

# NOTICE

Please note that this bid from M2COMSYS for WWV17\*4 was received at the Purchasing Division office prior to the established bid opening date and time on April 25, 2017, but was not loaded properly within wvOASIS at the public bid opening. This bid has since been loaded and is now posted.

A handwritten signature in blue ink, reading "Diane Holley-Brown", is written over a solid black horizontal line.

Diane Holley-Brown  
Assistant Purchasing Director



# West Virginia Purchasing Division

2019 Washington Street, East  
Charleston, WV 25305  
Telephone: 304-558-2306  
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The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at ***wvOASIS.gov***. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at ***WVPurchasing.gov*** with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

## Header 1

[List View](#)

## General Information

[Contact](#)[Default Values](#)[Discount](#)[Document Information](#)

Procurement Folder: 313325

Procurement Type: Central Master Agreement

Vendor ID: 000000229782

Legal Name: M2COMSYS

Alias/DBA:

Total Bid: \$0.00

Response Date: 04/25/2017

Response Time: 11:59

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWV1700000004

Published Date: 4/12/17

Close Date: 4/25/17

Close Time: 13:30

Status: Closed

Solicitation Description: Addendum No. 1 Transcription Services, Legal and Medica

Total of Header Attachments: 1

Total of All Attachments: 1



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

**State of West Virginia  
 Solicitation Response**

**Proc Folder :** 313325

**Solicitation Description :** Addendum No. 1 Transcription Services, Legal and Medica

**Proc Type :** Central Master Agreement

Date issued	Solicitation Closes	Solicitation Response	Version
	2017-04-25 13:30:00	SR 0323 ESR04251700000005169	1

<b>VENDOR</b>
000000229782 M2COMSYS

**Solicitation Number:** CRFQ 0323 WWV1700000004

**Total Bid :** \$0.00      **Response Date:** 2017-04-25      **Response Time:** 11:59:29

**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
 Melissa Pettrey  
 (304) 558-0094  
 melissa.k.pettrey@wv.gov

<b>Signature on File</b>	<b>FEIN #</b>	<b>DATE</b>
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All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Transcription Services, Legal and Medical	0.00000	EA	\$2.830000	\$0.00

Comm Code	Manufacturer	Specification	Model #
82111603			

**Extended Description :** Transcription Services, Legal and Medical per the specifications attached herein.



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

State of West Virginia  
Request for Quotation  
33 - Service - Misc

Proc Folder: 313325

Doc Description: Transcription Services, Legal and Medical

Proc Type: Central Master Agreement

Date Issued	Solicitation Closes	Solicitation No	Version
2017-04-04	2017-04-25 13:30:00	CRFQ 0323 WWV1700000004	1

**BID RECEIVING LOCATION**

BID CLERK  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION  
2019 WASHINGTON ST E  
CHARLESTON WV 25305  
US

**VENDOR**

Vendor Name, Address and Telephone Number: M2Comsys  
811 Grier Drive, Suite D  
Las Vegas, NV 89119  
702-733-8781

**FOR INFORMATION CONTACT THE BUYER**

Melissa Pettrey  
(304) 558-0094  
melissa.k.pettrey@wv.gov

Signature X 

FEIN # 88-0345550

DATE 4/24/2017

All offers subject to all terms and conditions contained in this solicitation

Response to  
RFQ #WWV1700000004

Transcription Services  
For  
**The State of West Virginia, Workforce West  
Virginia Board of Review**



**Submitted By**  
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## TABLE OF CONTENTS

<b>INTRODUCTION.....</b>	<b>3</b>
<b>BUSINESS HISTORY.....</b>	<b>3</b>
<b>PROJECT RELEVANT EXPERIENCE .....</b>	<b>3</b>
<b>ORGANIZATIONAL CHART .....</b>	<b>5</b>
PROJECT TEAM (Key Personnel).....	5
<b>METHODOLOGY FOR THE PROJECT.....</b>	<b>7</b>
<b>PROJECT WORKFLOW.....</b>	<b>10</b>
<b>PROJECT MANAGEMENT .....</b>	<b>12</b>
<b>PROJECT COMMUNICATION .....</b>	<b>13</b>
<b>REPORTING.....</b>	<b>13</b>
<b>FORMAT OF FILES.....</b>	<b>14</b>
<b>QUALITY MANAGEMENT .....</b>	<b>15</b>
<b>TAT MANAGEMENT .....</b>	<b>17</b>
<b>RECRUITMENT AND STAFFING.....</b>	<b>18</b>
<b>CONFIDENTIALITY AND SECURITY.....</b>	<b>18</b>
<b>CUSTOMER SUPPORT .....</b>	<b>21</b>



## **INTRODUCTION**

*We are pleased to have the opportunity to respond to Solicitation #WWV1700000004, for Transcription Services for the State of West Virginia, Workforce West Virginia Board of Review. We acknowledge and agree to comply with all contract specifications stated in the Solicitation #WWV1700000004.*

*Throughout this document M2ComSys shall also be referred to as 'M2' or 'We' and The State of West Virginia, West Virginia Board of Review will be referred to as 'the Client'.*

## **BUSINESS HISTORY**

M2ComSys first ventured into the IT/ITES space in 1996. Backed by a team of skilled and diligent professionals, we made our way through a maze of opportunities to establish M2ComSys as one of the leading players in legal, medical transcription, and general transcription services. In addition to being an inventor and implementer of leading-edge technology-enabled solutions in healthcare, software, and engineering, we offer contact center and back office staffing, software support and design, and AutoCAD services.

Headquartered in Las Vegas, Nevada, we cater to a global clientele with branches and sales and support centers across the US and in the Asia-Pacific. Our accomplishments have helped us establish a competitive edge in this era of technological innovation that focuses on optimizing costs to fuel growth. Customer satisfaction and goodwill enhancement have always been at the heart of everything we do, providing core values to sustain a well-balanced client relationship.

