



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

**Solicitation**

NUMBER
WWV14127

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
GUY NISBET 304-558-8802

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

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

SHIP TO

WORKFORCE WEST VIRGINIA  
 OFFICE OF ADMIN. SUPPORT-5302  
 112 CALIFORNIA AVENUE  
 CHARLESTON, WV  
 25305-0112 304-558-2631

DATE PRINTED
08/28/2013

BID OPENING DATE: 09/26/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
REQUEST FOR QUOTATION (RFQ)						
THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WORKFORCE WEST VIRGINIA IS SOLICITING BIDS FOR A "OPEN-END" CONTRACT TO PROVIDE TRANSCRIPTION SERVICES OF HEARINGS CONDUCTED BY THE "BOARD OF REVIEW" PER THE ATTACHED SPECIFICATIONS AND TERMS & CONDITIONS.						
0001	30,000	EA		961-72	\$1.95	\$58,500
				TRANSCRIBING HEARINGS FROM CASSETTE OF DIGITAL RECOR		
0002	7,000	EA		961-72	\$1.95	\$13,650
				TRANSCRIBING TELEPHONE DICTATION		
0003	20,000	EA		961-72	\$1.95	\$39,000
				TYPING OF DECISIONS/ORDERS		

10/30/13 10:48:23 AM  
 West Virginia Purchasing Division

SIGNATURE <i>Albt. [Signature]</i>	TELEPHONE 201-677-8496	DATE 10/28/2013
TITLE President	FEIN 20-0813627	ADDRESS CHANGES TO BE NOTED ABOVE

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



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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0004	300,000	EA		961-72	\$ .30	\$90,000
	DOCUMENTATION COPYING (EXTRA COPIES OF TRANSCRIPTS)					
***** THIS IS THE END OF RFQ WWV14127 ***** TOTAL:						\$ 20,150

SIGNATURE <i>Albert...</i>	TELEPHONE 201-677-8496	DATE 10/28/2013
TITLE President	FEIN 20-0813627	ADDRESS CHANGES TO BE NOTED ABOVE

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REQUEST FOR QUOTATION  
WWV14127 for Transcription Services

---

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

## PRICING PAGE FOR WWV14127

## HEARING &amp; DECISION/ORDER TRANSCRIPTION SERVICES

\*DO NOT ALTER PRICING PAGE\*

DESCRIPTION	ESTIMATED ANNUAL PAGES	COST PER PAGE	EXTENDED ANNUAL COST
Transcribing Hearings from Cassette Tapes of Digital Recordings	30,000 x	\$ <u>1.95</u>	\$ <u>58,500</u>
Transcribing Telephone Dictation	7,000 x	\$ <u>1.95</u>	\$ <u>13,650</u>
Typing of Decisions/Orders	20,000 x	\$ <u>1.95</u>	\$ <u>39,000</u>
Documentation copying (extra copies of transcripts)	300,000 x	\$ <u>.30</u>	\$ <u>90,000</u>
			TOTAL <u>\$201,150</u>



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)

*Albert Suied*  
 \_\_\_\_\_  
 (Authorized Signature)

Albert Suied, President  
 \_\_\_\_\_  
 (Representative Name, Title)

201-677-8496  
 \_\_\_\_\_  
 (Phone Number) (Fax Number)

10/28/2013  
 \_\_\_\_\_  
 (Date)

State of West Virginia

VENDOR PREFERENCE CERTIFICATE

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

- 1. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or, Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked: Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked: Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked: Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.
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: ANP Reporting
Date: 10/29/2013

Signed: [Signature]
Title: President

RFQ No. WWV14127

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: ANP Reporting  
Authorized Signature: [Signature] Date: 10/28/2013

State of New York  
County of Rockland, to-wit:

Taken, subscribed, and sworn to before me this \_\_\_ day of \_\_\_\_\_, 20\_\_.

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

**AFFIX SEAL HERE**

**NOTARY PUBLIC** \_\_\_\_\_

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.:      WWV14127**

**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 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  
*Albert Chen*  
 Authorized Signature  
10/28/2013  
 Date

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



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DATE PRINTED
09/18/2013

BID OPENING DATE: 10/03/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
THIS ADDENDUM IS ISSUED TO MODIFY THE ORIGINAL SOLICITATION PER THE ATTACHED DOCUMENTATION.						
0001	30,000	EA		961-72		
				TRANSCRIBING HEARINGS FROM CASSETTE OF DIGITAL RECOR		
0002	7,000	EA		961-72		
				TRANSCRIBING TELEPHONE DICTATION		
0003	20,000	EA		961-72		
				TYPING OF DECISIONS/ORDERS		

SIGNATURE	<i>Allet</i>	TELEPHONE	201-677-8496	DATE	10/28/2013
TITLE	President	FEIN	20-0813627	ADDRESS CHANGES TO BE NOTED ABOVE	

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0004	300,000	EA		961-72		
	DOCUMENTATION COPYING (EXTRA COPIES OF TRANSCRIPTS)					
***** THIS IS THE END OF RFQ WWV14127 ***** TOTAL:						

SIGNATURE	<i>Allet, Andrew</i>	TELEPHONE	201-677-8496	DATE	10/28/2013
TITLE	President	FEIN	20-0813627	ADDRESS CHANGES TO BE NOTED ABOVE	

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



**SOLICITATION NUMBER:** WWV14127

**Addendum Number:** 1

---

The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- | Modify bid opening date and time
- | Modify specifications of product or service being sought
- | Attachment of vendor questions and responses
- | Attachment of pre-bid sign-in sheet
- | Correction of error
- | Other

**Description of Modification to Solicitation:**

To change the bid opening date to October 3, 2013 at 1:30 PM EST

To distribute the answers to the Technical Questions

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, 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.

