



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 2

List View

### General Information

Contact

Default Values

Discount

Document Information

Clarification Request

Procurement Folder: 1432458

Procurement Type: Central Master Agreement

Vendor ID: 000000159751

Legal Name: DISKRITER INC

Alias/DBA:

Total Bid: \$5,760.00

Response Date: 06/12/2024

Response Time: 11:38

Responded By User ID: DiskRiter@1947

First Name: Laveena

Last Name: Yadav

Email: solutions@diskriter.com

Phone: 412-465-1214

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: 2

Total of All Attachments: 2



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 ESR06122400000007742	1

**VENDOR**  
000000159751  
DISKRITER INC

**Solicitation Number:** CRFQ 0323 WWV2400000010  
**Total Bid:** 5760  
**Response Date:** 2024-06-12  
**Response Time:** 11:38:13  
**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	2.880000	5760.00

Comm Code	Manufacturer	Specification	Model #
82111603			

**Commodity Line Comments:**

**Extended Description:**

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

## SOLICITATION NUMBER: Addendum Number:

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

### **Applicable Addendum Category:**

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

### **Description of Modification to Solicitation:**

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

### **Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

# ATTACHMENT A

## TECHNICAL QUESTION RESPONSES CRFQ WWV240000000010

Q.1 Can you please confirm whether or not there is a technical volume required for this RFQ or if this is strictly a pricing exercise?

**A.1. This is an RFQ, award is based solely on the vendor submitting the lowest cost proposal and meeting all mandatories. A technical response is not required.**

Q.2 It appears that we are to fill in the assembled form and provide pricing in WVOasis, is that correct?

**A.2 Yes, that is correct.**

Q.3.If this RFQ does not require a technical component, may we know the per-page rate that the Department is paying at present?

**A.3 The current rate is \$1.05 per page.**

Q.4 How many hours of digital recordings needed to be transcribed in 2023?

**A.4 Approximately 200 hours were needed.**

Q.5 Are the terms and conditions of the contract specified in this RFP open to negotiation?

**A.5 Any exceptions to the terms and conditions to the Master Terms and Conditions must be approved by both the WV State Purchasing Division and the WV Attorney General's Office.**

Q.6 If modifications to the General Terms and Conditions (GTCs) are permissible, what is the proper procedure for a vendor to propose these modifications?

**A.6. Any exceptions should be noted along with a vendor's bid response. Prior to the contract award for services as a result of this RFQ, all exceptions to the Terms and Conditions would be reviewed by State Purchasing as well as the WV Attorney General's Office for their legal review for approval. If after all legal reviews, a resolution to vendor's exception can be reached by the State of WV, an award will then be made to the vendor with the lowest cost proposal meeting all mandatory requirements can be finalized.**

Q.7 Is there a phase within the RFP process where negotiation is allowed, or a mechanism to attach a document requesting modifications to the terms and conditions?

**A.7 This is not a RFP but a RFQ where lowest bid response meeting all mandatory requirements dictates the successful vendor. See the response in Question 6 as to the process.**

Q.8 Specifications section 4.1.2.9 states that the transcript should be 51 typing lines per page. However, the transcript example that was provided has 24 typing lines per page. Please confirm how many lines per page the final transcript needs to contain.

**A.8 The page should have 51 lines for typing, however, not all 51 lines have to be used for typing, they can be left blank like the example provided.**

Q.9 Transcription Plus, LLC is very interested in bidding on Transcription Services, Legal and Medical. Could you please tell us what you are currently paying for these services? This would be very beneficial in helping us submit a competitive bid.

**A.9 The current rate is \$1.05 per page.**

Q.10 Can you elaborate on the 4.1.2.11 regarding printing. Can we deliver all transcripts as WORD documents electronically for you all to print? Or are you expecting hard copy deliverable?

**A.10 4.1.1.2 states that transcripts shall be electronically mailed to the Board of Review in a format compatible with the Board of Review software, such as Microsoft Office Word 2016 or equal.**

**4.1.1.4 transcripts electronically mailed shall be transferred via a secure Virtual Private Network (VPN) or if by email as an encrypted document.**

Q.11 Who currently has this contract and how long have they had it?

**A.11 Celerity Solutions**

Q.12 Is this a sole source contract?

**A.12 No, all vendors who are able to provide the requested services and meet the mandatory requirements of this solicitation can submit a bid response.**

Q.13 Can you provide the current rate schedule?

**A.13 Current rate is \$1.05 per page.**

Q.14 What has been the annual spend and pages?

