADDRESS CHANGES TO BE NOTED ABOVE

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

REQUEST FOR QUOTATION  
INS14015  
Transcription Services

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**10. VENDOR DEFAULT:**

**10.1.** The following shall be considered a vendor default under this Contract.

**10.1.1.** Failure to perform Contract Services in accordance with the requirements contained herein.

**10.1.2.** Failure to comply with other specifications and requirements contained herein.

**10.1.3.** Failure to comply with any laws, rules, and ordinances applicable to the Contract Services provided under this Contract.

**10.1.4.** Failure to remedy deficient performance upon request.

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

**10.2.1.** Cancellation of the Contract.

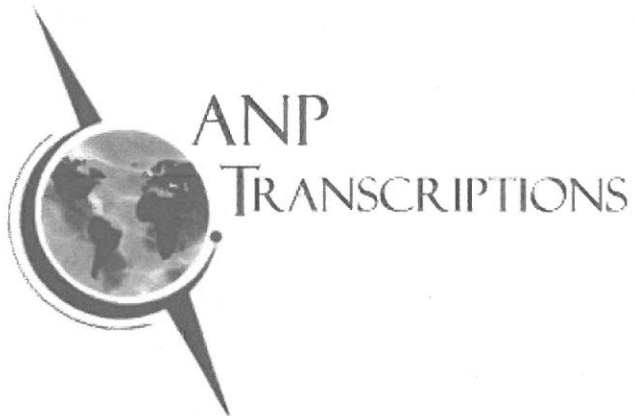
**10.2.2.** Cancellation of one or more release orders issued under this Contract.

**10.2.3.** Any other remedies available in law or equity.

**11. MISCELLANEOUS:**

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

**Contract Manager:** Albert Sued  
**Telephone Number:** 201-677-8496  
**Fax Number:** 845-369-7234  
**Email Address:** asued@ANPTranscriptions.com



Proposal for



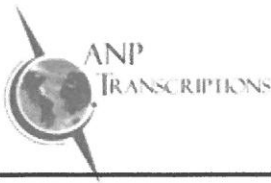
Office of the  
Insurance Commissioner  
West Virginia  
Workers' Compensation  
Office of Judges

**TRANSCRIPTION SERVICES  
PROPOSAL  
REQUEST FOR QUOTATION: INS14015**

**PROPOSAL OPENING: April 2, 2014 1:30 PM**

**TO: DEPARTMENT OF ADMINISTRATION,  
PURCHASING DIVISION  
2019 WASHINGTON STREET EAST  
CHARLESTON, WV 25305-0130**

**ANP REPORTING  
75 MONTEBELLO ROAD SUITE 303 SUFFERN, NY 10901  
877-797-7047**



## Cover Letter

EVELYN MELTON  
INSURANCE COMMISSION  
1124 SMITH STREET  
CHARLESTON, WV 25305-0540  
(304) 558-2306

### Re: Response to RFQ–Transcription Services

Evelyn Melton;

I, Albert Suied, am authorized to make decisions on behalf of ANP Reporting. We understand and agree to all the terms and conditions in this RFQ and will comply with all of the provisions herein. We understand the requested services and hope to provide these services. We have been performing these types of contracts successfully for ten years. We have not participated, and will not participate in any action contrary to this RFP. This proposal was developed without collusion. ANP is not presently nor has it ever been named in any litigation regarding the performance of professional services contracts or any litigation at all. ANP Reporting is perfectly suited to complete the transcription services for the West Virginia Insurance Commission; and other parties when necessary, as requested in the request for quotation. Enclosed in this response is a list of references who will confirm ANP Reportings' past performance in being a top-tier transcription provider.

I, Albert Suied, will be the contact person. I have been the president of the company since inception and as with all of our clients, take privacy and security very serious. We follow secure protocol which is described in the following proposal. We do not use any subcontractors. This proposal and the prices herein will remain in full force and effect for the duration of the contract.

If awarded this contract, we are prepared to begin services immediately.  
We look forward to working with you!

