



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

## Header 6

List View

### General Information Contact Default Values Discount Document Information Clarification Request

Procurement Folder: 1432458

Procurement Type: Central Master Agreement

Vendor ID: VS0000042275

Legal Name: Terra Nova Transcription LLC

Alias/DBA: Terra Nova Transcription LLC

Total Bid: \$2,300.00

Response Date: 06/12/2024

Response Time: 11:36

Responded By User ID: MFrench54

First Name: Maria

Last Name: French

Email: m.french@terranovanow.c

Phone: 7097261353

SO Doc Code: CRFQ

SO Dept: 0323

SO Doc ID: WWV2400000010

Published Date: 6/7/24

Close Date: 6/12/24

Close Time: 13:30

Status: Closed

Solicitation Description: Transcription Services, Legal and Medical

Total of Header Attachments: 6

Total of All Attachments: 6



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

State of West Virginia  
Solicitation Response

**Proc Folder:** 1432458  
**Solicitation Description:** Transcription Services, Legal and Medical  
**Proc Type:** Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-06-12 13:30	SR 0323 ESR06092400000007639	1

**VENDOR**  
VS0000042275  
Terra Nova Transcription LLC

**Solicitation Number:** CRFQ 0323 WWV2400000010  
**Total Bid:** 2300  
**Response Date:** 2024-06-12  
**Response Time:** 11:36:38  
**Comments:**

**FOR INFORMATION CONTACT THE BUYER**  
Brandon L Barr  
304-558-2652  
brandon.l.barr@wv.gov

**Vendor**  
**Signature X** **FEIN#** **DATE**

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

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Transcription Services, Legal and Medical	2000.0000	PAGE	1.150000	2300.00

Comm Code	Manufacturer	Specification	Model #
82111603			

**Commodity Line Comments:** Terra Nova is pleased to provide a proposal for the transcription of Workforce West Virginia. Our experience over 23 years has included many large organizations, both workers' compensation interviews, police interviews, and corporate work. We look forward meeting with you directly regarding our services.

**Extended Description:**  
 Estimated quantity of 2,000 is per month based on usage. Please enter price per page based on estimated quantity



MARK D. SCOTT  
CABINET SECRETARY

STATE OF WEST VIRGINIA  
DEPARTMENT OF ADMINISTRATION  
PURCHASING DIVISION

W. MICHAEL SHEETS  
DIRECTOR

September 28, 2023

**Terra Nova Transcription LLC**  
2202 N. Westshore Blvd. Suite 200  
Tampa, FL 33607

Business Office:

This is to notify you that your Small, Women-, and Minority-Owned Businesses (SWAM) Certification Application has been approved based on your representations that the vendor named above meets the definition of a Small, Women-, and Minority-Owned Businesses as set forth in the *West Virginia Code of State Rules* 148-22-1 et seq. This certification becomes effective:

09/28/2023

And shall automatically expire without notice two years after the effective date unless revoked by the Purchasing Director or upon expiration pursuant to the *West Virginia Code of State Rules* 148-22-8. The type(s) of Small, Women-, and Minority-Owned Businesses (SWAM) Certification approved for your entity:

Small Business	Women-Owned Business
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At the end of your two-year certification period, if you wish to reapply, please complete a WV-1a form or apply for re-certification through the Vendor Self-Service portal at [wvOASIS.gov](http://wvOASIS.gov). Complete renewal instructions, application forms, and a list of all SWAM-Certified entities are available online at [www.state.wv.us/admin/purchase/VendorReg.html](http://www.state.wv.us/admin/purchase/VendorReg.html).

If you have questions, please contact the West Virginia Purchasing Division at 304-558-2311.

Sincerely,

A handwritten signature in blue ink, appearing to read "Angelina Villanueva".

Angelina Villanueva  
Vendor Registration Coordinator



# COMMONWEALTH of VIRGINIA

## Virginia Employment Commission

08/12/2021

00041699036003523834



T-REG-011

MARIA FRENCH

TERRA NOVA TRANSCRIPTION LLC

2202 N WEST SHORE BLVD STE 200

TAMPA, FL 33607-5749

### Account Registration Notice

The Virginia Employment Commission has processed your application and assigned the following account:

VEC Account Number: 0011930381

Federal Identification Number: 98-0508278

TERRA NOVA TRANSCRIPTION LLC  
2202 N WEST SHORE BLVD STE 200  
TAMPA, FL 33607-5749



\*000002010100\*

Your tax liability under § 60.2-210 of the Virginia Unemployment Compensation Act has been established as of 10/15/2020.

