

KARASCH & Associates

PROPOSAL TO PROVIDE ONSITE COURT REPORTING AND TRANSCRIPTION SERVICES FOR WEST VIRGINIA HEALTH CARE AUTHORITY (HCA)

PRESENTED TO

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

SEALED BID: Court Reporting Services
SOLICITATION NO.: CRFQ 0507 HCC2000000001
No Addendums Issued

BUYER: April Battle, File #22
BID OPENING: November 5, 2019 1:30 PM EST
PHONE: 304.558.0067
FAX NUMBER: 304.558.3970

RECEIVED
2019 NOV -5 AM 9:26
WV PURCHASING
DIVISION

OUR PROPOSAL IS GOOD FOR 180 DAYS FROM BID CLOSING DATE

Presented by

Randy Holyfield, BC-HIS ACA
Sales Director
Nationally Board Certified Audiologist

Karasch & Associates
1646 West Chester Pike, Suite 4
West Chester, PA 19382

Direct: (484) 653.7203
Toll-free: (800) 621.5689
rholyfield@karasch.com

KARASCH & Associates

November 2, 2019

April Battle
State of West Virginia
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

RFQ- CRFQ 0507 HCC2000000001
Name: Onsite Court Reporting and Transcription Services
Submission by: 11/5/2019

Please find our response to the above referenced solicitation and accept this letter and our proposal as our expression of interest and qualification to provide live onsite court reporting and transcription services to the Health Care Authority. We can begin service immediately and need little lead time to begin. Our proposal shall remain valid for 180 days from the bid due date.

Karasch & Associates is a 38 year, WBENC-certified woman-owned small business, founded in the State of Pennsylvania. We are one of the nation's oldest providers of remote stenographic court reporting service, transcription, audio recording, real-time captioning, offline captioning and ASL interpreting service.

Clients include K-12, colleges and universities, Government agencies, community cable access (PEG) channels, corporations and non-profits. We provide hundreds of hours of real-time stenography service for over 1,500 events monthly with a team of over 350 real-time CART captioners and 35 ASL interpreters.

I am an employee of the company, familiar with all the terms and conditions, sufficiently informed in all work and performance-related matters and present this business proposal for your consideration and acceptance. Our proposal has been signed by an authorized representative of the company who may act on behalf of the company.

I am available to discuss our proposal, qualification, pricing and demonstrate performance.

Sincerely,

Randy Holyfield

Randy Holyfield, BC-HIS ACA
Nationally Board Certified Audiologist
Sales Director

Karasch & Associates
1646 West Chester Pike, Suite 4
West Chester, PA 19382
EIN: 23-2720174

E-mail: rholyfield@karasch.com
Direct: 484.653.7203
Main: 800.621.5689
DUNS: 796395507

Certified Small Business
WBENC Woman-Owned
SAM Registered
Cage Code: 3HNVO

TABLE OF CONTENTS

COVER/TRANSMITTAL LETTER	3
EXECUTIVE SUMMARY	4
MEETING REQUIREMENTS	5
Good Standing	
Proposal Submission	
Your Scope and Requirements for Court Reporting Services	
WORK FLOW	14
Ability to Meet the Scope of Work	
Staff Qualifications and Performance Standards	
Work Flow Coordination	
Technical and Scheduling Support	
Scheduling	
Secure Online Portal	
Confirmation of Assignment	
Cancellations, Billing	
Dictionaries	
Reporter Accuracy & Training	
CERTIFICATIONS	21
Certifications	
Anti-Discrimination	
Drug-Free Workplace	
Background Checks	
Safeguarding Confidential Information	
Confidential Document Destruction	
Non-Disclosure Agreement	
DEMONSTRATION OF EXPERIENCE	28
Key Staff	
Court Reporter Resumes	
Court Reporter Customer References	
Client List	
Experience and History	
Company Information	
ATTACHMENTS AND FORMS	

EXECUTIVE SUMMARY AND COMPANY NARRATIVE

Thank you for the opportunity to present this proposal to provide Court Reporting and Transcription Services. We are an incumbent provider to clients of identical service and desire to serve you.

Karasch & Associates has been in business over 38 years, is a certified Woman-Owned Business (WBENC and SBA) and is a certified Diverse Small Business (PA) that provides speech-to-text services offering 24/7/365 technical and scheduling support plus an easy access Online Portal for archived reporting and text transcripts.

Karasch currently provides thousands of hours a month of court reporting, real-time stenocaptioning, audio recording and transcription, offline captioning, C-Print, Typewell and interpreter service to colleges, universities, city and county councils, non-profits, corporations, States and the Federal government.

Our services are used for City council, Commissioner sessions, Board of Education, individual meetings, annual conferences, symposiums, university and college classes, large business meetings, employee training sessions, and special presentations. We are highly familiar with subjects, terms, names and abbreviations used for our clients.

Karasch has since been providing high quality court reporting, transcription and ASL interpreting for over 38 years. We offer the best service by having top-notch personnel and developing technically advanced delivery systems. The services requested by the Authority are our company's core business.

Karasch offers more than experience. We are a full-service steno court reporting, transcription and remote CART services company with engineering, technical, production and customer service support available 24/7/365. Our extensive backup systems – technical and staffing – means less hassle for you, the customer.

We are a diverse company that maintains an anti-discrimination policy which requires that we will not discriminate in hiring on the basis of gender, race, religion, sexual orientation, or medical condition. Our reporters earn significantly more than "living wage" standards in the state.

About us: Linda Karasch is company CEO, co-founder and majority owner of Karasch & Associates. The company is a WBENC-certified woman-owned business (WOSB180228) for the past 10 years through the National Women Business Owners Corporation as well as holding Pennsylvania, Maryland, Virginia, Ohio, Tennessee and Delaware State Certifications. The company is certified as a Diverse Small Business (#53220 and 132449-2012-SB-W). **We ask for consideration as a small business and a woman-owned business.**

Our response shall remain in effect for 180 (one hundred eighty) days from the proposal due date. Pricing is good through the duration of the contract.

We meet and exceed all of the bid requirements as detailed.

There are no exceptions to the RFQ.

Important Note: All reporting services by Karasch are performed by steno machine court reporters, which are trained in the art and science of real-time writing. We do not use lower-quality "voice writers" or voice recognition software writers. Voice writers claim to achieve high accuracy but that is solely because only words preloaded in their computer can display. However, comparing a voice writer's transcript to the original dialogue varies greatly. Companies using voice writers may use alternative accuracy rates called "readability scores". It is much cheaper to employ voice writers instead of steno court reporters like Karasch however the performance is not comparable to our true stenocaptioning.

**SECRETARY OF STATE REGISTRATION
IN GOOD STANDING, PENNSYLVANIA**

KARAS ENTERPRISES, INC. DBA KARASCH & ASSOCIATES

Corporation - Business – Foreign

Secretary of State ID: 0000161044

In Good Standing

<i>Filing Type</i>	Corporation - Business - Foreign
<i>Status</i>	Active
<i>Standing - AR</i>	Good
<i>Standing - RA</i>	Good
<i>Standing - Other</i>	Good
<i>Formed In</i>	PENNSYLVANIA
<i>Term of Duration</i>	Perpetual
<i>Initial Filing Date</i>	04/25/2017
<i>Principal Address</i>	1646 W CHESTER PIKE STE 4 WEST CHESTER, PA 19382-7979
<i>Mailing Address</i>	1646 W CHESTER PIKE STE 4 WEST CHESTER, PA 19382-7979
<i>AR Due Date</i>	05/15/2019
<i>Commercial Registered Agent</i>	URS AGENTS, LLC 1709 N 19TH ST STE 3 BISMARCK, ND 58501-2121

SECRETARY OF STATE REGISTRATION IN GOOD STANDING, WEST VIRGINIA

BUSINESS ENTITY DETAILS

MAIN

Name: KARAS ENTERPRISES, INC.

Organization Number: 326485

Type: C Sec Type: City: WEST CHESTER Class: P Ch Type: F

Eff Date: 12/13/2013 Fil Date: 12/13/2013 Term Date: Term Reason: AW/Term:

CH County: Ch State: PA Bus Purp: 6117 Ex Acres: Term Yrs:

Auth Shrs: Cap Stck: Status: Active Par Val: MGMT:

ADDRESSES

Principal Office Address:	Name:	Addr1: 1646 WEST CHESTER PIKE	Addr2: SUITE 4	City: WEST CHESTER	State: PA	Zip: 19382
---------------------------	-------	-------------------------------	----------------	--------------------	-----------	------------

Notice of Process Address:	Name: LINDA KARASCH	Addr1: 1646 WEST CHESTER PIKE, SUITE 4	Addr2:	City: WEST CHESTER	State: PA	Zip: 19382
----------------------------	---------------------	--	--------	--------------------	-----------	------------

Mailing Address:	Name:	Addr1: 1646 WEST CHESTER PIKE	Addr2: SUITE 4	City: WEST CHESTER	State: PA	Zip: 19382
------------------	-------	-------------------------------	----------------	--------------------	-----------	------------

Mailing Address:	Name:	Addr1:	Addr2:	City:	State:	Zip:
------------------	-------	--------	--------	-------	--------	------

OFFICERS

President:	Name: LINDA KARASCH	Addr1: 2129 LINDRICK CT, NW	Addr2:	City: CALABASH	State: NC	Zip: 28467
------------	---------------------	-----------------------------	--------	----------------	-----------	------------

Secretary:	Name: HENRY KARASCH	Addr1: 2129 LINDRICK CT, NW	Addr2:	City: CALABASH	State: NC	Zip: 28467
------------	---------------------	-----------------------------	--------	----------------	-----------	------------