Kind Regards,



Albert Suied

[asuied@anptranscriptions.com](mailto:asuied@anptranscriptions.com)

Direct: 201-677-8496

Toll: 877-797-7047

Fax: 845-369-7234

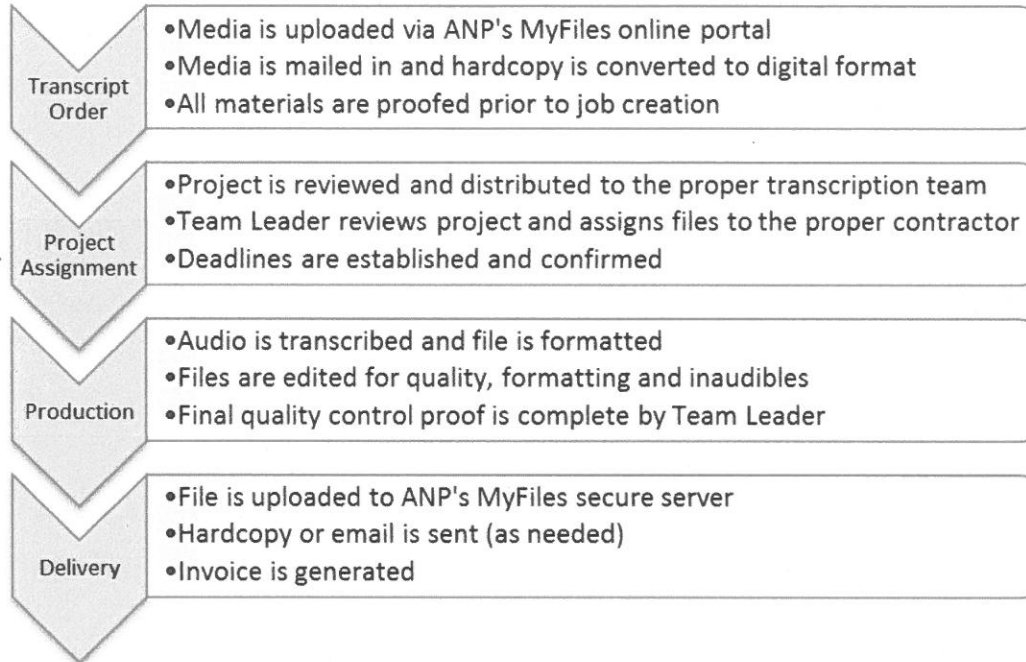
75 Montebello Rd. Suite 303

Suffern, NY 10901

[www.anptranscriptions.com](http://www.anptranscriptions.com)

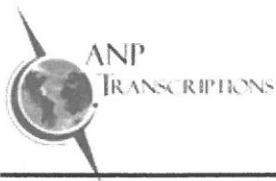
## Method of Approach

### ANP's Project Process Overview



ANP Reporting will provide the West Virginia Office of the Insurance Commissioner, with all the personnel, equipment and materials necessary to transcribe and furnish completed documents as required in the request for quotation. We guarantee all work will be performed in a professional manner and according to the highest standards of the transcription profession, or it will need to be redone to meet those standards at no additional expense to the West Virginia Office of the Insurance Commissioner. ANP Reporting will provide and maintain, as many qualified staff as necessary for the prompt furnishing of quality transcription services. Our file transmission method, as well as any hardware or software, is provided to West Virginia Office of the Insurance Commissioner at no charge. We will tailor our Quality Control program to be specific to Office of Judges needs. As we do with all of our clients, we will maintain and surpass an accuracy rate of 98%, furnish complete and accurate transcripts and treat all information as strictly confidential.

Utilizing digital technology, electronic audio/video files will be transmitted and stored using security and encryption protocol that meets and exceeds that of HIPAA requirements. Our system is entirely secure with only the team members that are assigned to work on the specific files having access. Our Production Manager assigns ownership/access rights and each employee has a password renewed every 30 days. This provides them access only to the project files that



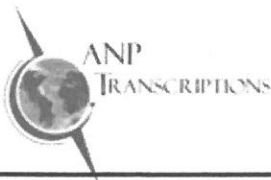
they are presently working with, no historical files. We keep detailed records of what files are accessed by what employee and at what time. ANP will maintain verifiable records for at least one year from date of receipt. No hard copies or electronic files will be kept past this period, other than at the express consent and request by the client.