ATTACHMENT A



WWV14127  
Vendor submitted questions and Agency responses  
09/11/2013

1. The first page of the RFQ references 30,000 transcribing hearings. Can you please confirm that the 30,000 refers to the number of pages transcribed and not the number of hearings?  
**A.1. This refers to the number of pages.**
2. Can you please clarify if/how the telephone dictation is distinct from the decisions/orders, or is that simply a different method of recording essentially the same type of hearings?  
**A.2. Telephonic dictation is the same type of hearing only conducted by phone instead of in-person.**
3. With respect to pricing, we are being asked to provide four-to-a-page transcript pages. Are we to quote based on the original pages or the condensed pages? In other words, a 12 page transcript would print on three pages – is that considered 12 pages or 3 pages in terms of the per-page rates charged? Similarly, for the 300,000 extra copies of transcripts, is that 1,200,000 transcript pages that are printed on 300,000 pages, or is it 300,000 transcript pages that print on 75,000 pages?  
**A.3. Quote should be based on original pages, the example you provided would be considered 12 pages.**
4. How many pages, on average, is each hearing, or how long are they in audio minutes?  
**A.4. On average a hearing is 60 pages however pages and audio minutes vary on each case.**
5. With respect to the copies – does the agency require the additional copies to satisfy a statute or legal requirement?  
**A.5. Extra copies are required to reduce workload of copying transcripts by the Board of Review staff.**
6. Is vendor permitted to apply the per-page rates for the key word index at the end of the transcript?  
**A.6. Yes**
7. Are all transcripts expected to be delivered within 2 working days? Is there ever a need for faster or slower turnaround times (and therefore corresponding rates) as well?  
**A.7. Yes, all transcripts are expected to be delivered within 2 working days, there is not a need for faster or slower turnaround.**
8. Of the 30,000 pages from 'cassette tapes or digital recordings', how many would you estimate are from cassette tapes and how many from digital recordings?

**A.8. The majority of the pages would be from digital recordings. The only cassette tapes pulled would be for a request of the transcription of an older case.**

9. Instead of in-person pickup can we provide the agency with our FedEx or UPS account # and have the material shipped to us?

**A.9. No, due to case confidentiality we require in-person pick-up.**

10. When do you expect to award this contract and when should new vendor expect to go live with it?

**A.10. It is the hope of the agency to have the contract awarded within 60 days.**

11. Do you expect to award this contract to a single agency, or will numerous agencies be participating jointly in it?

**A.11. A single vendor will be awarded the contract.**

12. Who is the current vendor?

**A.12. imedX is the current vendor?**

13. What are the current rates?

**A.13 This information can be obtained by contacting the West Virginia State Purchasing Division during the hours of 8:15 AM -4:30 PM at 304-558-2306.**

14. Does every hearing get transcribed or only those which get appealed?

**A.14. Only appealed cases, or an occasional case which a party pays to have the hearing transcribed.**

15. Does this proposal contemplate that employees would on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information?

**A.15. Employees would be in the buildings and on the grounds of the Board of Review located at 1321 Plaza East, Charleston, WV 25301.**

16. Could you please provide who the current vendor that is being used?

**A.16. See response to Question 12.**

17. What are the rates currently?

**A.17. See response to Question 13.**

18. Are there going to be copy sales that are able to be sold?

**A.18. No, copies will not be sold.**

19. With regards to documentation copying, will the copies be for internal use?

**A.19 The copies will be used Internally as well as externally as deemed necessary appropriate by the Administrative Law Judges.**

20. Under the Vendor Preference Certificate, number 7, It lists a preference for non-resident small, women-and minority-owned business, is there a specific percentage preference for this?

**A.20. The Unemployment Compensation Board of Review Chief Judge does not know.**

21. Are there currently addendum's for this RFP?

**A.21. There have not been any Addendum for this RFQ at this time**

22. How many copies of a proposal need to be submitted?

**A.22. Only one copy of the bid is required.**

23. Which vendor, if any, currently holds the contract?

**A.23. See response to Questions 12 & 16.**

24. What are the current rates paid for transcription services?

**A.24. See response to Question 13 & 17.**

25. Is it mandatory for transcripts to be produced in the United States?

**A.25. The Unemployment Compensation Board of Review Chief Judge does not know.**

26. How many pages of transcription were produced in 2012?

**A.26. 27,946 pages of transcription In 2012.**

27. What is the estimated contract value?

**A.27. This information is not available.**

28. Is the electronic delivery of a Word document only sufficient?

**A.28. Yes**

29. Ubiquis uses vetted, freelance independent contractors in the production of transcripts. Is this process acceptable for the State of West Virginia?

**A.29. The Board of Review sends the original file, including exhibits, to the steno service for the transcription of the hearing. The Board of Review does not maintain a copy or back up for**

documents, including exhibits, when the file is delivered to the steno service. The use of independent contractors risks the reliable maintenance of the record.

30. Do we need to have our insurance signed by the Purchasing Division by the time we submit the bid?

A.30. The apparent successful Vendor shall provide a performance bond in the amount of \$25,000.00. This will be requested before award.

31. Page 11, #12 states that the vendor shall pay liquidated damages but that section is not filled out. Does this not apply to this specific bid?

A.31. This section is not applicable to this RFQ.

32. Page 14, #41: Will the bidder need the license of good standing before bidding or will this be necessary after the award?

A.32. This will be necessary before award of the contract.

33. Page 15, #43 states "the Vendor has properly registered with any state agency that may require registration." In regards to this contract, who do we need to register with before completing this bid?

A.33. West Virginia State Purchasing, The Secretary of State Office and the WV State Tax Department.

34. Page 16, #51: Since we are out of state, would it be acceptable for our employees to get their finger prints done in the state of West Virginia? Would this be necessary under this contract?

A.34. Fingerprinting is not necessary.

35. Page 21, 3.1.1.18 states that the vendor needs to provide toll-free receipts of the decisions/orders by employees of the Board of Review. Is this referring to the entire transcript? How often would this happen? How many people would this be sent to? Would there need to be hard copies or would this be via email only?

A.35. Yes, the entire transcript in hard copy would be sent to the Board of Review.

36. Page 21, 3.1.1.20: We could provide recording services for any phone calls that need to be transcribed. Would this be sufficient for your needs? The Board of Review would also be able to access the recorded audio via our secure extranet server.

A.36. No

37. Page 21, 3.1.1.21: Could we provide our FedEx account number and have these tapes sent directly to our office instead?

A.37.No

38. Page 22, 3.1.1.23: Will all turnarounds be two working days?

**A.38. Yes**

39. Page 23, 3.1.1.33: We would be able to provide references but unable to provide examples of the work done with our clients due to our NDA and confidentiality agreements. Would this cause us to be disqualified?

**A.39. The failure to provide work product would either disqualify or reduce the weight or reliability of your bid.**

40. Who is the current contract holder and for how long have they been providing these services?

**A.40. See response to Question 12**

41. What are the current contract prices for the categories described in this solicitation?

**A.41. See response to Question 13**

42. What is the annual budget for these services and how much was spent last calendar year?

**A.42. During calendar year 2012, \$ 37, 540.54 was spent.**

43. Section 3.1.1.20; Are cassette tapes only provided for transcription services when other means are unavailable or is this an audio format that will be provided often? If so, how often and how must these cassette tapes be received and returned?