A debt-free company, M2ComSys anticipates continued growth in a diversified market. The company's continuous success is attributed to the experience of the leadership team, a profound understanding of our clients and the mindset to utilize technology to meet the ever-changing requirements in the services scenario.

We also enter into Business Associate Agreements with our clients who qualify as covered entities to help them ensure HIPAA compliance. Our goal is to safeguard the confidentiality of all private information that we handle, whether transferred over public networks or stored internally.

## **PROJECT RELEVANT EXPERIENCE**

M2ComSys has worked with over 500 transcription clients for the past 20 years, some for well over a decade. We hope that this is a testimony to our commitment to strict TAT adherence, stringent quality control, and our client centered approach to the way we do business.

M2 caters to the transcription and information management needs of government entities including courts of law, attorney's offices, hospitals, integrated healthcare facility networks, medical clinics, and physicians throughout the United States. Our highly trained staff includes legal transcriptionists and certified medical transcriptionists with a minimum of 5 years' experience. They have the ability to adapt to variations in accent, pronunciation, enunciation, tone, voice volume, speed, and delivery. Most have Baccalaureate Degrees in science, business or legal studies and/or a strong command over medical and legal terminologies and practices. They have the ability to transcribe dictations with 98.5 % accuracy.

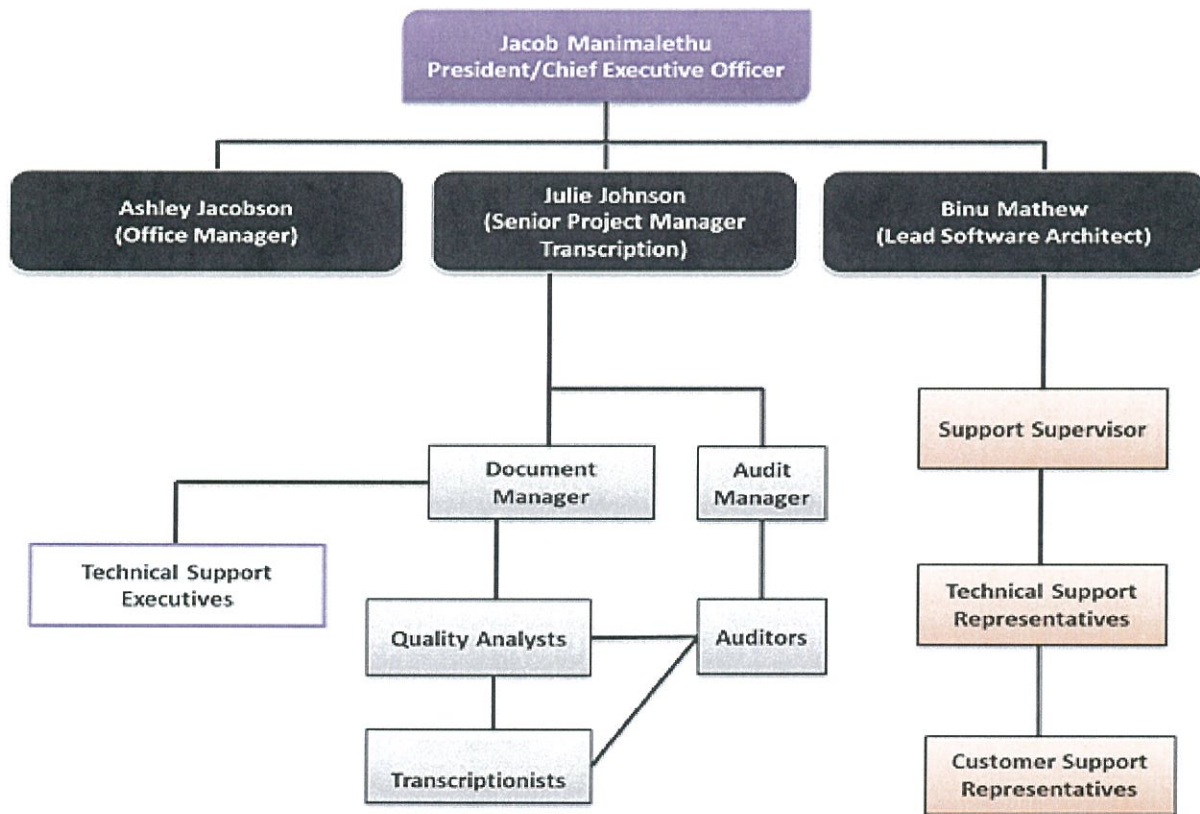
We transcribe City Council, Technical Review, Planning Commission, Focus Groups, and Economic Development meeting minutes for some of our clients. These recordings consist of multiple speakers with varying formats and templates to be followed. For LA County Fire and the VA Southern Nevada we provide transcription of employee/employer hearings that are very similar to the work shown in this request.

Our experience also includes:

- Court hearings and proceedings
- Business dictations
- Meetings and conferences
- Correspondence
- Depositions
- Medical records of all specialties

M2ComSys is in possession of all permits, licenses and professional credentials necessary to perform services as specified under this contract.

## ORGANIZATIONAL CHART



### PROJECT TEAM (Key Personnel)

Below is a narrative description of the project team:

**Julia Johnson, Acting Senior Project Manager (SPM), Director of Business Development**  
811 Grier Drive, Suite D, Las Vegas, NV

M2 Senior Project Manager/Contract Manager shall act as our primary Point of Contact (POC). The Contract Manager (CM) shall receive requirements from the Client and communicate with the Client Project Manager via e-mail, phone, and on-site meetings and address any issues. The CM also shall serve as an escalation point (facilitator) for any unresolved issues throughout the course of the project.

The CM shall ensure that the project starts off smoothly and stabilizes in terms of quality and TAT by the time that is mutually agreed upon, to the satisfaction of the Client Project Manager.