Director:	Name: LINDA C KARASCH	Addr1: 1646 WEST CHESTER PIKE, SUITE 4	Addr2: City: WEST CHESTER	State: PA	Zip: 19382
Director:	Name: ADAM KARASCH	Addr1: 1646 WEST CHESTER PIKE, SUITE 4	Addr2: City: WEST CHESTER	State: PA	Zip: 19382
Not Specified:	Name: ADAM KARASCH	Addr1: 150 NEVIN DRIVE	Addr2: City: HONEYBROOK	State: PA	Zip: 19344

DBAS

Eff Date	DBA Type	DBA Name	Term Date
12/13/2013	FDB	KARASCH AND ASSOCIATES	

ANNUAL REPORTS

Filing For	Date Filed
2019	6/24/2019
2018	1/30/2018
2017	3/20/2017
2015	6/26/2014

PROPOSAL SUBMISSION

Our response to the RFQ shall remain in effect for 180 (one hundred eighty) days from the proposal due date. Our Proposal contains the following the following information as our Technical submission and price quote:

RFQ number

CRFQ 0507 HCC2000000001

Court Reporting and Transcription Services

Submitter, Contact Information and Project Manager

Randy Holyfield, BC-HIS ACA

Board Certified Audiologist

Sales Director

Karasch & Associates

1646 West Chester Pike, Suite 4

West Chester, PA 19382

Tax ID: 23-2720174

DUNS: 796395507

Pennsylvania SOS Entity Number: 2221586

Corporation in Good Standing

Solely U.S. based, No off-shoring

Toll-free: 800.621.5689 x104

Fax: 610.696.2008

Service Provided

- Onsite Court Reporting by 5+ year experienced staff
- Transcript delivery from 24 hours to 14 business days after appearance
- MS Word 2010 in one hard copy and PDF file in PDF only by CD and e-mail
- Service may begin in 30 days or less after contract award

Experience

We have been providing live court reporting and transcription services for nearly 40 years.

We provide multiple references with relevant past performance in our Narrative Response that follows.

Litigation

We have no past, current, or pending litigation resulting from professional services rendered over the past five years. There are no court or arbitrator rulings against the firm. We have not had a contract terminated for reason. We have not had damages or penalties of settlements to resolve disputes.

We have not had any order, judgment or decree of any Federal or State authority barring, suspending or limiting our right to engage in business practice. We have had no litigation.

Our owners and officers have never been convicted of a felony. We have not been on red light status with any agency.

FCC Status

VIEW FRN FINANCIAL INFO

[Manage FRNs](#)Show entries

Search:

[View FRN
Financial Info](#)

FRN	FRN Name	Red Light Status	Action
0028366094	Karas Enterprises Inc	Green Light	View Financial History

Professional Services Agreement

We will use and comply with the terms and conditions of the your standard Professional Services Agreement.

Compliance

We provide this written statement that we shall comply with the State Labor Code. Pursuant to said regulations entitled: Federal Labor Standards provisions; Federal Prevailing Wage Decision; and the State's Prevailing Wage Rates, respectively.

Insurance Company A.M. Best Rating

RLI Insurance Company Rated A+ Superior, AM Best #: 004210

Sentinel Insurance Company Rated A+ Superior, AM Best #: 002234

A copy of our ACORD Certificate of Liability Insurance and copies of the A.M. Best ratings are included and enclosed with our submittal. Our coverage limits meet or exceed the amounts required in the solicitation.

Pricing

Pricing for all requested services are enclosed and submitted, under separate cover

Payment

Invoices will be submitted once a month unless desired sooner

Minority Participation

Karasch is a certified Woman-Owned and certified Small Business, certificates enclosed

Business Size: Small/Large/Other

Small business concern, S Corporation

Exemptions to the solicitation

None

Acknowledgment of Solicitation Amendments, if any

None

Confidential Information

Please note our request that our abbreviated list of clients and partners is asked to remain confidential and is so marked on that single page

YOUR SCOPE AND REQUIREMENTS

COURT REPORTING SERVICES

1. PURPOSE AND SCOPE: The West Virginia Purchasing Division is soliciting bids on behalf of the West Virginia Health Care Authority (HCA) to establish an open-end contract for Court Reporting Services.

Vendors should be aware that hearings may occur both during day and evening hours and, occasionally, on weekends or holidays. Hearings and proceedings may be held over, unscheduled, to the next day or scheduled with short notice.

NOTE: This request is covered in part or in whole by federal funds. All bidders will be required to acknowledge and adhere to attached Provisions Required for Federally Funded Procurements".

KARASCH ACKNOWLEDGES ATTACHMENT 1 AND WILL ADHERE TO THE PROVISIONS REQUIRED FOR FEDERALLY FUNDED PROCUREMENTS

2. DEFINITIONS: The terms listed below shall have the meanings assigned to them below. Additional definitions can be found in section 2 of the General Terms and Conditions.

2.1 "Contract Services" means Court Reporting Services as more fully described in these specifications.

2.2 "Pricing Page" means the pages, contained wvOASIS or attached hereto as Exhibit A, upon which Vendor should list its proposed price for the Contract Services.

2.3 "Solicitation" means the official notice of an opportunity to supply the State with goods or services.

3. QUALIFICATIONS: Vendor, or Vendor's staff if requirements are inherently limited to individuals rather than corporate entities, shall have the following minimum qualifications:

3.1. Court Reporters shall be trained and certified by an accredited court reporting curriculum with proof at least five (5) years of experience.

3.2. Court Reporters shall be experienced and proficient in setting up, operating, and monitoring all equipment used under the terms of this contract.

3.3. Court Reporters must have a minimum of five (5) years of experience transcribing hearings or proceedings.

4. MANDATORY REQUIREMENTS:

4.1. Mandatory Contract Items: Vendor shall provide the HCA with the Contract Items listed below. Contract Items must meet or exceed the mandatory requirements listed below.

4.1.1. Contract Item #1 - Assignments/Coverage

4.1.1.1. The successful vendor must provide a Court Reporter to take and transcribe any requested hearings or proceedings.

4.1.1.2. Contact Information: Vendor shall provide a telephone number where they can be reached Monday through Friday 8:30 a.m. EST to 5:00 p.m. EST. The Vendor may not substitute an answering machine or voicemail for this requirement.

4.1.1.3. Notice of Proceedings: The HCA shall give reasonable notice to the Court Reporter of scheduled proceedings; however, no specific form or method of notice shall be required.

4.1.1.4. Cancellation of Proceedings: The HCA agrees to give notice to the Court Reporter, whenever possible, of the cancellation of any proceeding at least twenty-four (24) hours prior to the time such proceeding is scheduled to commence. Vendor acknowledges that twenty-four (24) advance notice of cancellation is not always possible.

4.1.1.5. Staffing: Vendor shall designate the total number of qualified employees employed by Vendor available to perform the work required in this solicitation. This designation should be submitted with the bid.

4.1.1.6. Scheduling: Court Reporter shall be prepared to work a half day or a full day. These are defined as follow:
Revised 12/12/2017

4.1.1.6.1 Half-Day: 1.) A morning session, beginning no earlier than 8:30 a.m. and ending by 12:30 p.m.

2.) An afternoon session, beginning no earlier than 1:00 p.m. and ending by 5:00 p.m.

3.) A night session, as determined by the Agency, beginning no earlier than 5:00 p.m. and ending by 9:00p.m.

4.1.1.6.2 Full-Day: 1.) A morning session and an afternoon session.
2.) An afternoon session and a night session.

4.1.1.7. Transportation: The Court Reporter must provide their own transportation to and from the hearing(s) or proceeding(s).

4.1.2. Contract Item #2 - Preparedness

4.1.2.1. The Court Reporter shall furnish all necessary supplies, equipment, tapes, paper, etc., necessary to produce transcripts. Further, the Court Reporter shall appear at all hearings or proceedings with enough equipment and supplies and be prepared for a minimum of a ten-hour hearing.

4.1.2.2. The Court Reporter shall be properly attired consistent with an appearance in a court-like proceeding and shall perform their duties in a professional

manner.

4.1.2.3. The Court Reporter shall be present at each proceeding as required by the HCA. The Court Reporter shall have all stenographic and electronic verbal recording equipment fully operational not less than fifteen (15) minutes prior to the scheduled commencement of a proceeding. The Court Reporter must have a secondary back-up recording of the hearing.

4.1.3. Contract Item #3 - Transcripts

4.1.3.1. The Court Reporter must provide complete and accurate verbatim transcripts typographically and grammatically free of errors, produced from stenographic reporting methods.

4.1.3.2. The Court Reporter shall be responsible for furnishing complete transcripts that accurately reflect a full and verbatim record of the proceeding. The Court Reporter shall be responsible for accurately transcribing legal authority citations. In the interest of readability, however, false starts, stutters, "uhms," "ers," "abs," "uhs," and other verbal tics will not normally be included in the transcript, unless the exclusion of such verbalizations will change a statement's meaning. Moreover, unnecessary duplication shall be avoided. For example, when a name is spelled out for the benefit of the Court Reporter, the spelling out of the name shall not be transcribed. If a speaker is quoting someone, only a quotation marks (") and not the word "Quote" will appear in the transcript.

5. DELIVERY AND RETURN:

5.1.1.1. Transcripts shall be typed or printed on white bond paper of high professional quality on computer paper of twenty (20) pound rating.

5.1.1.2. Electronic copies of the transcript may be requested by the HCA and the HCA may require the Court Reporter to furnish an electronic copy of the official transcript.

5.1.1.3. Upon the HCA's receipt of the printed and/or electronic copies, the Court Reporter shall not reprint or disseminate any version of the printed and/or electronic versions of the transcripts, exhibits or other documentation to anyone other than the parties to the action without the express written consent of the HCA, as it deems appropriate and in its sole discretion to release the same.