Employer's Quarterly Tax and Payroll Reports (T-FC-20/21) are due at the end of the month following the previous calendar quarter. To avoid late penalties and/or interest charges, file reports and pay taxes timely.

If you have any questions, contact Employer Accounts at (804) 786-7159.

To obtain detailed information regarding your account or to file/pay reports and amounts due, visit [www.vec.virginia.gov](http://www.vec.virginia.gov).



\*000000003523834\*



# State of West Virginia

## WORKFORCE West Virginia

CHARLESTON, WEST VIRGINIA

JUNE 10, 2008

THIS IS TO CERTIFY THAT  
TERRA NOVA TRANSCRIPTION LLC

OF  
ST JOHNS NL, CN

HAS BEEN REGISTERED WITH WORKFORCE West Virginia AS AN  
EMPLOYER UNDER THE PROVISIONS OF THE WEST VIRGINIA  
UNEMPLOYMENT COMPENSATION LAW AND HAS BEEN ASSIGNED  
THE ACCOUNT NUMBER 000010618-6

*Ronald E. Ladd*  
Executive Director

## Company Profile

Terra Nova is a leading provider of voice, data, and transcription service for the legal, corporate, and healthcare industries. We provide integrated solutions and services focused on improving, accelerating, and reducing the cost of documentation while maintaining the quality you require in your organization.

The company has been providing service to clients in the United States and Canada for more than twenty-three (23) years. Our success stems from our use of leading-edge technology and the expertise of our operations team. We understand the need for accurate documentation returned in a timely manner. We guarantee a minimum 98% accuracy on completed documentation, and across all accounts we are very proud to deliver 99.6% accuracy on that quality score.

Time and again we have improved the operations of our clients, with cost-effective practices, maintaining our reputation of quality and integrity, allowing your staff to turn their attention to other critical areas of the organization.

## Our Management Experience

Our operational management team has more than 75 years of collective experience in the industry. A dedicated team of more than 170 transcriptionists, speech editors, and quality assurance people will provide you with exemplary service operating as an extension of your organization.

Their dedication to the best documentation in the industry means a diligence to maintain high expectations in everything we do. With ongoing random reviews, customer performance reports, compliance education of our team members, the service we deliver to each and every customer is beyond all other providers.

## Our Transcription Team

Terra Nova has a team of more than 170 transcriptionists to service our clients. A dedicated Team Lead is assigned to every account to ensure customer success, with quick response to any client request.

In order to sustain our 98% accuracy guarantee all transcriptionists are assigned to account with full quality assurance (QA) as a secondary level of document control. The average professional experience of our transcription staff is ten (10) years. A seasoned team supports the transcription group with review of any audio queries/anomalies or formatting/ account specific questions. There is a full team working on your documents every step of the way.

## Privacy and Security

Policies start with Terra Nova's Data Privacy Principle available in its *Code of Conduct*, the company maintains a *Use and Disclosure of Protected Information Standard* as well as various security standards including an *Information Security Policy* and *Data Protection Policy*.



All transcription team members at Terra Nova execute Confidentiality Agreements, HIPAA Business Associate Agreements, and our Terra Nova Privacy Agreement. Our stringent regulations are necessary when working for government agencies where proprietary information and personal information must be protected. It makes good business sense for us to carry those regulatory requirements over to our corporate customers. Annual confidentiality refreshers are mandatory for each transcriptionist or when changes to client accounts have updated policies. Secure transmission of encrypted email and documents ensures privacy and information security for transcriptionists.

## WV Oasis

Transaction Number: 20240610128839

Status: CompletedOk

Amount: \$125.00

Company Name: Terra Nova Transcription LLC

Name: Maria French

Address: 2202 N. Westshore Boulevard

Suite 200-21

Tampa FL 33607

Phone: 7097261353

e-Mail: m.french@terranovanow.com

Card Holder: Maria B French

Card Type: Visa

Card: 45XXXXXXXXXX8239



FL Premium: \$5,850  
Taxes: \$308.75  
FSLSO Service Fee: \$3.75  
Other: \$400

## DECLARATIONS

POLICY NUMBER: [REDACTED]

UNIQUE MARKET REFERENCES: [REDACTED]

THE INSURED: Terra Nova Transcription Inc

ADDRESS: 2202 North Westshore Boulevard, Suite 200  
Tampa, FL 33607  
US

THE UNDERWRITERS: Underwritten by certain underwriters at Lloyd's and other insurers