**A.43. The majority of the cases will be audio format, the Board of Review does not use cassette tapes as back-up.**

44. What types of cassettes are used?

**A.44. None**

45. There are very detailed formatting requirements listed in this solicitation, but would you mind providing a sample transcript, with sensitive material removed, so that we may closely review these requirements?

**A.45. Yes, a sample may be provided.**

46. Section 3.1.1.17 discusses languages. Are there other languages, aside from English, that would require translation? If so, what languages?

**A.46. Yes, language could vary from Spanish, Cantonese, and etc.**

47. Section 3.1.1.32 discusses copies. Regarding the 300,000 copies, will this service be requested for all transcripts? How many copies per transcript will be requested?

- A.47. No, only one original transcript is requested for each hearing.
48. What is the percentage of telephone line dictation vs. digital audio files being received over a secure file server?
- A.48. These services will be requested for all transcripts, copies per transcript vary.
49. What is the length in pages of an average completed transcript?
- A.49. Sixty (60) pages
50. Are priority/rush files (shorter turnaround time) ever requested? How often and what is the requested turnaround time for such requests?
- A.50. Yes, however these instances are very rare and the turnaround would be within two or three days.

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: WWW14127**

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**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  |
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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  
  
 \_\_\_\_\_  
 Authorized Signature  
 10/28/2013  
 \_\_\_\_\_  
 Date

NOTE: This addendum acknowledgement 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
WV14127

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
GUY NISBET 304-558-8802

RFO COPY

VENDOR

ANP Reporting  
 Attn: Eva Treistman  
 75 Montebello Rd.  
 Suite 303  
 Suffern, NY 10901

SHIP TO

WORKFORCE WEST VIRGINIA  
 OFFICE OF ADMIN. SUPPORT-5302  
 112 CALIFORNIA AVENUE  
 CHARLESTON, WV  
 25305-0112 304-558-2631

DATE PRINTED
09/30/2013

BID OPENING DATE: 10/31/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 2						
THIS ADDENDUM IS ISSUED TO MODIFY THE ORIGINAL SOLICITATION PER THE ATTACHED DOCUMENTATION.						
0001	30,000	EA		961-72		
	TRANSCRIBING HEARINGS FROM CASSETTE OF DIGITAL RECOR					
0002	7,000	EA		961-72		
	TRANSCRIBING TELEPHONE DICTATION					
0003	20,000	EA		961-72		
	TYPING OF DECISIONS/ORDERS					

SIGNATURE	TELEPHONE 201-677-8496	DATE 10/28/13
TITLE President	FEIN 20-0813627	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
WWV14127

PAGE
2

ADDRESS CORRESPONDENCE TO ATTENTION OF
GUY NISBET 304-558-8802

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

*AWP Reporting  
 75 Montebello Rd, Ste. 303  
 Suffern, NY 10901*

SHIP TO

WORKFORCE WEST VIRGINIA  
 OFFICE OF ADMIN. SUPPORT-5302  
 112 CALIFORNIA AVENUE  
 CHARLESTON, WV  
 25305-0112 304-558-2631

DATE PRINTED
09/30/2013

BID OPENING DATE: 10/31/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0004	300,000	EA		961-72		
	DOCUMENTATION COPYING (EXTRA COPIES OF TRANSCRIPTS)					
***** THIS IS THE END OF RFQ WWV14127 ***** TOTAL:						

SIGNATURE <i>[Signature]</i>	TELEPHONE 201-677-8496	DATE 10/28/2013
TITLE <i>President</i>	FEIN 20-0813627	ADDRESS CHANGES TO BE NOTED ABOVE

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

SOLICITATION NUMBER:           WWV14127  
 Addendum Number:                No.02

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The purpose of this addendum is to modify the solicitation identified as ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

Addendum for transcriptions services issued to publish and distribute the following information.

1. Modify the Bid Opening date;  
   from: 10/03/2013 at 1:30 PM. EDT.  
   to: 10/31/2013 at 1:30 PM. EDT.
2. Agency working on clarification language for submitted Vendor questions (9/11/2013) published in Addendum No.1, dated: 9/18/2013. Clarification will be published in a later Addendum.

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, 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.

# ATTACHMENT A

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: WWV14127**

**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 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.

ANP Reporting  
 Company  
Albert [Signature]  
 Authorized Signature  
10/28/2013  
 Date

**NOTE:** This addendum acknowledgement 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
WWV14127

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
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304-558-8802

RFQ COPY

TYPE NAME/ADDRESS HERE

ANP Reporting  
 Attn: Eva Treistman  
 75 Montebello Rd.  
 Suite 303  
 Suffern, NY 10901

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O


WORKFORCE WEST VIRGINIA  
 OFFICE OF ADMIN. SUPPORT-5302  
 112 CALIFORNIA AVENUE  
 CHARLESTON, WV  
 25305-0112      304-558-2631

DATE PRINTED
10/03/2013

BID OPENING DATE: 10/31/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 3						
THIS ADDENDUM IS ISSUED TO MODIFY THE ORIGINAL SOLICITATION PER THE ATTACHED DOCUMENTATION.						
0001	30,000	EA		961-72		
	TRANSCRIBING	HEARINGS		FROM CASSETTE OF	DIGITAL RECOR	
0002	7,000	EA		961-72		
	TRANSCRIBING	TELEPHONE		DICTATION		
0003	20,000	EA		961-72		
	TYPING OF	DECISIONS/ORDERS				

SIGNATURE 	TELEPHONE 201-677-8496	DATE 10/28/2013
TITLE President	FEIN 20-0813627	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
WWV14127

PAGE
2

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GUY NISBET
304-558-8802

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

*AMP Reporting*  
*75 Montebello Rd, Ste 303*  
*Suffern, NY 10901*

SHIP TO

WORKFORCE WEST VIRGINIA  
 OFFICE OF ADMIN. SUPPORT-5302  
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 CHARLESTON, WV  
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DATE PRINTED
10/03/2013

BID OPENING DATE: 10/31/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0004	300,000	EA		961-72		
	DOCUMENTATION COPYING (EXTRA COPIES OF TRANSCRIPTS)					
***** THIS IS THE END OF RFQ WWV14127 ***** TOTAL:						

SIGNATURE	<i>[Signature]</i>	TELEPHONE	201-677-8496	DATE	10/28/2013
TITLE	President	FEIN	20-0813627	ADDRESS CHANGES TO BE NOTED ABOVE	

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

**SOLICITATION NUMBER: WWV14127**

**Addendum Number: 3**

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The purpose of this addendum is to modify the solicitation identified as (“Solicitation”) to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:**

To reissue Addendum 1 in its entirety

To add Mandatory:

3.1.1.34 The West Virginia Executive Branch Confidentiality Agreement must be signed by the successful vendor and all staff who are part of providing the transcriptions services for the Board of Review. See Exhibit 1.

