



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

Solicitation

NUMBER
WWV14127

PAGE
1

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

RFQ COPY

TYPE NAME/ADDRESS HERE

VENDOR

SHIP TO

WORKFORCE WEST VIRGINIA
 OFFICE OF ADMIN. SUPPORT-5302

 112 CALIFORNIA AVENUE
 CHARLESTON, WV
 25305-0112 304-558-2631

DATE PRINTED
09/18/2013

BID OPENING DATE: 10/03/2013

BID OPENING TIME 1:30PM

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

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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



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

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	

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

SOLICITATION NUMBER: WWV14127
Addendum Number: 1

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

Applicable Addendum Category:

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

Description of Modification to Solicitation:

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

To distribute the answers to the Technical Questions

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

Terms and Conditions:

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

ATTACHMENT A

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

1. The first page of the RFQ references 30,000 transcribing hearings. Can you please confirm that the 30,000 refers to the number of pages transcribed and not the number of hearings?

A.1. This refers to the number of pages.

2. Can you please clarify if/how the telephone dictation is distinct from the decisions/orders, or is that simply a different method of recording essentially the same type of hearings?

A.2. Telephonic dictation is the same type of hearing only conducted by phone instead of in-person.

3. With respect to pricing, we are being asked to provide four-to-a-page transcript pages. Are we to quote based on the original pages or the condensed pages? In other words, a 12 page transcript would print on three pages – is that considered 12 pages or 3 pages in terms of the per-page rates charged? Similarly, for the 300,000 extra copies of transcripts, is that 1,200,000 transcript pages that are printed on 300,000 pages, or is it 300,000 transcript pages that print on 75,000 pages?

A.3. Quote should be based on original pages, the example you provided would be considered 12 pages.

4. How many pages, on average, is each hearing, or how long are they in audio minutes?

A.4. On average a hearing is 60 pages however pages and audio minutes vary on each case.

5. With respect to the copies – does the agency require the additional copies to satisfy a statute or legal requirement?

A.5. Extra copies are required to reduce workload of copying transcripts by the Board of Review staff.

6. Is vendor permitted to apply the per-page rates for the key word index at the end of the transcript?

A.6. Yes

7. Are all transcripts expected to be delivered within 2 working days? Is there ever a need for faster or slower turnaround times (and therefore corresponding rates) as well?

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

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

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

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

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

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

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

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

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

12. Who is the current vendor?

A.12 imedX is the current vendor?

13. What are the current rates?

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

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

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

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

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

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

A.16. See response to Question 12.

17. What are the rates currently?

A.17. See response to Question 13.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

27. What is the estimated contract value?

A.27. This information is not available.

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

A.28. Yes

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

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

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

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

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

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

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

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

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

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

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

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

A.34. Fingerprinting is not necessary.

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

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

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

A.36. No

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

A.37.No

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

A.38. Yes

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

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

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

A.40. See response to Question 12

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

A.41. See response to Question 13

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

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

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

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

44. What types of cassettes are used?

A.44. None

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

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

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

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

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

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

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

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

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

A.49. Sixty (60) pages

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

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

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: WWV14127

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

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

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|-----------------------------------------|------------------------------------------|
| <input type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input 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.

Company

Authorized Signature

Date

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

Revised 6/8/2012