Once the audio/video is sent by the Office of Judges, it goes to the Team Leader to ensure audibility and any special requests. It is then moved to the assigned transcriptionist for transcription. After the transcriptionist finishes typing the transcript, the audio and transcript documents then move on through our Quality Control process, which is conducted by our Editors and Team Leaders. After the document leaves the hands of the transcriber, it goes to one of our qualified legal editors or a team leader for a quality check. They will proof read and spot check the document, comparing it with the audio recording. They review each stated "inaudible" a minimum of three times through a digital audio mixer to suppress background noise. This helps to drastically reduce the number of "inaudibles" in the Official Transcript. If the problem appears to be a technical one, they will then consult the ANP Production Manager. The production manager will then make technical recommendations to the client, to increase the quality of their recordings. All ANP produced transcripts come with an error report attached. This entire practice is tightened with a higher level of review in light of any error brought to our attention by a client. Our Relationship Manager ensures the satisfaction of their clients. They take ownership over the relationship and their entire job responsibility is to ensure the client is thrilled with our service.

After successfully passing through QC, the document is uploaded to our secure FTP site(SSL), for immediate accessibility and download. In addition, an encrypted and password protected document can be emailed to the client to circumvent firewall issues or other hurdles.

ANP's web-based records management and job tracking system allows the business to provide monthly reports that can accompany invoices, materials, and transcripts. Through this system, ANP can easily retrieve information on an individual job or multiple jobs. The job tracking system serves primarily as a tool to monitor the transcription workload, which allows ANP to allocate our resources to prepare for specific assignments in advance.

ANP's network and data storage infrastructure are redundant as well as both physically and electronically secure. Our secure servers are located in Suffern, NY with RAID storage architecture, and real-time off-site backups contracted to Mozy. All user data is encrypted with military-grade encryption prior to transfer. The ANP offices are located in a building, with 24/7 security. Servers are up 24/7/365, with backup CyberPower battery power, providing a 99.9% up-time. All network computers are password protected and logged off at COB. Additionally, all ANP offices are locked, with only select personnel having after-hours access.



### **Environmental**

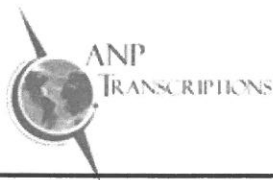
We are proud to announce that ANP Transcriptions is a “green” vendor! All of our printing, unless specified, is done on recycled paper and recycling is mandatory for our office. We have a work from home program that allows our employees to save on gas and log on through SSL to ANP servers, securely and remotely. While these are the first steps towards becoming a certified green business, we are constantly looking for ways to reduce our physical impact on the planet, as well as our carbon footprint.

### **Obstacles and Turnaround**

ANP has been on similar contracts prior to this, so many of the expected obstacles concerning manpower have become part of our business model to prevent any future issues. ANP’s Production Manager works closely with HR in order to create a pipeline of qualified candidates. Most transcribers work via 1099 contractor status and can be brought onto a team quite readily to pick up any project slack.

In times of heightened workload, specifically work with rush turnarounds, ANP’s production model provides the necessary flexibility and elasticity to deliver. If for example the West Virginia Office of the Insurance Commissioner had multiple emergency needs, we would place more transcribers and editors on hand for an immediate need for 15 hours of 24 hour turnaround. The most experienced team members would be put on the rush job and their normal workload will be backfilled by someone from another client team. This allows for any work that has tight turnaround requirements to have the most skilled typists assigned to it, as the editor will not have to spend much time proofing and correcting the document. The newer additions to the team will have more time to work with the Team Leader or Editor regarding their document. In the end it provides our clients with quick turnarounds and the highest quality document that time allows.

Reliance on technology to facilitate the transfer of all data is a huge time and cost saver, but it also can end up being the monkey wrench. Considerations need to be made for power backup, data backup, and FTP/upload contingency. Both power and data issues were addressed earlier in this document. If there is an issue with our FTP file server going off-line, we contract with an outside hosting company that adheres to all of our data security standards. The link and logon for this contingency plan would be supplied to the client within an hour if there was a disaster.



## Qualifications and Experience

Our team manages similar projects on a daily basis. As you will see in our proposal, our current clientele have processes, material, and format requirements that are notably akin to those requested by the West Virginia Office of the Insurance Commissioner.

A full service reporting business located in Suffern, New York; ANP has a client base that spans the entire country. We have many public sector clients that are legal and law enforcement agencies and departments. These clients send materials to ANP in all media forms— analog and digital (webcasts, podcasts and other internet streaming media, real audio, Windows Media, minidisks, miniDV's, voice recorder digital files, WMA, DSS, WAV, RA, and mp2s, mp3s and mp4s)— and receive transcripts or translations tailored to their specifications with turnarounds as short as six (6) hours. With hundreds of hours of audio being sent to us weekly, we've handled most every type of situation.