THE INCEPTION DATE: 00:01 Local Standard Time on 07 Nov 2023

THE EXPIRY DATE: 00:01 Local Standard Time on 07 Nov 2024

TOTAL PAYABLE: USD6,100.00

Broken down as follows:

Premium: USD5,850.00

Policy Administration Fee: USD250.00

BUSINESS ACTIVITIES: Transcription Services

CHOICE OF LAW: Florida

SERVICE OF SUIT: Mendes & Mount LLP  
750 7th Avenue  
New York, NY 10019

LEGAL ACTION: Worldwide

TERRITORIAL SCOPE: Worldwide

US CLASSIFICATION: Surplus Lines

SURPLUS LINES BROKER: Thomas D Cesare  
Licence No. : W029794  
88 Pine Street  
New York  
10005

RETROACTIVE DATE(S):

Professional Liability: 07 Nov 2006

OPTIONAL EXTENDED REPORTING PERIOD: 12 months for 100% of applicable annualized premium

CLAIMS MANAGER: CFC Underwriting Limited  
Please report all new claims to:  
[newclaims@cfc.com](mailto:newclaims@cfc.com)

WORDING: Professions (US) v4.0

ENDORSEMENTS: Complaints Notice (USA)  
Subcontractor Extension Clause

## DECLARATIONS

### INSURING CLAUSE 1: PROFESSIONAL LIABILITY

#### ALL SECTIONS COMBINED

Aggregate limit of liability: USD2,000,000 in the aggregate

#### SECTION A: ERRORS AND OMISSIONS

Limit of liability: USD2,000,000 each and every claim, including **costs and expenses**

Deductible: USD10,000 each and every claim, including **costs and expenses**

#### SECTION B: BREACH OF CONTRACT

Limit of liability: USD2,000,000 each and every claim, including **costs and expenses**

Deductible: USD10,000 each and every claim, including **costs and expenses**

#### SECTION C: SUB-CONTRACTOR VICARIOUS LIABILITY

Limit of liability: USD2,000,000 each and every claim, including **costs and expenses**

Deductible: USD10,000 each and every claim, including **costs and expenses**

#### SECTION D: CONTINGENT BODILY INJURY AND PROPERTY DAMAGE LIABILITY

Limit of liability: USD2,000,000 each and every claim, including **costs and expenses**

Deductible: USD10,000 each and every claim, including **costs and expenses**

#### SECTION E: INTELLECTUAL PROPERTY RIGHTS INFRINGEMENT

Limit of liability: USD2,000,000 each and every claim, including **costs and expenses**

Deductible: USD10,000 each and every claim, including **costs and expenses**

#### SECTION F: POLLUTION LIABILITY

Limit of liability: USD2,000,000 each and every claim, including **costs and expenses**

Deductible: USD10,000 each and every claim, including **costs and expenses**

#### SECTION G: REGULATORY COSTS AND FINES

Limit of liability: USD2,000,000 each and every claim, including **costs and expenses**

Deductible: USD10,000 each and every claim, including **costs and expenses**



#### SECTION H: DISHONESTY OF EMPLOYEES

Limit of liability:	USD2,000,000	each and every claim, including <b>costs and expenses</b>
Deductible:	USD10,000	each and every claim, including <b>costs and expenses</b>

#### SECTION I: PAYMENT OF WITHHELD FEES

Limit of liability:	USD2,000,000	each and every claim, including <b>costs and expenses</b>
Deductible:	USD10,000	each and every claim, including <b>costs and expenses</b>

#### INSURING CLAUSE 2: CYBER AND PRIVACY

NO COVER GIVEN

#### INSURING CLAUSE 3: CYBER CRIME

NO COVER GIVEN

#### INSURING CLAUSE 4: COMMERCIAL GENERAL LIABILITY

NO COVER GIVEN

#### INSURING CLAUSE 5: COMMERCIAL PROPERTY

NO COVER GIVEN

#### INSURING CLAUSE 6: BUSINESS INTERRUPTION

NO COVER GIVEN

#### INSURING CLAUSE 7: LOSS MITIGATION

Aggregate limit of liability:	USD2,000,000	in the aggregate, including <b>costs and expenses</b>
Deductible:	USD0	each and every claim

#### INSURING CLAUSE 8: COURT ATTENDANCE COSTS

Aggregate limit of liability:	USD100,000	in the aggregate, including <b>costs and expenses</b>
Deductible:	USD0	each and every claim

#### INSURING CLAUSE 9: REPUTATION AND BRAND PROTECTION

Aggregate limit of liability:	USD100,000	in the aggregate, including <b>costs and expenses</b>
Deductible:	USD0	each and every claim



## OUR REGULATORY STATUS

CFC Underwriting Limited is authorised and regulated by the United Kingdom Financial Conduct Authority (FCA). CFC Underwriting Limited's Firm Reference Number at the FCA is 312848. These details may be checked by visiting the Financial Conduct Authority website at <https://register.fca.org.uk/>. Alternatively, the Financial Conduct Authority may be contacted on +44 (0)20 7066 1000.