To distribute the revised Pricing Page

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, 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.

# ATTACHMENT A



**WWV14127**  
**Vendor submitted questions and Agency responses**  
**09/11/2013**

1. The first page of the RFQ references 30,000 transcribing hearings. Can you please confirm that the 30,000 refers to the number of pages transcribed and not the number of hearings?
  - A.1. **This refers to the number of pages.**
2. Can you please clarify if/how the telephone dictation is distinct from the decisions/orders, or is that simply a different method of recording essentially the same type of hearings?
  - A.2. **Telephonic dictation is the same type of hearing only conducted by phone instead of in-person.**
3. With respect to pricing, we are being asked to provide four-to-a-page transcript pages. Are we to quote based on the original pages or the condensed pages? In other words, a 12 page transcript would print on three pages – is that considered 12 pages or 3 pages in terms of the per-page rates charged? Similarly, for the 300,000 extra copies of transcripts, is that 1,200,000 transcript pages that are printed on 300,000 pages, or is it 300,000 transcript pages that print on 75,000 pages?
  - A.3. **Quote should be based on original pages, the example you provided would be considered 12 pages.**
4. How many pages, on average, is each hearing, or how long are they in audio minutes?
  - A.4. **On average a hearing is 60 pages however pages and audio minutes vary on each case.**
5. With respect to the copies – does the agency require the additional copies to satisfy a statute or legal requirement?
  - A.5. **No, the extra copies are not required to satisfy a statute or legal requirement. Three (3) copies of the original transcripts will always be required, additional copies are to be considered automatic but the actual number of copies will vary from case to case. The number of additional copies needed for each case will be indicated by the Board of Review staff on the release order. The pricing page allows the vendor to indicate individual costs for the original copy as well as multiple copies.**
6. Is vendor permitted to apply the per-page rates for the key word index at the end of the transcript?
  - A.6. **Yes**
7. Are all transcripts expected to be delivered within 2 working days? Is there ever a need for faster or slower turnaround times (and therefore corresponding rates) as well?

**A.7. Yes, all transcripts are expected to be delivered within 2 working days, there is not a need for faster or slower turnaround.**

8. Of the 30,000 pages from 'cassette tapes or digital recordings', how many would you estimate are from cassette tapes and how many from digital recordings?

**A.8. The majority of the pages would be from digital recordings. The only cassette tapes pulled would be for a request of the transcription of an older case.**

9. Instead of in-person pickup can we provide the agency with our FedEx or UPS account # and have the material shipped to us?

**A.9. No, due to case confidentiality we require in-person pick-up.**

10. When do you expect to award this contract and when should new vendor expect to go live with it?

**A.10. It is the hope of the agency to have the contract awarded within 60 days.**

11. Do you expect to award this contract to a single agency, or will numerous agencies be participating jointly in it?

**A.11. This contract will be awarded for a single agency. That agency is WorkForce West Virginia.**

12. Who is the current vendor?

**A.12 imedX is the current vendor?**

13. What are the current rates?

**A. Records of the Purchasing Division are available to be reviewed at no charge and/or copied during normal business hours, Monday through Friday, 8:15 a.m. to 4:30 p.m., holidays and weekends excluded.**

**Copies of records are available upon written request from the vendor. A cost of 50 cents per page (minimum of \$10) is charged to furnish copies. Copy charges must be paid in advance. Copies of most bids can be obtained from the Purchasing Division website ([www.state.wv.us/admin/purchase/bids](http://www.state.wv.us/admin/purchase/bids)). Previous Bid # WWV10867A , Open Date: 07/06/2010**

**Please contact the Records Management Section of the Purchasing Division @ 304.558.2306**

14. Does every hearing get transcribed or only those which get appealed?

**A.14. Only appealed cases, or an occasional case which a party pays to have the hearing transcribed.**

15. Does this proposal contemplate that employees would on the grounds or in the buildings of the Capitol complex or have access to sensitive or critical information?

**A.15. Employees would be in the buildings and on the grounds of the Board of Review located at 1321 Plaza East, Charleston, WV 25301. The West Virginia Executive Branch Confidentiality Agreement must be signed by the successful vendor and all staff who are part of providing the transcriptions services for the Board of Review. A copy of the West Virginia Executive Branch Confidentiality Agreement is attached to this Addendum as a requirement.**

16. Could you please provide who the current vendor that is being used?

**A.16. See response to question 12.**

17. What are the rates currently?

**A.17. See response to question 13.**

18. Are there going to be copy sales that are able to be sold?

**A.18. No, copies will not be sold.**

19. With regards to documentation copying, will the copies be for internal use?

**A.19 The copies will be used internally as well as externally as deemed necessary appropriate by the Administrative Law Judges.**

20. Under the Vendor Preference Certificate, number 7, it lists a preference for non-resident small, women-and minority-owned business, is there a specific percentage preference for this?

**A.20. Please see Item #22 of the Master Terms & Conditions attached to this RFQ.**

21. Are there currently addendum's for this RFP?

**A.21. There has not been any Addendum for this RFQ at this time.**

22. How many copies of a proposal need to be submitted?

**A.22. Only one copy of the bid is required.**

23. Which vendor, if any, currently holds the contract?

**A.23. See response to questions 12 & 16.**

24. What are the current rates paid for transcription services?

**A.24. See response to questions 13 & 17.**

25. Is it mandatory for transcripts to be produced in the United States?

**A.25. While it is not mandatory that the transcripts be produced in the United States, the agency would prefer that the transcripts be produced in the United States.**

26. How many pages of transcription were produced in 2012?

**A.26. 27, 946 pages of transcription in 2012.**

27. What is the estimated contract value?

**A.27. The state may not disclose the budgetary amounts under WV State Code 5A-3-11 (a). No person may disclose this maximum budgeted amount to any vendor prior to the award of any contract.**

28. Is the electronic delivery of a Word document only sufficient?

**A.28. Yes**

29. Ubiquis uses vetted, freelance independent contractors in the production of transcripts. Is this process acceptable for the State of West Virginia?