5.1.1.4. Deficient Transcripts - Where a correction in the transcript is requested by the HCA, the Court Reporter shall make all corrections necessary for a complete and correct verbatim transcript. Where there is any question of the speaker or actual words spoken, the written transcript shall be compared to the tape recording. Corrected copies must be provided to the HCA within five (5) business days from notification of the deficiency, at no additional charge.

5.1.1.5. Grossly Deficient Transcript - If the HCA determines that a transcript is grossly deficient, a penalty may be assessed in an amount not to exceed the full cost of the requestor of such transcript. Examples of such deficiencies include, but are not limited to, garbled, omitted, illegible text, misidentified speakers, or incorrect pagination.

5.1.1.6. Lost Recording - In the event the electronic recording tapes or other recording media of any proceeding, or portion of any proceeding, are lost, erased, destroyed, or otherwise not subject to transcription, the HCA may, at its discretion, assess a penalty of one thousand dollars (\$1,000.00) per case.

ABILITY TO MEET THE SCOPE OF WORK

As a leading provider of court reporting, transcription service, real-time CART Captioning, C-Print and Typewell, In-Person ASL Interpreting, VRI Remote ASL, Karasch & Associates desires to continue our 38+ year tradition of providing high-quality services.

Schedule lead time: We can begin service immediately and need little lead time to prepare after we submit the results of or perform criminal background checks for your approval.

Requirement and Qualifications

- A. We present our 38 years of experience in providing identical service
- B. We are a certified Women-owned and a certified SBA Small Business, Pennsylvania
- C. We are providing several current client references out of hundreds where we are providing identical service
- D. We describe how we currently provide 24/7/265 scheduling for court reporting service to our clients with instant backup in case of failure when performed remotely
- E. We describe how we provide 24/7/365 technical customer service online to staff
- F. As a leading provider of remote real-time Steno court reporting with a nationally-based team of over 350 real-time steno providers; we do not currently have a need to use additional outside sub-contractors in the performance of your work
- G. We can provide fully edited transcription and offline time-coded files for an additional charge
- H. We will give scheduling preference to our staff living within the State and those from the local area

IMPLEMENTATION PLAN STAFF QUALIFICATIONS AND PERFORMANCE STANDARDS

Staff meets the Following

Graduated from a National Court Reporters Association (NCRA) approved court or real-time reporting program and participate in mandatory continuing education programs.

Court Reporter Qualifications

- Karasch will provide professionally qualified court reporters
- Reporters shall be professionally qualified to operate a computer-aided system to transcribe speech, activities and transcripts into (electronic) text on computer screen.
- Reporters shall adhere to the National Court Reporters Association (NCRA) code of Professional Ethics at all times.
- Obtained formalized training in real-time writing.
- A demonstrable minimum real-time speed of 225 words per minute at 96% accuracy.
- Minimum of two years of experience working in court reporting, captioning or CART settings.

Performance Standards

- Contractors and employees comply with all federal, state, and local laws, rules and regulations governing the provisions of Sign Language interpretation and court reporter services including but not limited to, the Americans with Disabilities Act (ADA) of 1990 and 504 of the Rehabilitation Act of 1973 as amended.
- Contractors and employees comply with all federal, state, and local laws, rules and regulations governing the confidentiality of information including, but not limited, to HIPAA. We shall keep all assignment related information confidential.
- Provide court reporting in real-time for all activities including orally-presented assignments. The contents of the text file are deemed proprietary to our client and cannot be otherwise distributed without proper authorization.
- Render as near a verbatim translation as possible, always conveying the content and spirit of the speaker. If a new term is introduced that will not translate properly, when necessary, the reporter may substitute other vocabulary which is computer-translatable in order that the message be understood by the reader.
- The reporter must follow the intent of the speaker at all times.
- Discuss with the client strategies to be employed in the event that the transcribed text is scrambled. Said discussion must occur prior to the start of activity.

Description of Court Reporting Services

Karasch will use qualified stenographers that are highly capable and that possess the ability to write up to 225 words per minute, instantaneously transcribe events at near verbatim accuracy using a computer-compatible stenography machine and realtime stenocaptioning computer software on a portable laptop computer.

Responsibilities for Court Reporters

1. Provide own stenograph machine, court reporting software, laptop in working order
2. Maintain and upgrade technical dictionaries
3. Review and edit meeting notes as needed
4. Provide event notes when requested
5. Provide verbatim transcripts with Index page and Exhibits marked by hard copy and e-mail
6. Record audio of the event as back-up and for producing the text perfected transcript
7. Reporters meet specific qualifications:
 - a. Speed to be minimum of 225 words per minute
 - b. Accuracy of 95% or better

Responsibilities of Karasch

1. Provide qualified stenographers to perform work
2. Schedule staff
3. Perform routine quality assurance spot checks per reporter
4. Must be able to provide services for all scheduled events and other assignments as needed
5. Must have an emergency contingency plan in place to schedule a replacement reporter
6. Must be able to provide team coverage for intensive events lasting all day
7. Events with less than 48 hours' advance scheduling requests are covered using best efforts
8. No charge for events cancelled with 24 hours or more advance notice

WORK FLOW COORDINATION

Karasch and Associates will work with the Authority to ensure that your needs are met well with our onsite services.

- Our services consist of appearing and stenographic recording at, and transcription of, all Arbitration hearings and Karasch will receive a schedule of hearings with reasonable advance notice.
- All instructions to Karasch by the Chair with respect to the reporter's conduct and participation in proceedings shall be followed without discussion. Except where inconsistent with general or specific instructions issued, or where designated specifically as "off the record" by the Chair, every word spoken during a meeting or hearing shall be transcribed by Karasch. With specific permission of the Chair, certain "off the record" statements may be recorded.
- Karasch shall furnish a transcript with all words spelled correctly, properly hyphenated and properly punctuated. Any corrections to the transcript shall be made by us without additional cost to the Authority. We may be required to meet with Authority representatives to review proper name spellings and other similar matters prior to the issuance of all final transcripts.
- All meetings and hearings will be stenographically recorded and transcribed, and backup electronic verbal recording equipment shall be operating at all times while proceedings are being reported, unless otherwise instructed by the Authority. Stenographic recording shall be by "state of the art" stenocaptioning devices, and shall meet the requirements of the State Administrative Procedure Act.
- Each transcript for a proceeding can include a table of contents and/or an index indicating page numbers of each item on the Agenda. The table of contents or index shall also include a tabulation consisting of the number and at the Authority's request, a description of each exhibit marked with the page number on which the exhibit is first referenced.
- If stenography services are required for any closed portions of any hearings or meetings, Karasch shall ensure that all related material is kept confidential.
- Karasch will provide one hard copy in MS Word 2010 of the transcript within one week (reproducible on standard office copy equipment), and one electronic copy of the transcript in the PDF format designated by the Authority. The electronic copy shall be a computer readable identical copy of the original printed transcript including pagination, 100 percent equivalent upper and lower case text, and matching page and line numbers in the same sequential order. The electronic copy will be searchable for specific words, numbers and phrases. Each memory device shall be clearly labeled with the date of the meeting and/or hearing. Hard copies of all transcripts shall contain the date of the meeting either on the top or on the bottom of every page.
- The Authority shall provide a minimum of twenty-four (24) hours written notice of the cancellation of any previously scheduled proceeding.

TECHNICAL AND SCHEDULING SUPPORT

Karasch is staffed 24/7/365 by a team of technical and production coordinators dedicated to steno accuracy, interpreter accuracy and transcript quality. Prior to the start of any contract, we will perform all desired testing to demonstrate our ability to perform remote real-time steno court reporting, captioning, remote ASL interpreting and transcription service.

SCHEDULING

Karasch provides our clients with an SSL-secure ordering site for scheduling using a unique log-in and pass code.

Our stenographers and interpreters are all scheduled well in advance and must "check-in" to our scheduling system 10 minutes before their session is scheduled to start. If a check-in doesn't occur, alarms ring and backup procedures are put into place. This ensures that we are always ready to begin work for our customers prior to the start of any event.

We understand our client's scheduling needs and are able to work with the nature of your events. For events scheduled with two days advance notice we guarantee session coverage and events scheduled on short notice and with less than 24 hours advance notice are covered using our best efforts.

SECURE ONLINE PORTAL FOR SCHEDULING AND SECURE TRANSCRIPT ACCESS

Karasch & Associates

Contact us: +1-800-621-5689



Welcome to the Karasch & Associates Online Portal

Please Log in

Email

Password

Sign in

Forgot your password?

Karasch & Associates
Contact us: +1-800-621-5689

Events
Karasch { logout }

Find Upcoming Find All

Show 10 entries
Search:

Event	Organization Name	Days & Time	Clients	Consumers
ASL/Captioning Demo	Karasch	Mon,Tue,Wed,Thu,Fri 04:00 PM to 05:00 PM	Karasch	Karasch
Karasch Test	Karasch	Mon,Tue,Wed,Thu,Fri 08:00 AM to 01:00 PM	Karasch	Karasch, Brandon

Showing 1 to 2 of 2 entries
Previous 1 Next

Click on the download button to the right of the file to retrieve. Notes are included in our hourly rate.

Karasch & Associates
Contact us: +1-800-621-5689

Events
Karasch { logout }

ASL/Captioning Demo / Karasch

Notes / Transcripts

Filename	Uploaded By	Uploaded On
ASL/Captioning Demo 12/22/2014 09:28 Brandon.rtf	Brandon	12-22-2014 09:28 AM

Add Prep Materials

Event Information

Event Name: ASL/Captioning Demo
Event Location: Remote

Organization: Karasch
Event Notes: Used for demo with clients and consumers

Event URL:

Start Date: 10-01-2014
End Date: 10-01-2020

Event information in my local time:

Because of our strong history as a service-oriented company, our goals are to provide excellent service and complete customer satisfaction. At Karasch, we consider it our job to make your job easier.