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we cannot meet our obligations to you in respect of insurance policies that we have underwritten on behalf of insurers. This depends on the type of business and the circumstances of the claim. In respect of general insurance business the FSCS will cover 90% of the claim, without any upper limit and for compulsory classes of insurance, the FSCS will cover 100% of the claim, without any upper limit. Further information about compensation scheme arrangements is available from the FSCS.

## HOW TO COMPLAIN - USA

We intend to provide an excellent service to you. However, we recognize that there may be occasions when you feel that this has not been achieved. If you are unhappy with any aspect of the service that you receive from us, please contact your insurance broker in the first instance, stating the nature of your complaint, the certificate and/or claim number.

Alternatively, you can contact us directly at [complaints@cfc.com](mailto:complaints@cfc.com) or please write to:

Chief Executive Officer  
CFC Underwriting Limited  
85 Gracechurch Street  
London EC3V 0AA  
United Kingdom

If you remain dissatisfied after we have considered your complaint and provided our response, you may have the right to refer your complaint to the Department of Insurance in your State for review.

**You will be provided with further information about your complaint escalation rights to the Department of Insurance in your State by us on receipt of your complaint.**

**The existence of this complaints procedure does not affect your right to commence a legal action or an alternative dispute resolution proceeding in accordance with your contractual rights.**



## DATA PROTECTION NOTICE

We collect and use relevant information about you to provide you with your insurance cover or the insurance cover that benefits you and to meet our legal obligations. Where you provide us or your agent or broker with details about other people, you must provide this notice to them.

The information we collect and use includes details such as your name, address and contact details and any other information that we collect about you in connection with the insurance cover from which you benefit. This information may include more sensitive details such as information about your health and any criminal convictions you may have.

In certain circumstances, we may need your consent to process certain categories of information about you (including sensitive details such as information about your health and any criminal convictions you may have). Where we need your consent, we will ask you for it separately. You do not have to give your consent and you may withdraw your consent at any time. However, if you do not give your consent, or you withdraw your consent, this may affect our ability to provide the insurance cover from which you benefit and may prevent us from providing cover for you or handling your claims.

The way insurance works means that your information may be shared with, and used by, a number of third parties in the insurance sector for example, insurers, agents or brokers, reinsurers, loss adjusters, sub-contractors, regulators, law enforcement agencies, fraud and crime prevention and detection agencies and compulsory insurance databases. We will only disclose your personal information in connection with the insurance cover that we provide and to the extent required or permitted by law.

We will process individual insured's details, as well as any other personal information you provide to us in respect of your insurance cover, in accordance with our privacy notice and applicable data protection laws.

To enable us to use individual insured's details in accordance with applicable data protection laws, we need you to provide those individuals with certain information about how we will use their details in connection with your insurance cover.

You agree to provide to each individual insured this notice, on or before the date that the individual becomes an individual insured under your insurance cover or, if earlier, the date that you first provide information about the individual to us.

We are committed to using only the personal information we need to provide you with your insurance cover. To help us achieve this, you should only provide to us information about individual insureds that we ask for from time to time.

You have rights in relation to the information we hold about you, including the right to access your information. If you wish to exercise your rights, discuss how we use your information or request a copy of our full privacy notice, please contact us directly at [dataprotection@cfc.com](mailto:dataprotection@cfc.com).

For more information about how we use your personal information please see our full privacy notice, which is available online on our website at:

<http://www.cfc.com/privacy>



## SUBCONTRACTOR EXTENSION CLAUSE

ATTACHING TO POLICY PSM0239809061  
NUMBER:

THE INSURED: Terra Nova Transcription Inc

WITH EFFECT FROM: 07 Nov 2023

It is understood and agreed that the following part e. is added to the **DEFINITION** of "**You/your**":

- e. in respect of **INSURING CLAUSES 1 (SECTION C only) and 3**, any subcontractor engaged by the **company** in respect of their work undertaken under the direction of the **company**.

**SUBJECT OTHERWISE TO THE TERMS AND CONDITIONS OF THE  
POLICY**