The CM shall ensure the timely delivery of all the deliverables identified in the contract. The CM shall also ensure compliance with all security, TAT, and quality requirements of the client throughout the course of the contract.

**Binu Mathew, Lead Software Architect (LSA)**  
**811 Grier Drive, Suite D, Las Vegas, NV**

The Lead Software Architect shall be responsible for the software installations and configurations. The LSA also shall be responsible for acquiring access to client's secured site, establishing connection between the secured site and our server, and troubleshooting the connection for the transmission of reports. The LSA will play a major role in training Client personnel on use of our transcription system. LSA will also address all unresolved technical issues throughout this project.

### **Audit Manager**

The Audit Manager will report directly to the Senior Project Manager. The audit unit at M2ComSys is a branch set aside from the transcription unit comprising of the dictation manager and the transcriptionists, for non-biased audits. Audit Manager shall manage auditors and communicate client requirements to them and shall be responsible for maintaining uniformity in quality throughout the project.

### **Auditors**

Auditors shall audit files on the basis of a tightened or regular scheme as per requirements throughout the course of the project. They will be responsible for the maintenance of consistency in quality throughout the project. Auditors will be responsible to audit files that are difficult in nature to ensure no drop in quality. Audit reports shall be submitted to the client at a frequency as will be mutually agreed upon. Auditors shall also be responsible for identifying training needs for transcriptionists.

### **Quality Analysts**

Quality Analysts report to the Dictation Manager. They are responsible for proofreading each transcribed document and ensuring compliance with client specifications. They are also responsible for giving quality feedbacks to the transcriptionists for each of their files by marking errors and making comments.

### **Technical Support**

Technical Support shall be responsible for monitoring of TAT reports and alerting the Dictation Manager and the transcriptionists of any files nearing the TAT. They shall be responsible to communicate any special transcription requests from the client to the transcriptionists. They would also manually assign files as per the directions of the Dictation Manager. They also

monitor the times for which files are held by transcriptionists and encourage transcriptionists to take appropriate actions if the hold time exceeds a general hold time.

### **Customer Support Representatives**

Customer Support Representatives are responsible to be available to the client 24x7. They will address any queries or issues within 1 hour.

## **METHODOLOGY FOR THE PROJECT**

To accomplish the deliverables of this project, we propose to use VoiceSys, our proprietary HIPAA compliant, secure and sophisticated software suite that can manage the entire transcription process efficiently. VoiceSys software suite consists of multiple software modules that are built around a central SQL database. VoiceSys also supports 24x7x366 recordings via touch-tone telephones, digital handheld voice recorders, and smart devices.

### **SOFTWARE FOR THE PROJECT**

<b>Software Module</b>	<b>Description</b>
<b>VoiceSys Enterprise Manager</b>	Software for file allocation, TAT monitoring, transmittal, and report generation.
<b>VoiceSys Web Admin (for Client's use)</b>	The web version of the VoiceSys Enterprise Manager. Hearings & Decisions/Orders can be uploaded via VoiceSys Web Admin.
<b>WordScript</b>	Software for transcription and editing of documents, used by transcriptionists.
<b>eTranscribe (for Client's use)</b>	Web based software for delivery and retrieval of transcribed documents along with the hearings & decisions/orders for document editing, approval, signature, electronic authentication, resending of a document for re-transcription, searching of transcribed documents using various criteria, printing, faxing and e-mailing of documents.

**VoiceSys Enterprise Manager (VEM)** → VoiceSys Enterprise Manager helps the Document Manager and the technical support team to manage the entire file flow in the transcription system, transferring data files from the user dictating to transcriptionist, and transcribed reports from transcriptionist to the user who dictated the report. It can track all the users accessing the files flowing through the system. It can be used to maintain and generate custom logs of any kind that the Client may require. VoiceSys Enterprise Manager is an interface to the VoiceSys Server/Database where all data files shall be stored to accomplish the project deliverables.

VEM allows role-based and user-based access. It requires a username and a complex password, which consists of a combination of letters, numbers, symbols, and small letters.

From VEM we can also capture the quantity of work, line counts, types of transcriptions completed, which attorney the work was performed for, the quantity of work etc.

**Key Features:**

- Document lifecycle tracking
- Secure and standards-compliant file routing
- Automatic distribution via faxing, printing, FTP, e-mail
- Secure web-based access to transcribed documents
- Online editing
- Audit tracking/trail (system activity display)
- Extensive search facility
- Support for unlimited users

**VoiceSys Web Admin** → VoiceSys Web Admin is a web-based version of the VoiceSys Enterprise Manager. Everything that can be accomplished by the VoiceSys Enterprise Manager can be accomplished by the VoiceSys Web Admin from within a web browser via the Internet. It complies with all data security and confidentiality requirements of HIPAA. Through VoiceSys Web Admin, M2 shall provide role-based access to the Client's staff to access and print the customized reports generated. Through VoiceSys Web Admin all the hearings & decisions/orders can be uploaded securely to VoiceSys server for transcription if required.

**WordScript** → WordScript is a software module that allows transcription and editing and is used by our transcriptionists. It uses all the powerful editing features of Microsoft Word 2010 version 14.0 and adds to it an audio controller, creating an excellent transcribing platform for transcriptionists. WordScript is equipped with a user interface to playback, pause, rewind, and forward audio files during transcription. It has other built-in features like a word expander, automated spell-check that uses dictionaries, macro create/insert tool, data lookup, and line count utility.

WordScript allows role-based access. It requires a username and a complex password, which consists of a combination of letters, numbers, symbols, and capital and small letters. As soon as the transcriptionist uploads the transcript back to the VoiceSys Server/Database, both the audio and the transcript are automatically deleted from the transcriptionist's workstation to leave no trace of information.