CONFIRMATION OF ASSIGNMENT

Karasch sends confirmation by email for each scheduled assignment to the appropriate department contact to include the following:

1. Date and time the assignment was requested
2. Location of assignment
3. Requesting department and contact person
4. Date and time of the appointment
5. Type of services being provided (Court Reporting, ASL, CART, VRI)
6. Name of scheduled reporter, if available at time of confirmation
7. Contact information (mobile phone number, email address, etc.) for the assigned court reporter in case they need to be reached on the day of the scheduled assignment, if available at time of confirmation. If not available at that time, this information should be sent to the requesting department employee prior to the assignment start time.
8. Notes on any specific/special assignment requirements

Confirmation is provided within two (2) hours of the assignment request.

CANCELLATIONS, BILLING AND INVOICES

All invoices for payment will reflect the contract number with a complete description of services, service dates and times, quantity of hours worked or interpreted and contract price

Events that are cancelled with 24 hours or more advance notice are not billed.

Events cancelled with less than 24 hours or more advance notice are billed for the original scheduled duration

Karasch bills up to twice monthly, itemized by event.

Billing is Net 30 after receipt of correct invoice. Discounts may be available for early payment. Invoices are fully itemized.

DICTIONARY BUILDING FOR IMPROVED ACCURACY

Our real-time stenographer scheduling software provides the reporter with details on every client.

A treatment is a list of locally specific terms, constantly updated by our stenographers that may need to be written.

All reporters must review the treatment prior to work, and ensure these terms are in their dictionary. This ensures the most accurate text possible before editing.

COURT REPORTER ACCURACY AND TRAINING

Depending on the speaker(s) in a meeting, event, classroom lecture, webinar or other live session, conversational dialogue can exceed 225 words per minute. Broadcast news reporters can talk 225 words per minute or faster.

Our Stenographers and CART writers are able to capture normal conversation with 95%-98% accuracy or better with conversation burst speeds up to 250 words per minute. They use stenography (court) reporting machines to keep up with speeds of continuous 180-225 words per minute. They don't miss much. This service can be performed Onsite or Remotely. We refer to this high level of accuracy that can only be achieved by stenographic (court) reporters as near-verbatim, or preferred verbatim.

There is no performance difference between our reporters that are NCRA-certified level and our qualified level reporters. It is just that many court reporters don't wish to pay NCRA the significant annual membership fees solely to maintain their "certified" status when it makes no difference in the performance of their work.

Real-time reporters maintain as close to 100% accuracy as humanly possible. Our company captioning accuracy average for broadcast television news is 99.2% and is assisted by receiving quality prep material in advance of the program or event. Our intent is to produce report as verbatim to the original dialogue as possible. Accuracy issues are typically a case of poor or unintelligible audio or heavy accents which we cannot control.

Our C-Print captioners and Typewell writers are specially-trained typists that are producing real-time transcripts that are designed to keep up with the meaning or gist of the conversation. The captioner listens and simultaneously types the lecture or meeting content, including comments by others, onto a laptop computer, which is simultaneously received onto a second laptop computer so the client can follow during the event. This service can be performed Onsite or Remotely.

For reporters with the company for longer than one year, they must maintain 98% accuracy or better in order to receive new assignments. For on-going clients, we work diligently to maintain the same staff on assignment in order to maximize familiarity with terms, names, and current events.

Real-time captioning follows an exacting quality and testing procedure, which leads all real-time captioners to receive a quality score that measures real-time captioning accuracy and quality, including hard errors (spelling mistakes and misstrokes) and soft errors (punctuation and grammar).

Accuracy is calculated using the following formula:

$$100 \text{ minus } \frac{\text{Total Errors} \times 100}{\text{Total Words Written}} = \text{Accuracy \%}$$

Should we identify a reporter that is not meeting standards, we work with that reporter to reach and exceed those standards. If unable to achieve quality expectations, that reporter is removed from your team of assigned staff and replaced with another qualified individual.

If a client identifies unsatisfactory work, we have a single point of contact to communicate these issues and to work with you in improving steno accuracy. At your request, we will remove an underperforming reporter from your work and replace them with another qualified individual.

CERTIFICATIONS

Linda Karasch is company CEO, co-founder and majority owner of Karasch & Associates.

The company is a WBENC-certified woman-owned business (WBENC 2005116345) for the past 10 years through the National Women Business Owners Corporation as well as holding Pennsylvania, Maryland, Virginia, Ohio, Tennessee and Delaware State Certifications.

The company is certified as a Diverse Small Business (#53220 and 132449-2012-SB-W).

We ask for consideration as a small business and a woman-owned business.

ANTI-DISCRIMINATION

Karasch will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis

DRUG FREE WORKPLACE

Karasch maintains a drug-free workplace for employees.

We post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition.

We advise our employees that we maintain a drug-free workplace.

We accept provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

Drug-free workplace means a site for the performance of work done in connection with a specific contract awarded to a contractor in accordance with this chapter, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

BACKGROUND CHECKS

Karasch may complete a criminal background check of all court reporters providing services to you prior to the start of their work assignment if directed. Unless a background check is current, we will use the designated CBI process. Our client may request supporting documentation of completion of the background check.

SAFEGUARDING CONFIDENTIAL INFORMATION

Court reporters under this agreement agree and are bound by a signed and fully executed Non-Disclosure Agreement and Confidential Document Destruction Agreement.

They may become a part of our service contract between us and our client and immediately follow.

CONFIDENTIAL DOCUMENT DESTRUCTION AGREEMENT

This Confidential Document Destruction Agreement ("Agreement") is entered into by and between the parties:

The intent and purpose of this Agreement is to establish the basis for the destruction and deletion of information gathered during the performance of Services for the Client in accordance with the following terms and conditions.

1. As used herein, the term "Services" shall mean the performance of any and all reporting requests made by the Company related to requests from the Client or made by the Client directly to the Provider. Services shall include, but are not limited to, the use of prep material to prepare for a request, the conversion of speech to readable English language using available captioning technology and the proofing and delivery of said conversion to Company or Client directly.
2. As used herein, the term "Confidential Information" shall mean all data and information which a Client desires to protect from unrestricted disclosure or competitive use. Confidential Information shall include, but is not limited to, any and all technical and nontechnical information including patent, copyright, trade secret and proprietary information techniques, sketches, drawings, concepts, models, inventions, know-how, processes, apparatus, equipment, algorithms, software programs, software source documents, and formulae related to the current, future, and proposed products and services, whether disclosed or submitted orally, in writing, or machine readable format, or by any other media, and includes, without limitation, their respective information concerning research, experimental work, development, design details and specifications, engineering, financial information, manufacturing, customer lists, business forecasts, sales and merchandising, financial and marketing plans. All information disclosed through the process of providing Services will be considered Confidential Information by the Provider and does not require such information to be conspicuously designated as "Confidential", or if provided orally, identified as confidential at the time of disclosure.
3. The Provider will, at all times, keep all Confidential Information retained and secured while performing the Services requested. At no time should the Confidential Information be shared by any means to anyone, with the exception of those approved to review and receive such information by the Client. The Confidential Information shall also not be discussed with anyone prior to, during or after the Services have been rendered complete.
4. Once Services have been completed, the Provider agrees to destroy any and all Confidential Information received. This includes but is not limited to the following:
 - a. Prep Material - Prep material includes any and all digital or printed files, documents, agendas, attendee lists, presentation materials, etc that were supplied to the Provider for the strict use of preparing Services for the Client.
 - b. Captioning Notes/Files/Transcripts - Any and all versions of the captioning services preformed must be destroyed and/or deleted. Including captioning files stored in CAT software, backup files stored in steno machines, final notes or document files stored on laptops, computers or any other devices and any printed out captioning documents.

- c. Emailed captioning files - If the captioning file is requested via email the email correspondence including the attached file must be deleted from the email sent box and emptied from the deleted items bin once verification is sent that the email was received
5. A Certificate of Destruction may be requested to verify that all Confidential Information has been deleted and destroyed. Upon a Clients request of such documentation, the Company will provide the Certificate to be filled out by the Provider and returned to Company once deletion and destruction of information is completed.
 6. If, at any time, documents thought to be deleted and destroyed are found to still exist, or through backup restoration or other means restored in any form, notification must be sent to Company immediately and said documents deleted and destroyed as per this document.
 7. This Agreement shall commence on the Effective Date set forth above and shall continue to be held in effect at any time Provider renders Services for Client.

IN WITNESS WHEREOF, the parties have executed this Agreement to be effective as of the Effective Date.

MUTUAL NON-DISCLOSURE AGREEMENT

This Mutual Non-Disclosure Agreement ("Agreement") is entered into by and between the parties:

Client and Company (individually, each a "Party" and collectively, the "Parties") contemplate the exchange of certain technical and/or business information, including Confidential Information, as defined hereunder, in areas of mutual interest. The intent and purpose of this Agreement is to establish the basis for the exchange, protection and qualified disclosure of such Confidential Information by a "Disclosing Party" to a "Receiving Party" in accordance with the following terms and conditions.