**A.29. No. The Board of Review sends the original file, including exhibits, to the steno service for the transcription of the hearing. The Board of Review does not maintain a copy or back up for documents, including exhibits, when the file is delivered to the steno service. The use of independent contractors risks the reliable maintenance of the record therefore subcontractors shall not be applicable to the services requested thru this RFQ.**

30. Do we need to have our insurance signed by the Purchasing Division by the time we submit the bid?

**A.30. Insurance is not required as a part of this RFQ.**

**SPECIFICATION CHANGE: The agency has decide to remove the original request of a Performance Bond from the awarded vendor and request "Liquidation Damages" in the amount of \$500.00 per day after the mandated return of the transcribed documents to the Board of Review as shown in 3.1.1.23.**

31. Page 11, #12 states that the vendor shall pay liquidated damages but that section is not filled out. Does this not apply to this specific bid?

**A.31. This section is not applicable to this RFQ.**

32. Page 14, #41: Will the bidder need the license of good standing before bidding or will this be necessary after the award?

**A.32. Prior to award of this contract vendors will be required to meet the requirement set forth in Item 41 of the Master Terms and Conditions.**

33. Page 15, #43 states "the Vendor has properly registered with any state agency that may require registration." In regards to this contract, who do we need to register with before completing this bid?

**A.33. It is the responsibility of the vendor to be registered with all applicable entities and to also be in compliance with the requirements of local, state, and federal laws.**

34. Page 16, #51: Since we are out of state, would it be acceptable for our employees to get their finger prints done in the state of West Virginia? Would this be necessary under this contract?

**A.34. Please see item #51 of the Master Terms and Conditions attached to this RFQ.**

35. Page 21, 3.1.1.18 states that the vendor needs to provide toll-free receipts of the decisions/orders by employees of the Board of Review. Is this referring to the entire transcript? How often would this happen? How many people would this be sent to? Would there need to be hard copies or would this be via email only?

**A.35. Yes, the entire transcript in hard copy would be sent to the Board of Review.**

36. Page 21, 3.1.1.20: We could provide recording services for any phone calls that need to be transcribed. Would this be sufficient for your needs? The Board of Review would also be able to access the recorded audio via our secure extranet server.

**A.36. No**

37. Page 21, 3.1.1.21: Could we provide our FedEx account number and have these tapes sent directly to our office instead?

**A.37.No**

38. Page 22, 3.1.1.23: Will all turnarounds be two working days?

**A.38. Yes**

39. Page 23, 3.1.1.33: We would be able to provide references but unable to provide examples of the work done with our clients due to our NDA and confidentiality agreements. Would this cause us to be disqualified?

**A.39. Please see item 2 of the Instructions to Vendors submitting bids.**

40. Who is the current contract holder and for how long have they been providing these services?

**A.40. See response to Question 12**

41. What are the current contract prices for the categories described in this solicitation?

**A.41. See response to Question 13**

42. What is the annual budget for these services and how much was spent last calendar year?

**A.42. Please see response to question 27.**

43. Section 3.1.1.20; Are cassette tapes only provided for transcription services when other means are unavailable or is this an audio format that will be provided often? If so, how often and how must these cassette tapes be received and returned?

**A.43. The majority of the cases will be audio format, the Board of Review does not use cassette tapes as back-up.**

44. What types of cassettes are used?

**A.44. None**

45. There are very detailed formatting requirements listed in this solicitation, but would you mind providing a sample transcript, with sensitive material removed, so that we may closely review these requirements?

**A.45. Yes, a sample may be provided.**

46. Section 3.1.1.17 discusses languages. Are there other languages, aside from English, that would require translation? If so, what languages?

**A.46. Yes, language could vary from Spanish, Cantonese, and etc.**

47. Section 3.1.1.32 discusses copies. Regarding the 300,000 copies, will this service be requested for all transcripts? How many copies per transcript will be requested?

**A.47. No, only one original transcript is requested for each hearing.**

48. What is the percentage of telephone line dictation vs. digital audio files being received over a secure file server?

**A.48. These services will be requested for all transcripts, copies per transcript vary.**

49. What is the length in pages of an average completed transcript?

**A.49. Sixty (60) pages**

50. Are priority/rush files (shorter turnaround time) ever requested? How often and what is the requested turnaround time for such requests?

**A.50. Yes, however these instances are very rare and the turnaround would be within two or three days.**

WWV14127  
Pricing Page for Transcription  
Services

10/03/2013

Item	Description	Unit of Measure	Estimated Annual Quantity	Unit Price	Annual Cost
1	Transcribing Hearing from Cassette Tapes of Digital Recordings	per page	30,000		
2	Transcribing Telephone Dictation	Per Page	7,000		
3	Typing of Decisions/Orders	per page	20,000		
4	Documentation copying (original)	per Page	300,000		
5	Multiple Copy Charges	per Page	100,000		
	<b>TOTAL</b>				



## WEST VIRGINIA EXECUTIVE BRANCH CONFIDENTIALITY AGREEMENT

This Confidentiality Agreement, including any addenda, (collectively this "Agreement") is entered into between the State of West Virginia (the "State") and the undersigned, a member of the Workforce (the "User"). The State and the User are jointly referred to herein as the "Parties".

WHEREAS, the purpose of this Agreement is to secure the Confidential Information the State collects, stores, uses and discloses. Accordingly, the State is concerned with protecting the Privacy, Confidentiality, Integrity and Availability of this information, in its paper, electronic and verbal forms; and

WHEREAS, this Agreement is being instituted to ensure that all members of the Workforce fully understand their obligations to limit their Use of Confidential Information and to protect such information from Unauthorized Disclosure.

NOW, THEREFORE, the Parties agree as follows:

1. Definitions:

a. **Confidential Information** means information that includes, but is not limited to, demographic, medical, and financial information in any form protected by statute or when the release of which would constitute an unreasonable invasion of Privacy, unless the public interest by clear and convincing evidence requires Disclosure in the particular instance, as approved by the designated State counsel or designee. Confidential Information also includes Personally Identifiable Information (PII), as that term is defined below. Confidential Information may be in paper, electronic and verbal forms, and includes images as well as text. Confidential Information includes all information designated confidential by law, rule, policy or procedure, as may be amended from time to time, (collectively referred to herein as "Policy"), such as passwords, client names, trade secrets, information concerning any taxpayer (from any return, declaration, application, audit, investigation, film, record or report) and security audits.

b. **Disclosure** means the release, transfer, provision of access to, sale, divulgence or communication in any other manner of information outside the entity holding the information, in accordance with Policy, as may be amended from time to time.



c. **Need to Know** means the principle that states a User shall only have Access to the minimum information necessary to perform a particular function in the exercise of his or her responsibilities.