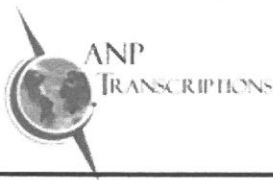
ANP produces over 25,000 pages of transcripts per month, with the capability to scale our production to handle double that amount on short notice. Both our business model and technical infrastructure allows ANP to rapidly adjust to suit market conditions and meet the needs of new clients.

ANP's initial business was centered upon private sector work. As the business grew, it began to take on public sector agencies concentrating on the law enforcement community. Beginning in 2005 ANP started to do public sector work with Government Agencies and Municipalities, such as DHS – ICE, Rockland County DA, NY State Unified Courts, LA City Attorney, Middlesex County DA, and others.

In early 2009, ANP was awarded the contract to provide transcription services to the Sacramento California DA's Office. Over the past four years, ANP has produced over 300,000 pages of law enforcement transcripts to the DA's Office. In 2012, ANP was re-awarded the contract. ANP provides verbatim transcriptions and translation services to them, with approximately 12% of the material being translated from Spanish. We transcribe interrogations, 911 calls, in car camera videos, and police investigation material. ANP provides assistance to the DA in deciphering exotic languages from recordings.

In the course of our contract with the Sacramento DA's office, we provided technical and procurement consultation so that they could transition from analog media to a secure digital process, saving them time and money. Their IT department worked directly with ours to implement a process allowing them to upload audio/video files over a secure channel to ANP on a nightly basis. When transcripts are completed, we follow strict guidelines for formatting and titling of the pages so they can effortlessly import the transcripts into their system.





## **Employment**

For all transcriber candidates, applications are taken and EEO data is collected. HR reviews the individual's credentials and interviews them. For all of our Hearing & Meeting Reporters and Recorders, ANP does thorough background, reference and accreditation checks. ANP self-administers two highly technical transcription exams that are graded and reviewed by a team leader. We maintain a scoring requirement of about 10% higher than industry standard, which amounts to a smaller hiring pool of roughly one standard deviation. ANP has found higher requirements keep costs down in the long run and allow us to handle a higher percentage of rush work on short notice.

All new hires are assigned to a team leader for mentoring. The volume and technical challenge of their assignments escalate over time. We provide all of our employees with a training manual of compiled materials, which describe our networks and workflow. This can be furnished on request. The team leader reviews the material with the new hires and further training is completed in conjunction with the team leader. It is the responsibility of our team leaders to give all team typists feedback on all projects and supply management with weekly status reports concerning quality and delivery.

We utilize Intelius and US Search for our background checks when necessary. We do all background checks as per our clients' requirements. We have our own internal standards for distributing any work of a sensitive nature. Most often we furnish our clients with the transcribers' required information so the client can conduct their own checks.

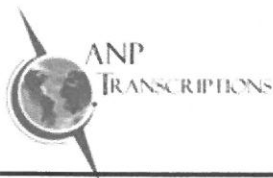
## **Services to be Provided**

We take a hands on approach with our clients; we build relationships. You are not a number to us. Our staff is dedicated to our clients 24/7 and look to make every relationship an everlasting one. They are equipped with mobile devices which allow them to cater to your needs from any place, at any time. You want to ensure you work with a company you can trust; a company who will take the time to understand not only your specifications, but the needs of the West Virginia Office of the Insurance Commissioner. We have developed a unique process over the years and we are confident ANP brings this to every relationship.

This offer will remain valid and irrevocable for the duration of the contract.

We understand the term of the contract shall commence upon award and extends for a period of one year, with renewal extensions limited to two successive one year periods.

All key personnel will remain on staff for all work for the West Virginia Office of the Insurance Commissioner. No key personnel will be removed or replaced without written notice. Here at ANP Reporting, we pride ourselves on the

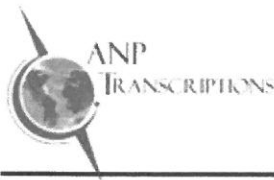


longevity and minimal turnover of our staff. We work hard to build teams complete with experience and integrity.

We will provide the West Virginia Office of the Insurance Commissioner with the services of transcribing digitally-recorded hearings, formatted as requested, and returned to the Office of Judges within 10 working days from the date of receipt of evidentiary hearings, Occupational Pneumoconiosis Board hearings, final permanent total disability hearings, and other assigned types of hearings. We will provide expedited services, within 7 working days, for these same hearings.