**A.14 FY 2021 - 14,883 pages, \$15,627.15 FY 2022 - 12,729 pages, \$13,365.45  
FY 2023 - 14,640 pages, \$15,372.00 FY 2024 – 8,324 pages, \$8,740.20**

Q.15 Who is the current vendor(s)?



## **A.15 Celerity Solutions**

Q.16 What are the current rates by line item?

**A.16 Current rate is \$1.05 per page**

Q.17 What are the YTD and prior year(s) annual expenditure totals for the current contract?

**A.17 FY 2021 \$15,627.15, FY 2022 \$13,365.45, FY 2023 \$15,372.00, FY 2024 \$8,740.20**

Q.18 What are the YTD and prior year(s) volume by line item?

**A.18 FY 2021-14,883 pages, FY 2022-12,729 pages, FY 2023-14,640 pages, FY 2024-8,324 pages**

Q.19 What is the estimated number of hearings per month?

**A.19 That would be based on the case load but at most 346 hearings a month.**

Q.20 Are hearings the only type of transcription needed? If other types, please confirm that this is verbatim transcription, provide a sample transcript, and any formatting requirements.

**A.20 Hearings only.**

Q.21 What format is audio recorded in and how will this be received?

**A.21 DSS/MP3 and they would be transferred by VPN or encrypted email.**

Q.22 Is sample audio available for reference/review?

**A.22 No**

Q.23 The CRFQ states a line item of "Transcription Services, Legal and Medical" but does not mention medical in the SOW. What is the estimated volume of medical transcription?

**A.23 None**

Q.24 The sample transcript provided is what the industry considers a "mini transcript" (four-to-a-page) versus a full transcript (one transcription page per page). Is the final product delivered to be a full transcript or a "mini transcript"?

**A.24 We prefer four pages to one sheet of paper. It can be typed full page then made to be saved/printed as four to a page.**

Q.25 CRFQ section 4.1.2.11, references printing on White Bond paper and compatibility with Microsoft Office 2016 or equal. Is hard copy printing and mailing required? If this is required, what is the approximate annual volume of printing? Also, how can a printed document be compatible with such software?

**A.25 No, everything will be sent via VPN or encrypted email.**

Q.26 4.1.2.3 of CRFQ states, "Transcripts shall include single spacing Questions and Answer format." The example provided appears to be double-spaced with blank lines between each typewritten line. Please give more insight into the formatting requirements.

**A.26 The example is not double space, it is single spacing.**

Q.27 4.1.2.9 of CRFQ states, "The first typing line on all transcripts shall be on line 8 on all pages after first and end on line 59 leaving 51 typing lines per page." The example provided is 24 typewritten lines plus 1 blank line between each typewritten line. Please give more insight into the formatting requirements.

**A.27 Not all lines have to be used and can be left blank.**

Q.28 Is expedited transcript delivery ever requested - earlier than four (4) working days?

**A.28 No, not normally.**

Q.29 Is there a required form(s) for the pricing proposal, references, etc.? If yes, please provide.

**A. Pricing will be entered into the wvoasis document. References will be requested prior to award as a Word document.**

**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.:** \_\_\_\_\_

**Instructions:** Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

**Acknowledgment:** I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

**Addendum Numbers Received:**

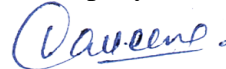
(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	<input type="checkbox"/> Addendum No. 6
<input type="checkbox"/> Addendum No. 2	<input type="checkbox"/> Addendum No. 7
<input type="checkbox"/> Addendum No. 3	<input type="checkbox"/> Addendum No. 8
<input type="checkbox"/> Addendum No. 4	<input type="checkbox"/> Addendum No. 9
<input type="checkbox"/> Addendum No. 5	<input type="checkbox"/> Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Diskriter, Inc.

Company



Authorized Signature

06/12/2024

Date

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

Revised 6/8/2012

**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.

(Printed Name and Title) Laveena Yadav & Chief Executive Officer

(Address) 370, Castle Shannon Blvd#10499, Pittsburgh, Pennsylvania 15234


(Phone Number) / (Fax Number) 800-242-1622 X 717 / 877-815-6528

(email address) Laveena.Yadav@diskriter.com

**CERTIFICATION AND SIGNATURE:** By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract 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/Contract 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 this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; 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.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

Diskriter, Inc.

(Company) 

(Signature of Authorized Representative)

Laveena Yadav & CEO 06/12/2024

(Printed Name and Title of Authorized Representative) (Date)

800-242-1622 X 717 / 877-815-6528

(Phone Number) (Fax Number)

Laveena.Yadav@diskriter.com

(Email Address)