d. **Personally Identifiable Information** or PII means all information that identifies, or can be used to identify, locate, contact, or impersonate a particular individual. PII also includes Protected Health Information (PHI) as that term is defined below. PII is contained in public and non-public records. Examples may include but are not limited to a specific individual's: first name (or initial) and last name (current or former); geographical address; electronic address (including an e-mail address); personal cellular phone number; telephone number or fax number dedicated to contacting the individual at his or her physical place of residence; social security account number; credit and debit card numbers; financial records, including checking, savings and other financial account numbers, and loan accounts and payment history; consumer report information; mother's maiden name; biometric identifiers, including but not limited to, fingerprints, palm prints, facial recognition, full face image and iris scans; driver identification number; birth date; birth, adoption or death certificate numbers; physical description; genetic information; medical, disability or employment records, including salary information; computer information, including information collected through an internet Cookie; and criminal records and history. When connected with one or more of the items of information specified above, PII includes any other information concerning an individual that, if disclosed, identifies or can be used to identify a specific individual physically or electronically.

e. **Protected Health Information** or PHI is a subset of PII and means, with regard to the Health Insurance Portability and Accountability Act of 1996 (HIPAA) covered entities (*see* 45 C.F.R. §106.103), individually identifiable health information, including demographic information, whether oral or recorded in any form or medium that relates to an individual's health, health care services and supplies, or payment for services or supplies, and which identifies the individual or could reasonably be used to identify the individual. This includes information that relates to the past, present, or future physical or mental health condition of an individual; the provision of health care to an individual including, but not limited to, preventive, diagnostic, therapeutic, rehabilitative, maintenance or palliative care as well as counseling, service, assessment, or procedure with respect to the physical or mental condition, or functional status of an individual or that affects the structure or function of the body; or the past, present, or future payment for the provision of health care to an individual; and which includes identity information, such as social security number or driver's license number, even if the name is not included, such that the health information is linked to the individual. Protected Health Information does not include records covered by the Family Educational Right and Privacy Act, 20 U.S.C. 1232g, and employment records held by the entity in its role as employer.

f. **Use** means the access, utilization, employment, application, examination or analysis of information within an entity that maintains such information.

g. **Workforce** means employees, volunteers, trainees, and other persons whose conduct, in the performance of work for the State, is under the control of the State, whether or not the State pays them. Workforce does not include Vendors.

h. Any terms not defined herein shall have the definitions afforded them within the Privacy Policy Definitions currently located at [www.privacy.wv.gov](http://www.privacy.wv.gov).

2. Treatment of Confidential Information:

a. The User shall only collect and retain Confidential Information in conformity with Policy.

b. To the extent that the User has a Need to Know Confidential Information, the User may have Access to and shall use such Confidential Information, in conformity with Policy, as may be amended from time to time.

c. The User shall not disclose to anyone, directly or indirectly, any such Confidential Information, unless the individual who is the subject of the Confidential Information consents to the Disclosure in writing or the Disclosure is made pursuant to Policy. At no time shall the Confidential Information be disclosed or used for a personal or non-work-related reason. If information-specific release provisions and restrictions do not exist, then the User shall only disclose Confidential Information (1) upon approval of the designated State counsel or designee; or (2) to individuals who are known by the User to have prior authorization by his or her supervisor to have Access to the information. All of the above applies to release of information in total or fragmented form. When Confidential Information is disclosed, care should be taken to prevent the redisclosure of that information to unauthorized persons or entities. Further, the User shall not misuse any media, documents, forms, or certificates in any manner which might compromise Confidentiality or Security or be otherwise illegal or violate policy, such as altering a record or using a certificate improperly.

d. The User shall protect Confidential Information from unauthorized collection, Use, Access, transfer, sale, Disclosure, alteration, retention or destruction whether accidental or intentional and shall take necessary precautions to secure such Confidential Information to the extent possible.

e. The User is bound by this Agreement and shall continue to protect the Confidential Information to which the User previously had Access, even when he or she no longer has Access to the same, including after termination of the Workforce relationship. The User shall report Incidents pursuant to the Response to Unauthorized Disclosures procedure located at [www.privacy.wv.gov](http://www.privacy.wv.gov).

f. If the User has any questions about this Agreement or the Confidentiality of information or its collection, Use or release, he or she shall request clarification from his or her immediate supervisor or appropriate Privacy Officer.

g. Any document, report, study, article or other written information in whatever format that the User prepares, or information in whatever format that might be given to the User as a member of the Workforce, and any software, computer equipment, or any other property including, but not limited to, copyrighted materials that may be made available from time to time, are the property of the State, or in the custody or control of the State, and shall remain in the State's possession, except as specifically consented to by the State. The User has no ownership rights to or interest in any information owned by or in the custody or control of the State.

h. The User's Access to Confidential Information is at the sole discretion of the State, and may be monitored, audited, modified, suspended, or terminated at any time.

i. The User shall comply with this Agreement and any applicable Privacy or Security policy. Such Compliance is a condition of employment and the User's failure to so comply may subject the User to disciplinary action up to and including dismissal. In addition, the State reserves the right to seek any remedy available at law or in equity for any violation of this Agreement. Further, the User may be subject to civil and criminal penalties for the unauthorized Use or Disclosure of Confidential Information.

Printed Name: Albert Suied

Signature: \_\_\_\_\_

Date: 10/28/2013

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: WWW14127**

**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:**

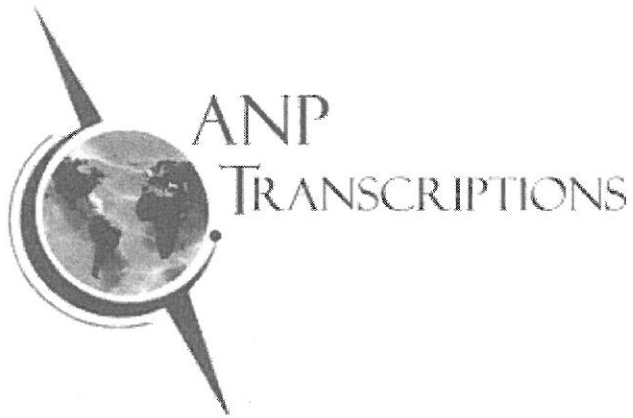
(Check the box next to each addendum received)

- |  |  |
|--|--|
| <input type="checkbox"/> Addendum No. 1            | <input type="checkbox"/> Addendum No. 6  |
| <input 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 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  
  