**eTranscribe** → eTranscribe is a secure web-based or browser-based interface to the VoiceSys database to be used by the client. eTranscribe necessitates user authentication and supports role-based user access. We will provide the client with the required access to eTranscribe. The eTranscribe, being web-based, can be accessed from any location and at any time via the

Internet. Its robust security and confidentiality features make it safe and secure to use. It complies with all data security and confidentiality requirements of HIPAA.

The client/ user can use eTranscribe for real-time monitoring of the status and state of a file. It also helps in reviewing, editing, printing, and authenticating the transcripts.

eTranscribe facilitates online listening of audio recordings while reviewing transcripts. In the remote case of a file not meeting the client's Accepted Level of Quality, the client can send it back for re-processing via eTranscribe. Such files would be processed and sent back to the client at no additional cost. It can be used by the user/ dictator for document approval and electronic authentication. It complies with all state and federal requirements for electronic data security and security requirements for electronic authentication.

The client can also use eTranscribe to sort and retrieve reports from the database using various search criteria.

#### Key Features:

- Facility to monitor dictation status at every stage of transcription
- Support for several concurrent users
- Automated file management features
- Instant access to audio and transcript files
- User authentication and role-based access
- Electronic signature
- E-mailing, faxing, printing (automatic, manual, and sequential) of transcripts
- Batch printing/ E-mailing of transcripts
- Address book for e-mail and fax
- Review/edit/e-sign options
- Generating reports



## **PROJECT WORKFLOW**

For the transcription and document delivery, we will use VoiceSys, our proprietary HIPAA compliant, secure software suite, containing multiple software modules, to manage the entire transcription process efficiently. We are capable of receiving and transcribing audio files of all common formats.

**Receiving Audio Files:** M2 shall accept hearings & decisions/orders through regular mail, facsimile, e-mail, or any other written form of communication. They can also be uploaded via our web interface VoiceSys Web Admin. M2 shall provide role based access to the Client in accessing VoiceSys Web Admin for uploading hearings and decisions/orders. As soon as these audio files are downloaded to the VoiceSys database, VoiceSys shall be configured to send a transcription request alert to the transcription manager for file allocation.

**Allocation of Audio Files for Transcription:** Once the Transcription Manager (TM) receives the transcription request alert, the TM shall use the VoiceSys Enterprise Manager (VEM), for file allocation. VEM can be used to track all the users accessing the files flowing through the system. It provides enhanced file-monitoring features and can be used to help meet TAT requirements. It can be used to maintain logs of any kind of report that the Client may require. VEM allows role-based access. It requires a username and a complex password.

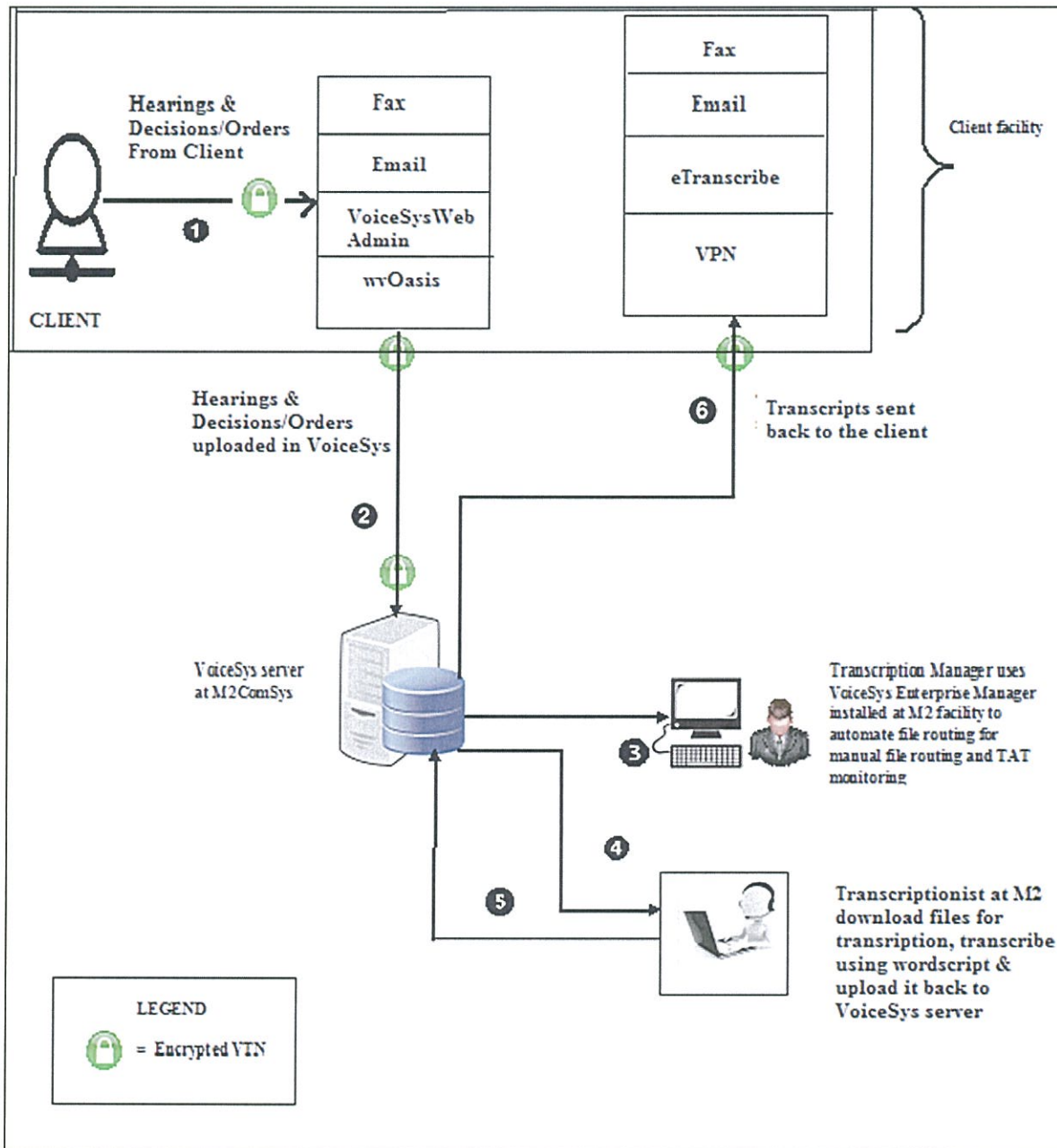
**Transcription of Audio Files:** The files once allocated by the Transcription Manager, are retrieved, transcribed, and uploaded by our transcriptionists using WordScript, our proprietary transcription/ editing tool. It has built-in features like a word expander, automated spell-check that uses dictionaries, macro create/insert tool, data lookup, and line count utility.