We will all provide the West Virginia Office of the Insurance Commissioner with transcriptions of digitally-recorded decisions and orders from the Office of Judges' administrative law judges, within forty-eight hours of receiving dictation. We will work with each of the 15 individuals to ensure we are working with them as best as possible and producing more than excellent transcriptions and services. We can also handle simultaneous dictation and have worked with agencies which used preformatted dictation, which we accessed and pulled from.

As described, we will provide a secure FTP website which will allow the Office of Judges' employees to upload digital recordings in .DCR and .DSS format for us to transcribe within the required time periods. We have the ability and we currently utilize secure file transfer to electronically send Word 2010 formatted transcripts, in this case, to the Office of Judges, for printing at their location.



**Confidentiality Agreement:** The following is ANP's confidentiality clause that is contained within ANP's employment contract, which all employees and contractors are required to sign.

**Confidentiality**

**Parties.** This Agreement is made this \_\_\_\_\_ (Date), by and among \_\_\_\_\_ (the "COMPANY"), a \_\_\_\_\_ corporation and ANP Transcriptions Inc, a New York corporation ("ANP").

The purpose of this Agreement is to set forth the conditions under which ANP has provided such Confidential Information to the COMPANY and the conditions under which the COMPANY will maintain and preserve the confidentiality of such Confidential Information, which has been received or will in the future be received.

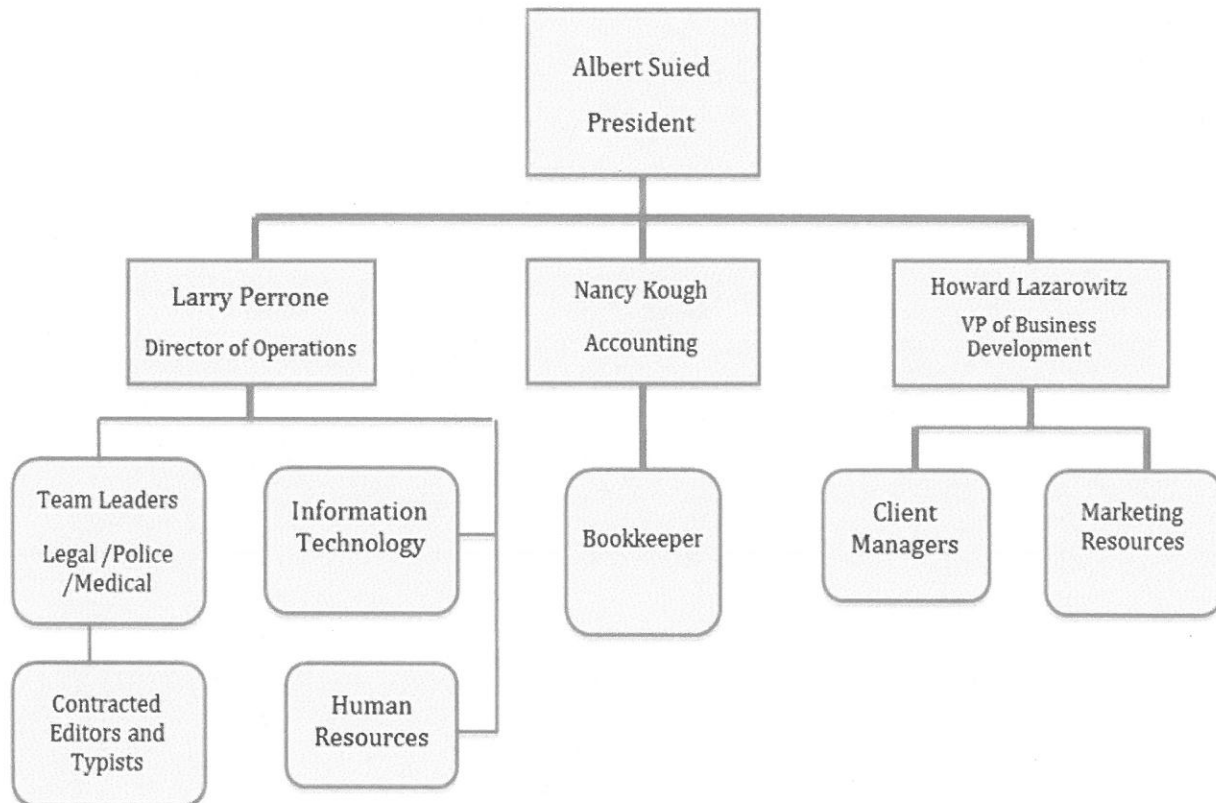
**Terms and Conditions.** In consideration of the disclosure of any Confidential Information the COMPANY and ANP hereby agree as follows:

1. This Agreement shall apply to all Confidential Information
2. The COMPANY agrees that it will maintain the Confidential Information in separate, segregated files and that it will treat the Confidential Information provided with no less security with respect to third parties than it would treat its own confidential and proprietary information.
3. The COMPANY agrees that it will promptly, upon demand, return or destroy all forms of the Confidential Information.
4. In the unlikely event that a transcriber knows or thinks he/she knows an individual on a tape they will immediately stop transcribing and return the tape to their supervisor at ANP
5. The COMPANY, during the term of this agreement, will have access to and become familiar with various trade secrets consisting of customer lists, pricing information, processes and specifications that are regularly used in the operation of the business by ANP. The COMPANY shall not discuss any of these trade secrets, directly or indirectly, or use them in any way either during the term of this agreement or at any later time, except as required in the course of (his/her) contract. All files, records, documents, drawings, specifications, equipment, and similar items relating to the business of ANP, whether prepared by the COMPANY or otherwise coming into (his/her) possession, shall remain the exclusive property of ANP and shall not be utilized off the premises of ANP under any circumstances whatsoever without the prior written consent of the ANP.

The purpose of this Agreement is to set forth the conditions under which payment and assignments will be scheduled and distributed to the COMPANY. To receive the mentioned payment the COMPANY will be required to meet the scheduled deadlines set between ANP and the COMPANY. The payment, mode of delivery, and deadline of the COMPANY to ANP will be outlined in an exchange of electronic mail between the COMPANY and ANP on a per assignment basis.

## Key Project Personnel

### ANP Organizational Chart





## **Key Personnel Bios – Resumes furnished on request**

### **Albert Suied: *President***

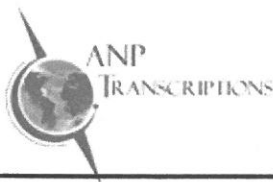
Albert has a BS in Business Management from the State University of New York at Plattsburgh. He has 15 years of experience in the field of transcription and has been the owner of ANP for 9 years. Albert manages the “business” end of ANP. ANP Reporting’s initial focus was to work with Medical Communications and Pharmaceutical companies providing high-end meeting transcripts. After successfully making ANP one of the leaders in that market, it was time to take on the challenges of diversifying the client base. At his direction ANP started a division dedicated to the Public Sector. To ensure ANP was equipped with the necessary tools, he began working with a local organization called Rockland Economic Development Corp (REDC), specializing in working with small business and assisting them to partner with Government organizations. Combining his experience in the private sector and implementing new strategies, ANP was able to make a successful leap into the realm of legal and law enforcement transcription.

Albert is currently responsible for managing the day-to-day operations and the challenges that occur for every small business. The departments that he works with directly are the Business Development, Client Retention, and Government Submittals.

**Larry Perrone** has been a Co-Owner and ***Director of Operations*** for ANP since 2003. In the nine years since he has been part of ANP’s operations, the company has grown exponentially. Larry works with all clients and courts on a daily basis and then coordinates the business needs with ANP’s production team to ensure full satisfaction.

Larry has a Masters degree in Information Systems from Pace University that he acquired in 2003. He also has a Bachelors degree from Pace University in Criminal Justice, received in 1997. Larry has an extensive business analysis, and technological background from previous project management roles that have given him the strong skill set to run ANP’s production department. Before starting ANP, Larry worked in digital publishing and business development designing user interfaces for end users in both insurance companies and online education companies. Larry’s strong technical background allows him to interface with clients and transcribers to ensure a high quality finished product. Larry has advanced expertise in all platforms such as MAC OS, UNIX, LINUXS, Windows XP, Windows 7, and Microsoft Office Suites.

Larry is primarily responsible for: overseeing and managing all transcription and editing teams, working with clients to ensure resolutions on any outstanding



issues, finalizing and proofing client guidelines, troubleshooting any document or audio related issues, and resolving any issues for work deemed incomplete that needs resolution.

Larry is available to assist all clients and courts on an as needed basis. His daily role involves all coordination of projects with courts, clients and the production team. Thought his day is responding to support issues as well as ensuring all projects meet deadlines. Larry also works with clients directly to resolve and issues that may occur at the project level or network level.