Accordingly and in consideration of these promises and mutual covenants herein contained, and other valuable consideration, the Parties agree as follows

1. As used herein, the term "Confidential information" shall mean all data and information which a Disclosing Party desires to protect from unrestricted disclosure or competitive use. Confidential Information shall include, but is not limited to, any and all technical and nontechnical information including patent, copyright, trade secret and proprietary information techniques, sketches, drawings, concepts, models, inventions, know-how, processes, apparatus, equipment, algorithms, software programs, software source documents, and formulae related to the current, future, and proposed products and services, whether disclosed or submitted orally, in writing, or machine readable format, or by any other media, and includes, without limitation, their respective information concerning research, experimental work, development, design details and specifications, engineering, financial information, manufacturing, customer lists, business forecasts, sales and merchandising, financial and marketing plans. All information disclosed by a Party (the "Disclosing Party") will be considered Confidential Information by the other Party (the "Receiving Party") and does not require such information to be conspicuously designated as "Confidential", or if provided orally, identified as confidential at the time of disclosure
2. Except as expressly permitted by this Agreement, the Parties agree not to share or disclose any Confidential Information disclosed by the Disclosing Party. Each Party shall use the same standard of care that it uses to protect its own confidential and proprietary information, but such standard of care is to be no less than reasonable.
3. The Receiving Party shall be permitted to use the Confidential Information to fulfill job specific requirements as put forth by the Disclosing Party (the "Purpose"). Further, the Receiving Party shall only disclose Confidential Information of the Disclosing Party to its employees, directors, agents, auditors and attorneys on a need to know basis in conjunction with the Purpose and who are bound by a written obligation to hold such information in confidence on terms no less stringent than this Agreement.
4. Receiving Party shall not be bound by obligations of confidentiality or use for Confidential Information provided by the Disclosing Party if:
 - a. the Receiving Party receives the prior written approval of the Disclosing Party for such specific disclosure and use;
 - b. the Confidential Information was or is in the public domain prior to the Effective Date of this Agreement or which after such date becomes part of the public domain and was not disclosed in violation of this Agreement;
 - c. the Confidential Information was in possession of the Receiving Party at the time of disclosure by

- the Disclosing Party and was not acquired directly or indirectly in violation of an obligation of confidentiality;
- d. the Confidential Information was in its possession of the Receiving Party at the time of disclosure by the Disclosing Party and was received from a third party without obligation of confidentiality;
 - e. the Confidential Information is developed independently without use of any Confidential Information of the Disclosing Party; or
 - f. the Confidential Information is required to be disclosed under applicable law, court order, or other governmental authority demanding Confidential Information, provided that the Receiving Party complies with the following obligations: If the Receiving Party (or its employees, contractors, agents or consultants) is required to disclose Confidential Information under applicable law, court order or other governmental authority demanding Confidential Information, the Receiving Party will:
 - i. give the Disclosing Party prompt written notice of the request;
 - ii. use reasonable efforts to limit disclosure;
 - iii. disclose only the Confidential Information specifically required and only to the extent compelled to do so; and
 - iv. continue to maintain confidentiality after the required disclosure.
5. The Parties shall not copy or reproduce any Confidential Information of a Disclosing Party except to the extent required to perform the Purpose or by written permission of the Disclosing Party. Nor shall a Receiving Party produce any Derivatives (as defined in Paragraph 8), decompile, reverse engineer or reconstruct any Confidential Information of a Disclosing Party. At any time during or after the term of this Agreement, at the Disclosing Party's written request, each Party shall promptly return or destroy, upon request, all Confidential Information, including copies in whole or in part thereof or shall, in the alternative as permitted by the Disclosing Party in writing, destroy the other Party's Confidential Information and provide a certification to the other of such destruction within ten (10) days thereafter. In addition, any documents, notes, or other media developed by the Receiving Party containing Confidential Information of the Disclosing Party shall also be destroyed and Receiving Party shall provide a written certification to Disclosing Party regarding such destruction within ten (10) days thereafter. Notwithstanding the foregoing, the Receiving Party shall not be required to erase, destroy or return any Confidential Information or derivations which (i) are in the form of electronic backup copies routinely made and overwritten for disaster recovery purposes, or (ii) are retained in archive for legal, audit or professional record keeping compliance purposes, and in each case subject to a continuing duty of nonuse and nondisclosure hereunder.
6. Upon discovery of any unauthorized use, access or disclosure of the Confidential Information, take reasonable steps to regain possession and protection of the Confidential Information, and prevent further unauthorized action or breach of this Agreement.
7. Each Receiving Party acknowledges and agrees that the unauthorized disclosure or use of Confidential Information will cause irreparable harm and significant injury to the Disclosing Party, which will be difficult to measure with certainty or to compensate solely through money damages. Accordingly, the Receiving Party agrees that injunctive or other equitable relief shall be appropriate in the event of any breach by the Disclosing Party of any part or parts of this Agreement, in addition to such other remedies as may be

available at law.

8. All Confidential Information and any Derivatives (as defined below) there of whether created by the Disclosing Party or the Receiving Party, remain the property of Disclosing Party and no license or other rights to Confidential information is granted or implied hereby. For purposes of this Agreement, "Derivatives" shall mean: (i) for copyrightable or copyrighted material, any translation, abridgment, revision or other form in which an existing work may be recast, transformed or adapted, (ii) for patentable or patented material, any improvement thereon, and (iii) for material which is protected by trade secret any new material derived from such existing trade secret material, including new material which may be protected by copyright, patent and/or trade secret. It is understood and agreed that nothing contained herein shall be construed as implying or granting any right or license to either Party, transferring any intellectual property or ownership rights, or as evidencing any intent by the Parties to enter into a business transaction, purchase any products or services of the other Party nor as an encouragement to expend funds in development or research efforts. Nor shall this Agreement be construed as implying or establishing a joint venture, partnership or other contractual relationship between the Parties or any third person. This Agreement sets forth the entire, integrated understanding and agreement of the Parties with respect to the subject matter hereof.
9. Nothing contained in this Agreement shall grant to either Party the right to make commitments of any kind for or on behalf of any other Party without the prior written consent of such other Party. Further, neither Party shall disclose its participation in this undertaking, the existence or terms and conditions of the Agreement, or the fact that discussions are being held between the Parties.
10. Any notice required by this Agreement or given in connection with it, shall be in writing and shall be given to the appropriate party by personal delivery or by certified mail, postage prepaid, or recognized overnight delivery services at the address stated below or as otherwise provided in writing to the other Party.
11. If any provision or provisions of this Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not be affected or impaired thereby. Any failure to enforce any provision or part of a provision of this Agreement shall not constitute a waiver there of or of any other provision or part thereof.
12. This Agreement shall be governed by the laws of the United States and the State of Pennsylvania without regard to choice of law rules and the Parties shall submit to jurisdiction of the state or federal courts therein.
13. This Agreement shall govern all communications between the parties that are made during the period from the Effective Date of this Agreement to the date which is five (5) business days after which either Party receives from the other a written notice that subsequent communications shall not be so governed (for purposes of clarity, the 6 business day after receipt of notice, shall be the "Termination Date"); provided, however, that each Party's obligations with respect to Confidential Information of the other party which it has previously received during the period of the Effective Date through the Termination Date shall continue in perpetuity.
14. Each Party understands that the Receiving Party may currently or in the future be developing information internally, or receiving information from other parties that may be similar to the Disclosing Party's Confidential Information. Accordingly, nothing in this Agreement shall be construed as a representation or inference that the Receiving Party will not develop products or services, or have products or services developed for it, that compete with the products, services or systems contemplated by the Disclosing Party's Confidential Information. Provided, however, that (a) neither party may use Confidential Information

of the Disclosing Party in violation of this Agreement as a basis upon which to develop or have a third party develop a competing or similar product and (b) to the extent that Confidential Information pertains to prospective or unannounced products, the Receiving Party agrees not to use any Confidential Information of the Disclosing Party as a basis upon which to develop or have a third party develop a competing or similar product.

15. Neither Party may assign any rights or delegate any obligations under this Agreement without the prior written consent of the other Party. Any assignment not permitted hereunder shall be null and void.
16. Neither Party shall export, directly nor indirectly, any technical data acquired from the other pursuant to this Agreement or any product utilizing any such technical data to any foreign country.
17. This Agreement may be executed in one or more counterparts, all of which will be considered one and the same Agreement. This Agreement is fully executed when each party has signed one or more counterparts and delivered the counterparts to the other party. Facsimile signatures will be binding to the same degree as original signatures.

IN WITNESS WHEREOF, the parties have executed this Agreement to be effective as of the Effective Date.

We attest:

Our staff and court reporters operate under signed and executed Non-Discloser and Document Destruction agreements, as presented above.

We do not initially believe that as court reporters, we have gain access to confidential records but have always maintained client privacy and confidentiality and have never had a breach of client privacy.

Court reporters post any written transcripts to our secure server directly and only our client may access those transcripts through secure access. Our technical service manager has access to secure areas in order to facilitate client support. He would have no need to access your documents unless you request assistance in retrieving any written record.

Any deliberate intent of violating company privacy and confidentiality policy is cause for termination.

Any accidental violation of company privacy and confidentiality policy is cause for written reprimand and repeated violations is cause for termination.

We have never had a case of breach of client privacy.

KEY STAFF

Karasch is staffed 24/7/365 by a team of technical and production coordinators dedicated to writing continuity

Prior to the start of any contract, we will perform all desired testing to demonstrate our ability to perform remote (off-site) real-time stenocaptioning, remote Typewell service and Transcription of Online videos

Linda Karasch is co-founder of Karasch & Associates with her husband Henry Karasch. Karasch & Associates was the first litigation support company in Chester County Pennsylvania and successfully introduced legal video integration capabilities to the Chester County Bar Association. Linda is majority owner and President.