**Delivery of Reports:** All the typed transcripts on hearing and decisions/orders will be electronically mailed to the Board of Review. M2 shall also submit transcripts through fax or by establishing a Virtual Private Network. Transcripts can be accessed securely for reviewing & retrieving through VoiceSys Web based interface eTranscribe too.

**VPN Access:** Our Senior Project Manager shall contact the Client Point of Contact to receive appropriate VPN access to send the transcribed documents back to the Client.



# WORK FLOW DIAGRAM



## **PROJECT MANAGEMENT**

Below is the detailed plan on how we will manage, control, and supervise the project to ensure satisfactory deliverables and project completion for the Client.

We shall appoint a Senior Project Manager/Contract Manager to act as our primary Point of Contact (POC). The Contract Manager (CM) shall receive requirements; communicate with the Client's Project Manager/Point of Contact (POC) via e-mail, phone, and on-site meetings; and serve as an escalation point (facilitator) for any issues and questions.

The CM shall ensure that the project starts off smoothly and stabilizes in terms of quality and TAT and ensure the timely delivery of all the deliverables identified in the contract. The CM shall also ensure compliance with all security, TAT, and quality requirements of the Client throughout the course of the contract.

<b>Primary Point of Contact/Contract Manager</b>
<b>Name:</b> Julie Johnson
<b>Position:</b> Senior Project Manager/Contract Manager
<b>Cell:</b> (702) 785-3677
<b>E-mail:</b> julie.johnson@m2comsys.us
<b>Address:</b> M2ComSys, 811 Grier Drive, Suite D, Las Vegas, NV 89119

We shall appoint a Lead Software Architect (LSA) who shall be responsible for the software installations and configurations. The LSA also shall be responsible for acquiring access to client's secured site, establishing connection between the secured site and our server, and troubleshooting the connection for the transmission of reports. The LSA will play a major role in training Client personnel on use of our transcription system. LSA will also address all unresolved technical issues throughout this project.

We shall appoint a Document Manager who shall act as our secondary Point of Contact (POC) and shall report to the Senior Project Manager/Contract Manager. The Document Manager shall be responsible for file distribution, TAT monitoring, and managing Quality Analysts and Transcriptionists.

We shall appoint an Audit Manager who will report directly to the Senior Project Manager/Contract Manager. The audit unit at M2ComSys is a branch set aside from the transcription unit comprising of the Document Manager, the transcriptionists, and the quality analysts, for non-biased audits. Audit Manager shall manage auditors and shall be responsible for maintaining uniformity of quality throughout the project.

We shall appoint Quality Analysts and Auditors who shall ensure impeccable quality throughout the Project/Contract. Every transcribed document shall pass through a Quality Analyst. Auditors shall audit a certain percentage of files on a daily basis.

We shall create a workforce pool consisting of individuals who best suit this project. The workforce pool shall consist of a primary and a secondary pool of experienced transcriptionists.

## **PROJECT COMMUNICATION**

The Senior Project Manager/Contract Manager, Document Manager, and the Project Manager will be available for scheduled status meetings twice a week and also ad hoc meetings, once the project starts and until it gets stabilized, via conference calls, Skype, or by any other means convenient to the client. After the account stabilizes, the status meetings could be held as mutually agreed upon.

The status meetings shall be a platform for us to listen to the Client Project Manager for inputs on our performance, any Client concerns, additional instructions and requirements as needed. We shall discuss the plan of action to address any concerns. It shall also be a forum where we shall raise questions and articulate any difficulties that might have come up and seek solutions.

## **REPORTING**

M2 shall provide the Client quarterly reports and annual summaries showing the details of all services rendered within the stated period. We shall also provide reports to the Client upon specific request any time during the Contract.

The following are the standard reports we generate; however, VoiceSys can be configured to generate any type of custom reports required:

<b>Process Reports</b>	<b>Author Reports</b>	<b>Transcriptionist Reports</b>
<ul style="list-style-type: none"> <li>• File history</li> <li>• File received</li> <li>• File status</li> <li>• Total by document type</li> <li>• Report by work-type</li> <li>• Daily transcription report</li> <li>• TAT report</li> <li>• Daily summary</li> </ul>	<ul style="list-style-type: none"> <li>• Author details</li> <li>• Recording summary</li> <li>• Line count details</li> <li>• Detailed report by author</li> <li>• Report by author and work-type</li> </ul>	<ul style="list-style-type: none"> <li>• Transcriptionist details</li> <li>• Transcriptionist details summary</li> <li>• Transcription history</li> <li>• Production summary</li> <li>• Line count summary</li> <li>• Line count report by Transcriptionist</li> <li>• Transcription status report</li> </ul>

<b>Management Reports</b>	<b>Billing Reports</b>	<b>Summary Reports</b>
<ul style="list-style-type: none"> <li>• Number of recordings received</li> <li>• Number of files per work-type</li> <li>• Number of users per work-type</li> <li>• Daily volume</li> </ul>	<ul style="list-style-type: none"> <li>• Author billing summary</li> <li>• Transcriptionist billing summary</li> </ul>	<ul style="list-style-type: none"> <li>• Vendor line count summary</li> <li>• Vendor file details with pending-file summary</li> </ul>

VoiceSys can be configured to create customized management reports and daily detailed dictation logs as per client specifications.