### ***Relationship Managers***

*ANP's Relationship Managers are much more than the Account Managers that you find at cookie cutter type organizations. Relationship Managers' primary goal is to make our clients happy and feel well taken care of. Our Relationship Managers do not work within the confines of 9-5 and M-F; they answer your questions, resolve your concerns, and take on new business whenever and wherever. They are the primary point of contact and are kept abreast of all ANP happenings.*

Albert Suied will be the assigned Relationship Manager for the West Virginia Office of the Insurance Commissioner.

### ***Team Leaders (1099 Contract Employees)***

*ANP's Team leaders are responsible for each file from start to finish as well as supervising and maintaining their teams of transcriptionists and editors. They provide training and feedback to ensure that typists meet all of ANP's client rigorous standards. They also ensure that all typists meet all clients' specified guidelines, formatting and deadlines.*

**Michelle Gendreau**  
**922C Drift Road**  
**Westport, Massachusetts 02790**  
**774.264.9083**

Graduated with a BA in Art History from the University of New Hampshire in 1993. Michelle has been working at ANP since 2007. Michelle manages ANP's medical transcription teams as well as manages Human Resources by screening and training all new candidates for employment. Michelle is also responsible for internal ANP document creation such as procedures and staffing manuals and any contracts for employment. Michelle has helped ANP grow by ensuring it only employs the highest quality transcriptionists and editors. She implores a rigorous screening and training process to ensure each member of the ANP team will develop at ANP to meet all client expectations. Michelle also provides annual reviews where typists can be rewarded for meeting or exceeding expectations.



**Editing Staff (1099 Contract Employees)**

*ANP's editing and transcription teams have over a decade in providing high quality, extremely accurate transcripts. Tight deadlines, following guidelines and attention to detail are our expertise.*

All of our Editing staff have been providing professional transcription and editing services for over 10 years. They have worked across multiple industries including medical, law enforcement, government, and entertainment. As an editor, the assigned staff will work closely with clients and transcriptionists to create templates that meet individual needs.

**Ellen Blokus**  
9099 N. Kishwaukee Road  
Stillman Valley, IL 61084  
815.979.6298

**Sharyl Wolf**  
436 Leedom Street  
Jenkintown, PA 19046-2727  
215.431.9523

**Anticipated Project Transcriptionists (1099 Contract Employees)**

*All of ANP's transcriptionists are proficient in Transcription Buddy, Start Stop, Express Scribe, For the Record, Liberty Court Player, and several other well-known industry applications. Below is a description of only 4 of the potential 50+ US based transcriptionists your project will have access to.*

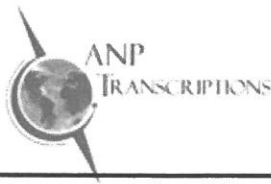
All of the listed transcriptionists are senior member of the ANP legal and police transcription teams. They have logged over 50,000 pages for ANP's court and police work.

**Janine Tillman**  
681 Wellerburn Avenue  
Severna Park, MD 21146  
757.618.1445

**Chris Raymond**  
228 Park Ave S. #49680  
New York, NY 10003  
434.922.0405

**Joanne Canning**  
32 Madison Lane  
Whitehall, PA 18052  
570.982.9242

**Jennifer Morrow**  
1096 Kenneth Drive  
Lakewood, OH 44107  
216.903.0544



## Description of Experience with Similar Projects

### Sacramento County, District Attorney's Office

-Sacramento has been a client of ANP's for 5 years and our project scope is transcribing and translation of all police interviews and surveillance. Their needs are consistently catered to on a 24/7 basis, with work meeting 24 hour turnaround needs. This project has had over \$700,000 in fees.

Oleg Panchuk  
916-874-6656

### Rockland County, District Attorney's Office

-Rockland County DA has been an ANP client for 5 years and ANP transcribes their depositions and Grand Jury proceedings. This project has had \$25,000 in billing.

Robert Trudell  
845-638-5096

### Oregon Department of Public Safety

-Oregon's Department of Public Safety has been a client of ANP for 5 years and ANP transcribes their public hearings. This project has had \$23,000 in billing.

Marilyn Lorange  
503-378-2427

### Center for Drug Use and HIV Research (CDUHR)

#### NYU College of Nursing – 3+ years

Amanda Ritchie  
212-992-7186

#### Teva Neuroscience – 6+years

Sheila Zinn  
Phone: 816-508-5012