In addition to being a member of several Chambers of Business and Industry, Linda has also served on the Board and as the President of The Philadelphia Chapter of The National Association of Women Business Owners and The Institute for Children & Families. She has also served on the Board of the Pennsylvania Legal Secretary's Association, and was one of the founding members of the Legal Support Staff Association in Berks County. Currently she oversees strategic planning, marketing, financial analysis and sales development for Karasch. 800.621.5689

Peter Tonkin, Senior Vice President and General Manager, leads the development and execution of the company's long-term high growth strategy. Pete oversee all day-to-day operations, management decisions, and liaison between the Board of Directors and the ownership of the company, while communicating results to outside stakeholders and the public. He is a graduate of University of Delaware and Drexel University. Main: 800.621.5689

Fred Gasser, Technical Division Manager, is technical service manager for Karasch and is in charge of day-to-day performance of our company. His expertise in computer technology, video production, court reporting and captioning software, as well as encoding, is strength for Karasch & Associates. Mr. Gasser has provided his expertise from ordering equipment and setting up classroom connections for remote service to coordinating with internet web cast providers and real-time captioners. Because of his extensive video production experience and knowledge of line 21 encoding, Mr. Gasser oversees the entire production area of captioning for off-line, remote, on-site, large screen events and distance learning. He holds a degree in Mass Media Communications and has over twenty years of industry experience in captioning, videography, and A/V set-up. x310

Sara Fluharty, Support Services, leads scheduling for Accessibility, Captioning, Interpreting and Litigation. She oversees all aspects, from scheduling to billing and puts our client's needs as her top priority. Her knowledge and experience with supporting our accessibility and litigation clients makes her a valued asset to the Karasch family. X330

Randy Holyfield, BC-HIS ACA is a nationally board certified audiologist and company sales director. He is the Project account manager for Karasch and is in charge of the project on all matters related to service and our agreement for services. Mr. Holyfield has been assisting organizations for over 30 years in meeting the needs of their constituents and is an expert in Section 508 compliance for accessibility to the Deaf and hard-of-hearing. He has presented or led panels at GV Expo, National Association of Broadcasters, NIST Streams of Fire and other accessibility conferences and events. He is a multi-degree alumni of California State University, San Bernardino. Direct: 484.653.7203 or Main: 800.621.5689

COURT REPORTER RESUMES

We have one of the largest teams of closed captioning professionals in the nation. We have abundant capacity to handle the work for the Authority with the capacity and flexibility to perform on short notice and under time constraints.

With a dedicated scheduling team of three long-term professionals and 24/7 coverage, we have the procedures in place to meet your needs exceptionally well.

Captioner names are abbreviated for staff confidentiality.

We include an abbreviated list of some of our stenographic real-time professional captioners from our team of 350 stenographic writers and transcribers.

Where available, NCRA certifications or State licenses will be provided upon request.

Mellony A Registered Merit Reporter NCRA RMR, CRR, CRC	Lisa T NCRA Registered Professional Reporter (RPR) 2012
Isela I NCRA Registered Professional Reporter (RPR) 2012	Joann J NCRA Registered Professional Reporter (RPR) 2012
Janet S NCRA Registered Professional Reporter (RPR) 2012	Le Dawn S NCRA Registered Professional Reporter (RPR) 2012
Shavon K NCRA Registered Professional Reporter (RPR) 2010	Shelly C NCRA Registered Professional Reporter (RPR) 2012
Nancy T NCRA Registered Professional Reporter (RPR) 2012	Nicole K NCRA Certified Realtime Captioner (CRC), since 2013
Rebecca NCRA Certified Realtime Reporter (CRR), since 2006	Lori S NCRA Registered Professional Reporter (RPR) 2012
Janell NCRA Certified Broadcast Captioning, since 2009	Kimberley G NCRA Certified Realtime Captioner (CRC), since 2012
Lori F NCRA Certified Realtime Captioner (CRC), since 1989	Caitlin H NCRA Certified Broadcast Reporter, since 2013
Yvonne Marie G NCRA Certified Realtime Captioner (CRC), since 2005	Michelle H NCRA Certified Realtime Captioner (CRC), since 1994
Debra P NCRA Certified Realtime Captioner (CRC), since 2014	Sallyanne M NCRA Certified Merit Reporter, since 2003

CUSTOMER REFERENCES

Health Resources & Services Administration

Advisory Council Operations
Kandi M. Barnes, Management Analyst
5600 Fishers Lane, Room 11W45D
Rockville, MD 20857
(301) 443-1406 / Fax: (301) 443-2111

kbarnes@hrsa.gov

Connecticut Judicial Branch

Jeanne Roberge, Court Planner
90 Washington Street, 4th Floor
Hartford, CT 06106
(860) 706-5205

Jeanne.Roberge@jud.ct.gov

MacElree Harvey

Barbara Butler
17 West Miner Street
West Chester PA 19382
610-436-0100

Court reporting and transcription services provided since 2000

City of Scottsdale Arizona

John Snow, CPPO, Contract Specialist
9191 E. San Salvador Drive
Scottsdale, AZ 85258
(480) 312.5716

jsnow@scottsdaleaz.gov

City of Malibu California

Alex Montano, Senior Media Technician
City of Malibu
23825 Stuart Ranch Road
Malibu, CA 90265
(310) 456-2489 ext. 227

amontano@malibucity.org

MacMain Law Group

Elizabeth Dunn
433 West Market Street, Suite 200
West Chester PA 19382
484-318-7106

Court reporting and transcription services provided since 2015

CUSTOMER REFERENCES

Philadelphia VA Medical Center

Theodore Wallace
3900 Woodland Ave (90C)
Philadelphia, PA 19104-4551
Phone: (215) 823-5800
Fax: (215) 823-6045

theodore.wallace2@va.gov

Harris & Smith

Eileen D'Angelo
300 West State Street, Suite 108
Media PA 19063
610-565-5300
Court reporting and transcription services provided since 2016

Federal Reserve Bank

Carol Mares
701 East Byrd Street
Richmond, VA 23219
(804) 697-3698

Carol.Mares@frit.frb.org

US Army Coastal Engineering Research Board

Stacy Thurman, Contract Specialist
3909 Halls Ferry Road
Vicksburg, Mississippi 39180
(601) 634.3198

Stacy.d.thurman@usacc.army.mil

Lebanon VA Medical Center

Amanda Lopez, B.S.
Quality Management Program Support
1700 S Lincoln Ave
Lebanon, PA 17042
Office: 717-272-6621
Fax: 717-228-3913

Amanda.Lopez@va.gov

KARASCH CLIENT AND PARTNER LIST, ABBREVIATED

CLIENT LIST IS CONFIDENTIAL

Government References, brief list

Contract Holder: GSA # GS-02F-107-BA
 Social Security Administration
 – Regions 2, 3, 5, 8
 US Army – Ft. Belvoir, VA
 US Attorney's Office – Philadelphia, PA
 Philadelphia VA Medical Center
 United States Coast Guard
 State of Pennsylvania
 Internal Revenue Service
 Massachusetts Gaming Commission

Dept. of Veterans Affairs – Coatesville, PA
 Dept. of Veterans Affairs – Wilmington, DE
 Dept. of General Services, Pennsylvania
 Grand Jury of Pennsylvania
 Health Resources & Services Administration
 Lebanon VA Medical Center
 Pennsylvania State Grand Jury
 Pennsylvania Department of Public Welfare
 Delaware Department of Education
 Nationwide Insurance

Television References, brief list

Some clients are direct Karasch clients, some are direct clients of our broadcast captioners that we will use on your programming

Rhode Island PBS
 Sinclair Networks
 CBS Owned and Operated stations
 Amazon Prime
 CBS All Access
 Showtime
 Nickelodeon

ABC Owned and Operated stations
 Gannett
 Sinclair
 BELO
 HBO
 Fox
 Disney

Higher Education References, brief list

South Carolina Trident Technical Colleges
 Radford University
 Old Dominion University
 University of Baltimore
 Rutgers University
 Mercer County Community College
 University of Delaware
 North Carolina State University
 College of Staten Island
 Rowan University
 Luzerne County Community College
 Virginia Community College System
 Midwestern State University

University of Mary Washington
 University of Virginia
 University of Connecticut
 Temple University
 SUNY Westchester
 Carnegie Mellon University
 City University of New York
 New Jersey City University
 Hofstra University
 Boise State University
 Lamar University
 Bergen Community College
 Oklahoma City College

Contract Alliance Partners, brief list

Caption Colorado now VITAC
 Sign Language USA
 Language Service Associates

Interpreting Associates, LLC
 Purple Communication
 Language Link

EXPERIENCE, HISTORY, SERVICE CAPABILITIES

Karasch was incorporated in Pennsylvania in January 1983 and currently provides stenographic court reporting service, transcription, real-time and offline captioning, ASL sign language interpreting services, litigation support and video production services.

Karasch provides real-time captioning of over 100,000 hours of live programming per year, and creates verbatim, precisely-timed captions for thousands of hours of prerecorded needs per year. Customers include corporations, colleges and universities, government agencies and more.

Within our lines of business, we guarantee:

- On-time delivery: 99% delivery of your offline or prerecorded project within the requested hour
- On-air uptime: 99% on-air live real-time captioning tracked and reported on a daily basis
- Availability: 24 hours/day, 365 days/year, our service experts handle your calls
- Accuracy: Offline captions and subtitles are double-checked to ensure 100% accuracy
- Quality: Real-time captions at 98% accuracy when audio is clear and prep material is supplied
- CC compliance: Karasch complies with all FCC Caption Quality Best Practices for accuracy, synchronicity, completeness, and placement

Services Offered:

- Real-time English stenocaptioning w/transcripts
- Real-time Spanish stenocaptioning w/transcripts
- Real-time French stenocaptioning w/transcripts
- Real-time Latin stenocaptioning w/transcripts
- Offline time-coded stenocaptioning in over 20 different file formats
- Transcription
- Subtitling
- In-house SD & HD encoding
- Nonlinear Encode Solutions: MXF, CableLabs Spec, MPG2
- Audio Description

NAICS Codes for our Primary Services

561990 – All Support Services

561492 – Court Reporting Services, Closed Captioning, Real-time Captioning of Live TV Performances, Meetings & Conferences, Stenography and Stenotype Services