## **FORMAT OF FILES**

M2 shall follow the file formats as per Client specifications and make changes as and when requested.

### **Hearing Transcriptions**

- The first page of the transcript shall have 1"margin and all subsequent pages of the transcripts shall have header on line 5 leaving 5/8 " margin at top. All pages of the transcript shall have 1' margin on left and 5/8' margin on right side.
- Transcripts shall include single spacing Questions and Answer format.
- Transcripts shall include Arial 12 point font type and size and include single spacing Questions and Answer format.
- Hearing Transcripts shall include a style of case and appearances on page one and an Index of Direct, Cross, Redirect, Recross, etc and exhibits on the second page.
- Certification shall be included on the last page of transcript and not included in the billing of pages.
- Hearing transcripts shall include a header with the claimant's name and case number in Arial 12 point font type bold capital letters/numbers.
- The first typing line on all transcripts shall be on line 8 on all pages after first and end on line 59 leaving 51 typing lines per page.
- Hearing transcripts shall include an index of key words at the end of the transcript.

- The completed transcripts shall be printed on 8" by 11", 20#, White Bond as "mini pages" using four-to-a-page formatting compatible with Microsoft Office Word 2010, 2013 or 2016.

### **Decisions/Orders**

- The first page of the Board of Review Decisions/Orders shall have 1" margins and all subsequent pages of the Board of Review Decisions/Orders shall have header on line 5 leaving 5/8" margin at top. All pages shall have 1" margin on right-hand side of each page.
- Board of Review Decisions/Orders shall have single spacing with appropriate paragraphing.
- Board of Review Decisions/Orders shall include Arial 12 point Font type and size.
- The first typing line on page 1 of all Board of Review Decisions/Orders shall be on line 7 and shall end at approximately "59", for 51 typing lines per page.
- M2 shall follow the preformatted language provided by The Board of Review to be inserted into the decisions/orders.

## **QUALITY MANAGEMENT**

M2 has established and implemented quality control procedures to ensure the accuracy of the information contained in the reports, and to detect and correct inaccurate or conflicting information on reports.

At M2, all transcription work is supervised by the Document Manager. The Document Manager is responsible for file distribution and TAT compliance. The Quality Analyst is responsible for file quality and quality improvement programs. The auditor is responsible for ensuring consistency in quality during the course of the contract.

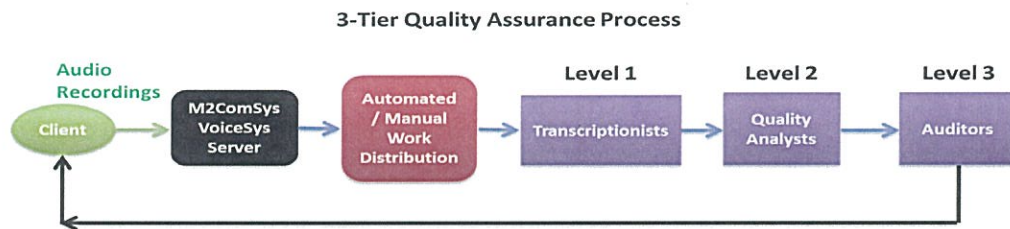
Every transcript shall be verified through M2's QC Department before the final copy is delivered to the Client. Transcription work containing errors identified by the Client may be returned to M2 for correction. Corrections to all transcripts shall be made free of charge.

We shall follow a mandatory and supervised 3-tier Quality Assurance Process to meet or exceed the quality requirements of the client even while strictly complying with turnaround times.

**Level 1:** Our Transcriptionists transcribe the dictations, in the correct format, on appropriate templates if any, with the objective of maintaining an accuracy rate of 98% to 99%.

**Level 2:** Our Quality Analysts proofread each transcribed file and check for adherence to client specifications and insertion of appropriate templates. They will be responsible to ensure an accuracy rate of more than 99% in each file. The Quality Analysts mark errors identified and make comments to educate the transcriptionists and these quality feedbacks are made available to the transcriptionists every day before their work session begins.

**Level 3:** Our Quality Auditors randomly audit edited/ reviewed documents to ensure that they conform to our Quality Policy as well as the specifications and requirements of the client.



### Ongoing Education for Our Transcriptionists

The feedback from the Quality Analyst is instantly available to the transcriptionist on the quality check tool, on 'WordScript' - the transcription/editing tool that our transcriptionists shall use for transcription. A transcriptionist can begin transcribing for the day only after going through the quality-related feedback on WordScript and acknowledging any feedback rendered by the Quality Analyst since last login. This ensures that the transcriptionist does not repeat the errors he/she made at his/her last session. Quality issues, if any, are discussed with the transcriptionist on a daily basis.

Our Audit Team on a daily basis audits files randomly. The audit reports are sent on a monthly basis to all senior management, managers, and supervisors. Corrective and preventive actions are implemented by our transcriptionists based on these reports. These reports can also be made available to the client upon request.

For audits, the sampling scheme for our internal QC processes will be based on AQLs (Acceptable Quality Levels) set by the client. A regular inspection plan is used when the process is considered operating at, or slightly better than the AQL. A tightened inspection plan is used in the remote possibility of the quality level falling beneath the AQL. Since our transcriptionists are experienced and competent, we resort to a tightened inspection plan only when we begin a new work contract.