 \_\_\_\_\_  
 Authorized Signature  
 10/28/2013  
 \_\_\_\_\_  
 Date

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



Proposal for



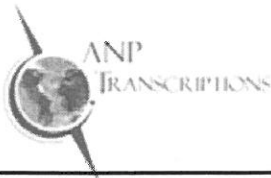
State of West Virginia  
Department of Administration

TRANSCRIPTION SERVICES PROPOSAL  
FOR  
**WORKFORCE WEST VIRGINIA  
TRANSCRIPTION SERVICES OF HEARINGS  
CONDUCTED BY  
"THE BOARD OF REVIEW"**  
**SOLICITATION NUMBER: WWV14127**

**PROPOSAL OPENING: October 31, 2013 1:30PM**

**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**



## Agreement

**WORKFORCE WEST VIRGINIA  
OFFICE OF ADMIN. SUPPORT-5302  
112 CALIFORNIA AVE  
CHARLESTON, WV 25305-0112**

**Re: Response to the State of West Virginia Request for Proposal –  
Transcriptions Services of Hearings Conducted by the “Board of Review”**

Guy Nisbet, Senior Buyer;

I, Albert Suied, am authorized to make decisions on behalf of ANP Reporting, as to the prices quoted. I have not participated, and will not participate in any action contrary to this RFQ. 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 Workforce West Virginia, as requested in Solicitation Number WWV14127. We have reviewed and agree to all contract stipulations, clauses, details, formats, and penalties. Enclosed in this response is the completed paperwork and proposal which will confirm ANP Reportings' past performance in being a top-tier transcription provider.

This proposal and the prices herein will remain in full force and effect for the duration of the contract.

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

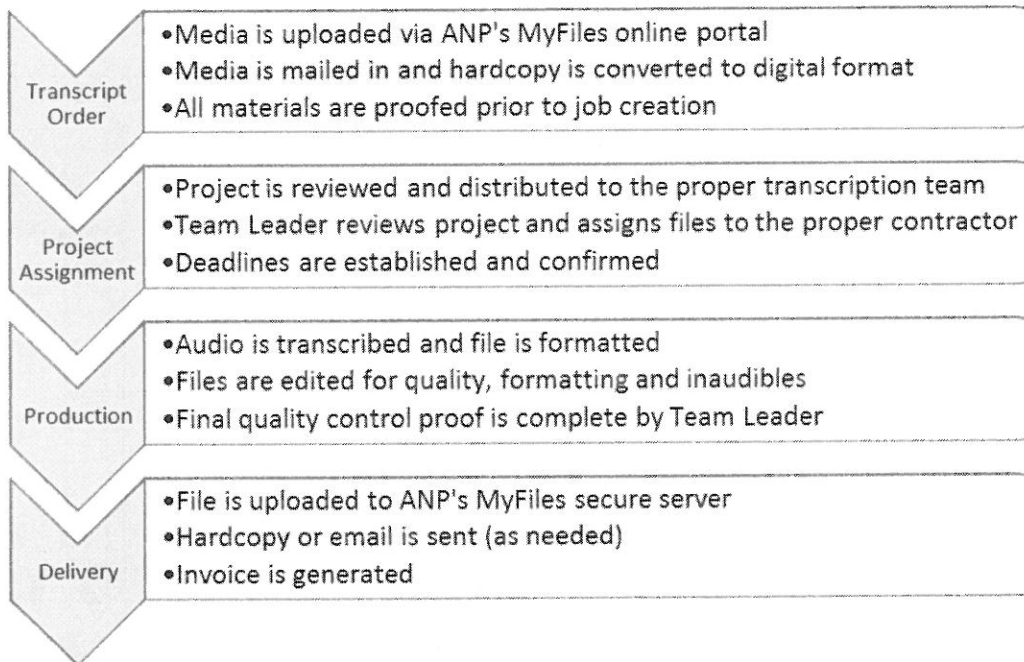
75 Montebello Rd. Suite 303

Suffern, NY 10901

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

## I. Method of Approach

### ANP's Project Process Overview



ANP Reporting will provide for Workforce West Virginia, all the personnel and materials necessary to transcribe and furnish completed documents related to hearings conducted by "The Board of Review". 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 State. ANP Reporting will provide and maintain, as many qualified staff as necessary for the prompt furnishing of quality transcription services. We will provide to State of West Virginia, our file transmission method, as well as any hardware or software, at no charge. We will tailor our Quality Control program to be specific to Workforce West Virginia and your projects. 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. We will be available for in-person pick-up of cassettes each day by 5:00 P.M. at Workforce West Virginia. We will maintain chain of custody protocol and when the audio is received and uploaded to our secure server, any audio that needs to be ripped from the hard media will be done so by the production manager at ANP headquarters. ANP will maintain verifiable records for at least 45 days and send original media or certificate of destruction, whichever is requested, back via courier, if necessary. No hard copies or electronic files will be kept past this period, other than at the express consent and request by the client.

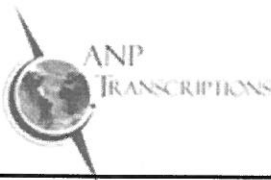
Once the audio/video is confirmed received, it goes to the Team Leader to ensure audibility and any special requests. It is then moved to the assigned transcriptionist for transcription. After the transcriptionist finishes typing the transcript, the audio and transcript documents then move on through 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**

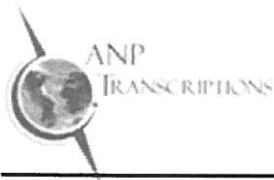
We are proud to announce that ANP Transcriptions is a “green” vendor! All of our printing, unless specified, is done on recycled paper and recycling is mandatory for our office. We have a work from home program that allows our employees to save on gas and log on through SSL to ANP servers, securely and 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 Workforce West Virginia had 5 hours of “hearings” audio being sent in for a 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 or a new transcriptionist. 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.

Translation work offers other possible, but unpredictable challenges. There are instances that surveillance footage may need analysis just to determine the language that needs to be translated. For translation work, most firms have to partner up on projects that have strict turnaround schedules or exotic languages. We recently had a surveillance video where the subjects were Hmong and the client needed a 72 hour turnaround. Through ANP’s extensive contacts in this sector, we find a quick and secure method to getting the work done. We have done translation projects as large as \$5,000,000 for a Japanese Pharmaceutical company.



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.