512110 – Video Production

512191 – Tele-production and Production Services; Closed Captioning Services

334612 – Prerecorded CD & DVD Reproducing

561410 – Transcription/Proofreading; Document Preparation Services

541120 – Office of Notaries

541930 – Translation & interpretation services

541990 – All other Professional & Technical Services

611710 – Educational Support Services

425110 – Business to Business Electronics wholesale

423490 – Other Professional Equipment wholesale

COMPANY INFORMATION

Firm Name

Karasch & Associates
1646 West Chester Pike, Suite 4
West Chester, PA 19382
Toll-free: 800.621.5689
Fax: 610.696.2008

Main Contact and Account Manager

Randy Holyfield
Sales Director, Board Certified Audiologist
rholyfield@karasch.com
Direct: 484.653.7203

Legal

Tax ID: 23-2720174
Pennsylvania Secretary of State number: 2221586 – Active
NAICS: 561492, closed captioning services, real-time
512191, closed captioning services, taped material

DUNS: 796395507
Department of Defense CAGE Code: 3HNVO
561410, document transcription services
541930, interpretation services, language

About Karasch & Associates

Karasch & Associates has been in business over 38 years, is a **certified Woman-Owned Business (WBENC and SBA)** and is a **certified Small Diverse Business (PA)** that provides speech-to-text services offering 24/7/365 technical and scheduling support plus an easy access Online Portal for archived captioning and legal transcripts

Company Divisions

Captioning & Sign Language (Accessibility): Provides onsite and remotely delivered services with high accuracy levels for ADA, Accessibility and Federal Section 508 Compliance for deaf and hard-of-hearing; Assistance for English Second Language, reading levels and other disabilities

Government - SSA: Provides cleared and trained VHR recorders for various regions throughout the U.S. GSA Schedule Contract Holder # GS-02F-107BA

Litigation Support and Video Services: Historically-centered around court reporting, it has evolved to include e-document scanning, data storage and real-time and large screen presentation; Video Services specialize in supporting the video needs of the legal community

Technical: Develops and maintains all Karasch systems and processes with a focus on new technologies that support the company's Accessibility and Litigation divisions

Company Size

Karasch & Associates is a team of approximately 480 Steno reporters, captioners, interpreters and staff employees

Company Principal

Linda Karasch, CEO. As Co-founder and majority owner, Linda has built this quality-based company to \$4 million and currently oversees strategic planning, financial analysis and sales team development for the company

Key Staff

Adam Karasch - President
Pete Tonkin - SVP & General Manager
Joe Lyons - CFO

Fred Gasser - Technical Division Manager
Sara Fluharty - Litigation Coordinator & Resource Manager
Randy Holyfield - Project and Account Manager

Certified Services

350 Computer Aided Realtime Translation (CART) providers
75 Broadcast Steno Court reporters
ASL Sign Language Interpreters
70 NCRA Steno Court Reporters and Certified Legal Video Specialists

25 C-PRINT Captioners
2 Notary Signing Agents
95 VHR Recorders for SSA
30 Typewell Captioners

KARASCH

RG

Exhibit A Court Reporter Rates

<u>Description</u>	<u>Quantity</u>	<u>Price</u>	<u>Extended Total</u>
Appearance:			
Half Day Appearance Fee	4	\$ 85 -	\$ 340 -
Whole Day Appearance Fee	4	\$ 85 -	\$ 340 -
Transcript:			
Transcript in 8-14 days (per page)	550	\$ 5.25	\$ 2887.50
Transcript in 3-7 days (per page)	1	\$ 9.45	\$ 9.45
Transcript in 48 hours (per page)	1	\$ 9.95	\$ 9.95
Transcript in 24 hours (per page)	1	\$ 10.50	\$ 10.50
Copy:			
Copy in 8-14 days (per page)	550	\$ 5.25	\$ 2887.50
Copy in 3-7 days (per page)	1	\$ 9.45	\$ 9.45
Copy in 48 hours (per page)	1	\$ 9.95	\$ 9.95
Copy in 24 hours (per page)	1	\$ 10.50	\$ 10.50
Electronic Delivery:			
CD	1	\$ 5 -	\$ 5 -
E-mail	1	\$ 5	\$ 5
Grand Total			\$ 6,519.80

*****Instructions for Pricing*****

Insert a Unit Price multiply by the Quantity and calculate the Extended Total for each line. Add the Extended Totals for the GRAND TOTAL

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: 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: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, 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: Karasch & Associates by Randall Holyfield

Authorized Signature: *Randy Holyfield* Date: 11/2/2019

State of Colorado

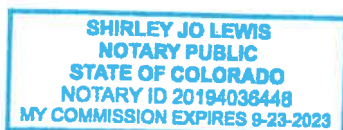
County of Larimer, to-wit:

Taken, subscribed, and sworn to before me this 02 day of November, 2019.

My Commission expires 09/23/2023, 2023.

AFFIX SEAL HERE

NOTARY PUBLIC



Shirley Jo Lewis
Purchasing Affidavit (Revised 01/19/2018)

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.

RANDY HOLYFIELD BC-HIS ACA
(Name, Title)
SALES DIRECTOR, AUDIOLOGIST
(Printed Name and Title)
1646 WEST CHESTER PIKE, WEST CHESTER PA 19382
(Address)
800 621 5689 610 696 2008
(Phone Number) / (Fax Number)
R.HOLYFIELD@KARASCH.COM
(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.

KARASCH + ASSOCIATES
(Company)
Randy Holyfield BC-HIS ACA
(Authorized Signature) (Representative Name, Title)
RANDY HOLYFIELD SALES DIRECTOR, AUDIOLOGIST
(Printed Name and Title of Authorized Representative)
11/2/19
(Date)
800 621 5689 610 696 2008
(Phone Number) (Fax Number)

ADDENDUM ACKNOWLEDGEMENT FORM

SOLICITATION NO.: CRFQ 0507 HCC2000000001

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) *NONE*

- ☐ Addendum No. 1
- ☐ Addendum No. 2
- ☐ Addendum No. 3
- ☐ Addendum No. 4
- ☐ Addendum No. 5

- ☐ Addendum No. 6
- ☐ Addendum No. 7
- ☐ Addendum No. 8
- ☐ Addendum No. 9
- ☐ 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.

KARASCH + Associates

Company

Authorized Signature

Date

11/2/19

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

REQUEST FOR QUOTATION
CRFQ 0507 HCC2000000001
Court Reporting Services

13. VENDOR DEFAULT:

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

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

13.1.2. Failure to comply with other specifications and requirements contained herein.

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

13.1.4. Failure to remedy deficient performance upon request.

13.2. The following remedies shall be available to Agency upon default.

13.2.1. Immediate cancellation of the Contract.

13.2.2. Immediate cancellation of one or more release orders issued under this Contract.

13.2.3. Any other remedies available in law or equity.

14. MISCELLANEOUS:

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

Contract Manager: Joe Lyons, CFO
Telephone Number: 800 621 5689
Fax Number: 610 696 2008
Email Address: JLYONS@KARASCH.COM

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 Vendor Preference, if applicable.

1. **Application is made for 2.5% vendor preference for the reason checked:**

- ☐ Bidder is an individual resident vendor and has resided continuously in West Virginia, 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,
- ☐ Bidder is a resident vendor partnership, association, or corporation with at least eighty percent of ownership interest of bidder held by another entity that meets the applicable four year residency requirement; 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% 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% vendor preference for the reason checked:**

- ☐ Bidder is a nonresident vendor that employs a minimum of one hundred state residents, or a nonresident vendor which has an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia and employs a minimum of one hundred state residents, and for purposes of producing or distributing the commodities or completing the project which is the subject of the bidder's bid and continuously over the entire term of the project, on average at least seventy-five percent of the bidder's employees or the bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years and the vendor's bid; or,

4. **Application is made for 5% 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% 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% 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.

8. **Application is made for reciprocal preference.**

- ☐ Bidder is a West Virginia resident and is requesting reciprocal preference to the extent that it applies.

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) rescind the contract or purchase order; 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.

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: Karasch & Associates

Signed: Randy Holyfield

Date: 11/2/2019

Title: Sales Director, Audiologist



WOMEN'S BUSINESS ENTERPRISE
NATIONAL COUNCIL

JOIN FORCES. SUCCEED TOGETHER.

hereby grants

National Women's Business Enterprise Certification

to

KARAS ENTERPRISES, INC. DBA Karasch & Associates; Setgo

who has successfully met WBENC's standards as a Women's Business Enterprise (WBE).

This certification affirms the business is woman-owned, operated and controlled; and is valid through the date herein.

WBENC National WBE Certification was processed and validated by
Women's Business Enterprise Center - East, a WBENC Regional Partner
Organization.

Certification Granted: August 18, 2010

Expiration Date: August 18, 2020

WBENC National Certification Number: 2005116345

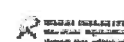
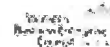
Authorized by Elizabeth M. Walsh, President
Women's Business Enterprise Center - East

WBENC EAST
WOMEN'S BUSINESS ENTERPRISE CENTER

JOIN FORCES. SUCCEED TOGETHER.

NAICS: 561492, 423490, 425110, 512191, 541120, 541930, 541990, 561410, 561990, 611710

UNSPSC: 82111603, 82112067, 86131900, 86131901, 86131902, 86131903



**NOTICE OF SMALL BUSINESS SELF-CERTIFICATION
AND SMALL DIVERSE BUSINESS VERIFICATION**



pennsylvania

DEPARTMENT OF GENERAL SERVICES

The Department is pleased to announce that

KARAS ENTERPRISES

has successfully completed the Pennsylvania Department of General Services' process for self-certification as a small business under the Commonwealth's Small Business Contracting Program, and is verified as a Small Diverse Business with the following designation(s):

BUSINESS TYPE(s): Procurement Services

CERTIFICATION NUMBER: 132449-2012-12-SB-W

CERTIFICATION TYPE: Woman Business Enterprise

ISSUE DATE: 12/05/2012

EXPIRATION DATE: 01/31/2020

RECERTIFIED DATE: 1/18/2018

Kerry L. Kirkland, Deputy Secretary
Diversity, Inclusion, and Small Business Opportunities

COMMONWEALTH OF PENNSYLVANIA
DEPARTMENT OF STATE

01/14/2019

TO ALL WHOM THESE PRESENTS SHALL COME, GREETING:

I DO HEREBY CERTIFY THAT,

KARAS ENTERPRISES, INC.

is duly registered as a Pennsylvania PA Close Corporation under the laws of the Commonwealth of Pennsylvania and remains subsisting so far as the records of this office show, as of the date herein.