We provide our transcriptionists a continuous quality improvement program, which includes, but is not limited to the following:

- Providing a Client Specifications Manual (CSM) with up-to-date information for reference
- Providing training when a training need is identified for a new work contract
- Providing daily automated feedback to transcriptionists via the QA/QC tool
- Providing access to our online library comprising of dictionaries as well as books pertaining to Transcription
- Feedback rendering, discussions, and mentoring
- Monthly team-based quality review meetings

## **TAT MANAGEMENT**

We have a robust system in place to make sure we meet turnaround times, from 1 hour to 24 hours. Our system consists of highly qualified and experienced transcriptionists who work round-the-clock to meet TAT requirements, without compromising on quality.

M2 shall deliver standard orders within 4 (four) working days for hearings and 2 (two) working days for decisions/orders after orders are received. Emergency orders shall be delivered within 2 (two) working days after orders are received. Delivery of orders shall be strictly per the Client schedule and following the TAT logs. M2 shall notify the Client in writing if there is any delay in the delivery of orders for any reason.

VoiceSys, our transcription management suite, also helps in TAT management in the following ways:

- With VoiceSys, we can prioritize work based on pre-set client-specific TAT settings and allocate work based on priority.
- With VoiceSys, we can assign weighted values to work types.
- With VoiceSys, we generate an hourly up-to-date TAT report as well as a report on TAT exceeded files if any, in the descending order of exceeded TAT. We e-mail these reports to the Managers and the Technical Support personnel. The Technical Support personnel review the TAT report and notify the transcriptionists who thereby take appropriate corrective measures.
- With VoiceSys, we can also monitor the 'hold time' of the files allocated to the transcriptionists and automatically send reminders to the concerned transcriptionists to take quick and appropriate action.
- The managers and the technical support staff also manually check the TAT status of files on a regular basis and allocate files to the transcriptionists as needed.



- With VoiceSys, we can automatically generate a monthly TAT report as well as a report on TAT exceeded files. This shall be made available to the managers and the supervisors for preventive action and decision-making.

## **RECRUITMENT AND STAFFING**

M2 always seeks to add additional experienced transcriptionists. As a rule, we hire transcriptionists who have graduated from a certified transcription training program and have a minimum of 3 years experience providing transcription services. After an initial screening interview, candidates go through a transcription test of 2 to 3 hours. The aim of the test is to gauge their language skills, their ability to transcribe three to four types of reports, and their ability to adapt to variations in accent, pronunciation, enunciation, tone, voice volume, speed, and audio quality. Those who meet or exceed the eligibility score of 98% of accuracy on the tests are interviewed in depth by the Document Manager. This is followed by an HR interview.

### **Background Checks**

Background checks and other pre-employment screening methods are integral parts of M2's hiring process. We perform criminal background checks on all employees prior to their employment start. Background checks are conducted with the full knowledge and acquiescence of the individual. Job applicants are required to sign a release authorizing the background investigation and the release of information by current and former employers, educational institutions and other organizations. The check includes, but is not limited to: criminal history screening, verification of social security number, prior work verification, verification of academic credentials, credit history, motor vehicle history, drug testing, and other testing deemed relevant based on the nature and duties of the position(s) sought. M2 shall be responsible for conducting and paying for criminal background checks on all employees who will be actively participating in the performance of this contract.

## **CONFIDENTIALITY AND SECURITY**

### **SECURITY OF FACILITY**

M2 will comply with all Federal and State laws, regulations, and rules governing confidentiality and privacy of all information used in the performance of transcription services. Reports will be transported, transmitted and/or stored in secure locations(s) or like manner. Privacy breaches will be grounds for immediate termination of the Agreement and prosecution if appropriate under applicable state and federal law.



All work connected with this contract will be performed within the United States of America. No information obtained in connection with the contract will be transmitted electronically or by any other means outside of the United States of America. Our designated supervisors will make sure that work performed under this contract is monitored at all times. We have a plan in place to safeguard confidentiality. In addition to signing a client-specified confidentiality agreement, our employees are required to comply with HIPAA policies.

## **IT SECURITY**

M2 shall ensure that no information obtained in connection with this contract will be transmitted electronically or by any other means, unless it is encrypted. VoiceSys has appropriate security safeguards to maintain the security and confidentiality of all information that we receive, store, process, or transmit in connection with the provision of dictation and transcription services.

- 256-bit encryption
- User authentication
- Role-based access, context-based access, and user-based access
- Automatic inactivity log-off
- Audit trail and audit logs
- Encrypted data handling
- Encrypted e-mails

Our secure networks offer the following advantages:

- Secure HP, Cisco, Dell Enterprise Hardware & Support
- Cisco and Sonic Wall Firewalls
- Secure Tier 1 Network
- Secure 80-100 Mbps backup internet connection
- Robust and secure servers
- Sonic Wall VPN access with 3DES Encryption
- Dedicated Support team backed by robust security management
- Global Data Centers at strategically placed locations
- Use of RAID (redundant array of independent disks), a data storage virtualization technology that combines multiple disk drive components into a logical unit for the purposes of data redundancy

## **PHYSICAL SECURITY**

The physical security measures we have adopted are the following:

- RFID-based Access Control System to control entry into and exit from our building, server rooms, transcription center, and other sensitive locations

- 24 x 7 electronic surveillance systems (CCTV) with digital video recording in and around our building, server rooms, transcription center, and other sensitive locations
- 24 x 7 security personnel manning our office
- Smoke alarms and fire extinguishers
- Uninterrupted power supply
- Equipment protection via lightning and surge protectors
- Locked cabinets for sensitive physical assets

## **HUMAN RESOURCE SECURITY**

Every M2ComSys employee is instructed on the importance of confidentiality. Utilizing different approaches, we try to instill in our personnel the need to maintain confidentiality at all times. As part of our transcription training, we conduct a Confidentiality Training Program for our employees. They are required to sign a nondisclosure and confidentiality agreement when hired. The information Security Plan at M2ComSys is an ongoing cycle of identifying policy and requirements, training users, enforcing compliance, and assessing results for continual improvement.