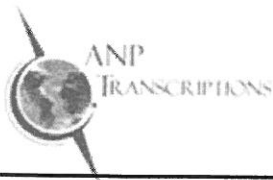
In the course of our contract with the Sacramento DA's office, we provided technical and procurement consultation so that they could transition from analog media to a secure digital process, saving them time and money. Their IT department worked directly with ours to implement a process allowing them 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. An average of 20% of our produced transcripts for them are considered rush projects with 24 hour turnaround requirements.

### **Employment**

For all transcriber candidates, applications are taken and EEO data is collected. HR reviews the individual's credentials and interviews them. 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 Workforce West Virginia. 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 on the date of award and shall continue for a period of one (1) year thereafter, with possible extension for supplemental periods on an open-ended basis.

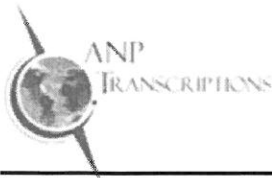
Prior to commencing work or services under this contract, ANP Reporting will furnish the State of West Virginia with any certificates and formal endorsements as required by the Contract.

All key personnel will remain on staff for all work for Workforce West Virginia. No key personnel will be removed or replaced without written notice to the agency. 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 have read the entire Request for Quotation and agree to all formatting stipulations for all items, not limited to 3.1.1 Hearing Transcriptions; in regards to format, font type, margins, Indices, Index of Direct, Cross, Redirect, Recross, etc, as well as Certification, headers, line instruction, pagination and lineal dissertation, preformatted language reference, accommodations for simultaneous and multi-speaker recordings. All of these items, as well as anything else we need to do to provide transcriptions to Workforce West Virginia within (2) two working days, are all included in the prices. As requested, we are also presenting our pricing for the following:

Multiple Copy Charges	\$ .30 per page
Spanish Translation	\$6.95 per page
Cantonese Translation	\$20.00 per page

Pricing for other languages can be furnished upon request. We have not had an instance where we could not provide translation for a language.



**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.

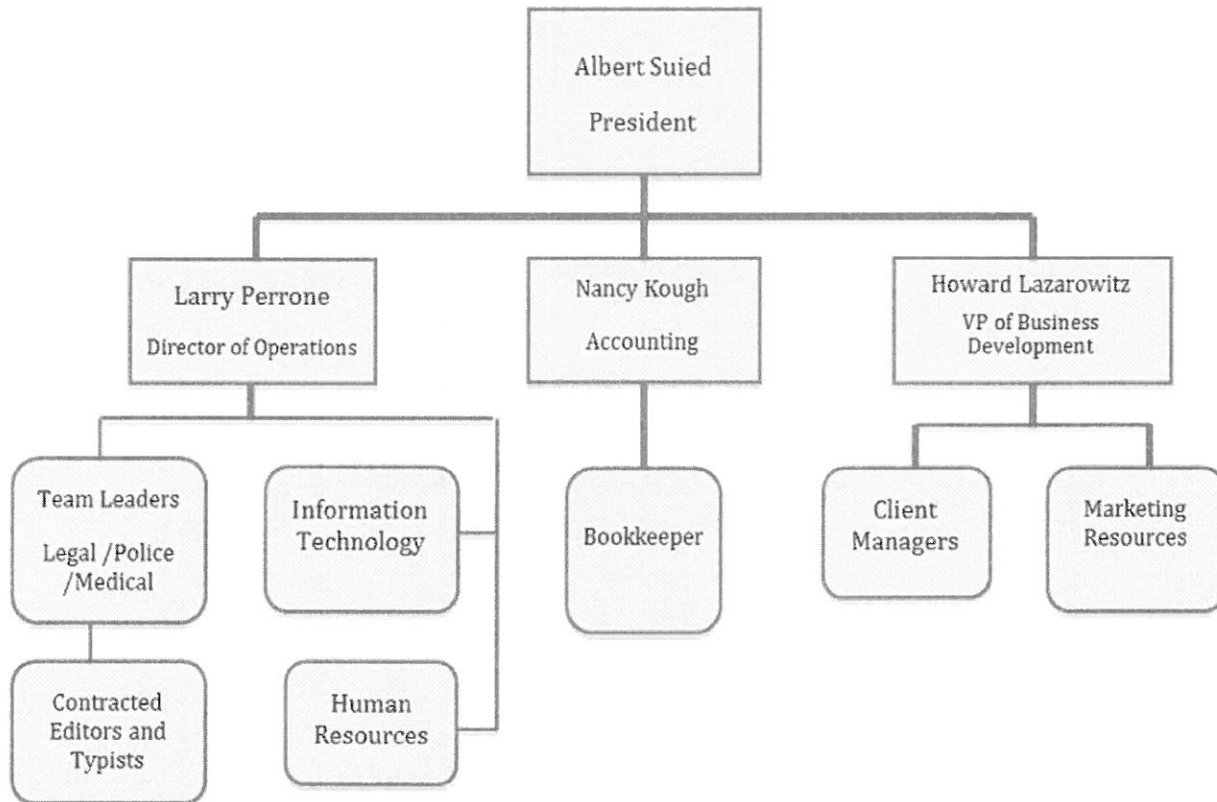
**Terms and Conditions.** In consideration of the disclosure of any Confidential Information the COMPANY and ANP hereby agree as follows:

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.

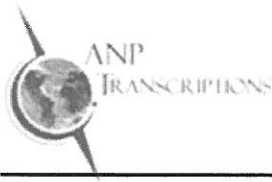
The purpose of this Agreement is to set forth the conditions under which payment and assignments will be scheduled and distributed to the COMPANY. To receive the mentioned payment the COMPANY will be required to meet the scheduled deadlines set between ANP and the COMPANY. The payment, mode of delivery, 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***

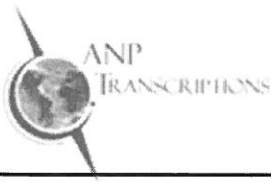
Albert has a BS in Business Management from the State University of New York at Plattsburgh. He has 15 years of experience in the field of transcription and has been the owner of ANP for 9 years. Albert manages the “business” end of ANP. ANP Reporting’s initial focus was to work with Medical Communications 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.*

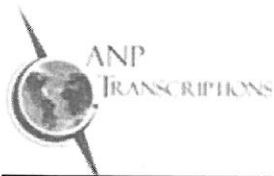
At the time ANP Reporting is awarded the contract, we will assign the Workforce West Virginia a Relationship Manager.

### ***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

Following are the signed solicitation, signed addendums, completed Pricing Page and signed Confidentiality Agreement. We hope you will deem these, our Method of Approach, as well as, our Qualifications and Experience, to be a good fit for the State of West Virginia, Workforce West Virginia. Thank you for this opportunity.