I DO FURTHER CERTIFY THAT this Subsistence Certificate shall not imply that all fees, taxes and penalties owed to the Commonwealth of Pennsylvania are paid.



IN TESTIMONY WHEREOF, I have hereunto set
my hand and caused the Seal of the Secretary's
Office to be affixed, the day and year above written

Kathly Bookman

Acting Secretary of the Commonwealth

Certification Number: TSC190114141415-1

Verify this certificate online at <http://www.corporations.pa.gov/orders/verify>



Business Entity Details

Main

Name: KARAS ENTERPRISES, INC.			Organization Number: 326485	
Type: C	Sec Type:	City: WEST CHESTER	Class: P	Ch Type: F
Eff Date: 12/13/2013	File Date: 12/13/2013	Term Date:	Term Reason:	AW/Term:
CH County:	Ch State: PA	Bus Purp: 6117	Ex Acres:	Term Yrs:
Auth Shrs:	Cap Stck:	Status: Active	Par Val:	MGMT:

Addresses

Principal Office Address:	Name:	Addr1: 1646 WEST CHESTER PIKE	Addr2: SUITE 4	City: WEST CHESTER	State: PA	Zip: 19382
Notice of Process Address:	Name: LINDA KARASCH	Addr1: 1646 WEST CHESTER PIKE, SUITE 4	Addr2:	City: WEST CHESTER	State: PA	Zip: 19382
Mailing Address:	Name:	Addr1: 1646 WEST CHESTER PIKE	Addr2: SUITE 4	City: WEST CHESTER	State: PA	Zip: 19382
Mailing Address:	Name:	Addr1:	Addr2:	City:	State:	Zip:

Officers

President:	Name: LINDA KARASCH	Addr1: 2129 LINDRICK CT, NW	Addr2:	City: CALABASH	State: NC	Zip: 28467
Secretary:	Name: HENRY KARASCH	Addr1: 2129 LINDRICK CT, NW	Addr2:	City: CALABASH	State: NC	Zip: 28467
Director:	Name: LINDA C KARASCH	Addr1: 1646 WEST CHESTER PIKE, SUITE 4	Addr2:	City: WEST CHESTER	State: PA	Zip: 19382
Director:	Name: ADAM KARASCH	Addr1: 1646 WEST CHESTER PIKE, SUITE 4	Addr2:	City: WEST CHESTER	State: PA	Zip: 19382
Not Specified:	Name: ADAM KARASCH	Addr1: 150 NEVIN DRIVE	Addr2:	City: HONEYBROOK	State: PA	Zip: 19344

DBAs

Eff Date	DBA Type	DBA Name	Term Date
12/13/2013	FDB	KARASCH AND ASSOCIATES	

Names

No Records Found.

Mergers

[Privacy](#) - [Terms](#)

No Records Found.

Subsidiaries

No Records Found.

Amendments

No Records Found.

Dissolutions

No Records Found.

Annual Reports

Filing For	Date Filed
2019	6/24/2019
2018	1/30/2018
2017	3/20/2017
2015	6/26/2014

With this information, you can...

Purchase Certificate of Authorization

If you would like to purchase a Certificate of Authorization for this business entity, select the button to the left to add the certificate to your shopping cart. You will be assessed a \$10.00 fee for each certificate. Click the Shopping Cart link in the upper right corner to complete your order.

[Back To Search Results](#)

[Search Again](#)



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

8/29/2019

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER
Arthur J. Gallagher Risk Management Services, Inc.
4000 Midlantic Drive Suite 200
Mount Laurel NJ 08054

CONTACT

NAME:

PHONE

(A/C, No, Ext):

E-MAIL

ADDRESS:

FAX

(A/C, No):

INSURER(S) AFFORDING COVERAGE

NAIC #

INSURER A : Sentinel Insurance Company Ltd

11000

INSURER B : RLI Insurance Company

13056

INSURER C : Hartford Accident and Indemnity Company

22357

INSURER D :

INSURER E :

INSURER F :

INSURED
Karas Enterprises, Inc.
1646 West Chester Pike, Suite 4
West Chester PA 19382

KARAENT-01

COVERAGES**CERTIFICATE NUMBER:** 1482542933**REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL SUBR INSD WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input checked="" type="checkbox"/> POLICY <input type="checkbox"/> PRO-JECT <input type="checkbox"/> LOC OTHER:		39SBAZI2381	8/22/2019	8/22/2020	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 10,000 PERSONAL & ADV INJURY \$ GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
A	<input type="checkbox"/> AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY		39SBAZI2381	8/22/2019	8/22/2020	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$
A	<input type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE <input type="checkbox"/> DED <input checked="" type="checkbox"/> RETENTION \$ 10,000		39SBAZI2381	8/22/2019	8/22/2020	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000 \$
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	<input type="checkbox"/> Y <input checked="" type="checkbox"/> N / A	39WECBZ6268	8/22/2019	8/22/2020	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> OTH-ER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	Professional Liability		RTP0013743	8/22/2019	8/22/2020	Limits Aggregate Retention \$1,000,000 \$1,000,000 \$1,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

CERTIFICATE HOLDER

Iowa Department of Administrative Services
Central Procurement & Fleet Services Enterprise
1305 East Walnut Street
Hoover Building - Level 3
Des Moines IA 50319-0141

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.

NATIONAL COURT REPORTERS ASSOCIATION



THIS ASSOCIATION HEREBY AWARDS THIS

REGISTERED PROFESSIONAL REPORTER

CERTIFICATE TO

SHAVON KOLB

ON

MAY 1, 2010

FOR HAVING DEMONSTRATED THE SKILLS AND EXCELLENCE REQUIRED TO PASS THE REGISTERED PROFESSIONAL REPORTER EXAMINATION, CONSISTING OF A WRITTEN KNOWLEDGE TEST AND A SKILLS TEST AT DICTATED SPEEDS OF 180 WORDS PER MINUTE ON LITERARY MATTER, 200 WORDS PER MINUTE ON JURY CHARGE, AND 225 WORDS PER MINUTE ON TESTIMONY. THIS DESIGNATION IS MAINTAINED THROUGH THE FULFILLMENT OF CONTINUING EDUCATION REQUIREMENTS AND BY REMAINING A MEMBER IN GOOD STANDING.



**REGISTERED
PROFESSIONAL
REPORTER**

SUE TERRY, F.A.P.R., R.P.R., C.R.R., C.R.C.
NCRA PRESIDENT

NATIONAL COURT REPORTERS ASSOCIATION



THIS ASSOCIATION HEREBY AWARDS THIS
REGISTERED PROFESSIONAL REPORTER
CERTIFICATE TO

Lori A. Fausnaught

ON
NOVEMBER 2, 1996

HAVING SATISFACTORILY PASSED THE REGISTERED PROFESSIONAL REPORTER EXAMINATION CONSISTING OF A
WRITTEN KNOWLEDGE TEST AND A SKILLS EXAMINATION AT DICTATED SPEEDS OF
180 WORDS PER MINUTE ON LITERARY MATTER
200 WORDS PER MINUTE ON JURY CHARGE
225 WORDS PER MINUTE ON TESTIMONY
AND IS A PROFESSIONAL MEMBER IN GOOD STANDING THROUGH DECEMBER 31
1996



Brian E. Cartier

NATIONAL COURT REPORTERS ASSOCIATION



THIS ASSOCIATION HEREBY AWARDS THIS

REGISTERED PROFESSIONAL REPORTER

CERTIFICATE TO

SHELLIE W. CAMP

ON

MAY 5, 2012

FOR HAVING DEMONSTRATED THE SKILLS AND EXCELLENCE REQUIRED TO PASS THE REGISTERED PROFESSIONAL REPORTER EXAMINATION, CONSISTING OF A WRITTEN KNOWLEDGE TEST AND A SKILLS TEST AT DICTATED SPEEDS OF 180 WORDS PER MINUTE ON LITERARY MATTER, 200 WORDS PER MINUTE ON JURY CHARGE, AND 225 WORDS PER MINUTE ON TESTIMONY. THIS DESIGNATION IS MAINTAINED THROUGH THE FULFILLMENT OF CONTINUING EDUCATION REQUIREMENTS AND BY REMAINING A MEMBER IN GOOD STANDING.

PR
PROFESSIONAL REPORTER

J. Clegg
JANIS M. CLEGG, CRR



National Court Reporters Association
certifies that

Nancy Taguinot ,
RPR

is a
Registered Member
in Good Standing
Through 12/31/2019

A handwritten signature in black ink, reading 'Sue Terry'.

Sue A. Terry, FAPR, RPR, CRR, CRC
NCRA President

A handwritten signature in black ink, reading 'Marcia Ferranto'.

Marcia Ferranto
NCRA Executive Director & CEO



NATIONAL COURT REPORTERS ASSOCIATION

MEMBERSHIP CARD

Membership ID: [REDACTED]

Lori Scalise, RPR

Registered Member

Membership expires **12/31/2019**

National Court Reporters Association

12030 Sunrise Valley Drive, Suite 400

Reston, VA 20191

<http://NCRA.org>

We are here for you.

Please contact us at your convenience.

Member Services and Information Center

Call from US and Canada 800-272-6272

membership@ncra.org

NCRA's Exclusive Insurance Program