The internal organization of information security involves managements' commitment to information security, co-ordination, and allocation of responsibilities. Approved authorization processes for information processing facilities, compliance with confidentiality agreements, and proper contact with authorities and special interest groups, as well as the independent review of information security such as Vulnerability Assessment and Penetration Testing are other features of our security system.

The risks to the organization's information assets and information processing facilities are properly identified and handled adequately using various regulatory standards. Acceptable rules for the usage of information and assets are properly identified, documented, and implemented.

Information is classified in terms of its value, legal requirement, sensitivity, and vitality to the organization. Implementation of procedures for information labeling and handling are carried out. All roles and responsibilities of employees, contractors, and third parties are properly defined and carried out after a thorough screening of their background in accordance with laws and regulations. Hired personnel have their security responsibilities explained in their job contract. Management is responsible for information security awareness, education, and training to all employees. Formal disciplinary action is taken against any violators.

## **INCIDENT REPORTING**

M2 has a well-established Security Incident Management procedure in place. It provides a series of channels through which incidents can be reported, investigated, tracked, and administratively reviewed to ensure information assets and/or infrastructure is protected.

All Information Security Incidents and events shall be reported. M2 shall notify the Client of any breach of security immediately following discovery of any breach and shall immediately commence an investigation, in cooperation with the Client, to determine the scope of the breach, and shall assist the Client in restoring the security of the related system in order to prevent any further breaches.

## **CUSTOMER SUPPORT**

Below is our customer care contact information. Our customer support team is a group of highly motivated individuals to serve clients as their first priority.

- They are accessible 24 x 7 x 365.
- They not only know the answers to your questions, but they make sure to go an extra mile to meet your requests.
- Our customer support team is our frontline force, making sure that our customers are not just satisfied – but are genuinely happy to work with us.

### **E-mail Support:**

The Client Agency can report issues via e-mail to [support@m2comsys.com](mailto:support@m2comsys.com). Requests via e-mail will receive e-mail confirmation within 15 minutes. Support via e-mail is available 24/7/365.

### **Toll Free Number:**

**(866) 733-8781** → 8:00 AM to 6:00 PM PST (*Monday through Friday*)  
10:00 AM to 6:00 PM (*Saturday*)

### **Customer Support Line:**

**(702) 988-2131** or **(866) 629-0654** → 24 hours/365 days

All calls will be answered unless operators are busy with another call.

The Client Agency can also leave a message and our support team will return your call.

- Emergency issues will be addressed within 30 minutes
- Critical issues will be addressed within 4 hours

- Major issues will be addressed within 8 hours
- Minor issues will be resolved within 24 hours

In the event of a routine problem, the Client Agency can call, text, or mail the following contact personnel:

<b>Name</b>	<b>Cell</b>	<b>E-mail</b>
Binu Mathews	(702) 204-5151	binum@m2comsys.com

For all other unresolved issues, the Client Agency can call, text, or mail:

<b>Name</b>	<b>Cell</b>	<b>E-mail</b>
Julie Johnson	(702) 785-3677	julie.johnson@m2comsys.us

Hearing Decisions/Orders Transcription Services

Exhibit "A"

Pricing Page

ITEM	Description	Unit of Measure	Unit Price	Est. Quantity	Extended Cost
1	Transcribing Hearings from Digital Recordings	Per Page	2.83	1000	2830.00
2	Typing of Decisions/Orders	Per Page	2.83	1000	2830.00
<b>Total Bid Amount</b>					<b>5660.00</b>
<p><b>** Vendor should not alter pricing page and should fill out the pricing page as it is. The addition or alterations of the pricing page and or addition of commodities other than those listed on the pricing page online or as an attachment, will result in disqualification of bid submittal.</b></p>					

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: M2ComSys

Authorized Signature: Julie Johnson Date: April 24, 2017

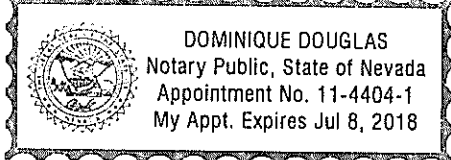
State of Nevada

County of Clark, to-wit:

Taken, subscribed, and sworn to before me this 24<sup>th</sup> day of April, 2017.

My Commission expires July 8, 2018.

**AFFIX SEAL HERE**



**NOTARY PUBLIC** Dominique Douglas

*Purchasing Affidavit (Revised 08/01/2015)*

**DESIGNATED CONTACT:** Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

\_\_\_\_\_  
(Name, Title)  
Julie Johnson, Director of Business Development

\_\_\_\_\_  
(Printed Name and Title)  
811 Grier Drive, Suite D, Las Vegas, NV 89119

\_\_\_\_\_  
(Address)  
702-733-8781 / 702-733-7961

\_\_\_\_\_  
(Phone Number) / (Fax Number)  
julie.johnson@cox.net

\_\_\_\_\_  
(email address)

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

\_\_\_\_\_  
M2ComSys  
(Company)

\_\_\_\_\_  
*Julie Johnson* Director of Business Development  
(Authorized Signature) (Representative Name, Title)

\_\_\_\_\_  
Julie Johnson, director of Business Development  
(Printed Name and Title of Authorized Representative)

\_\_\_\_\_  
April 24, 2017  
(Date)

\_\_\_\_\_  
702-733-8781 / 702-733-7961  
(Phone Number) (Fax Number)

REQUEST FOR QUOTATION  
Transcription Services

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

**Contract Manager:** Julie Johnson  
**Telephone Number:** 702-733-8781  
**Fax Number:** 702-733-7961  
**Email Address:** julie.johnson@m2comsys.com



**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: WWV1700000004**

**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 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.

M2ComSys

Company



Authorized Signature

April 18, 2017

Date

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