



To: Department of Administrations
Division of General Services
Attention: Linda Polk
333 Willoughby, 7th Floor
Juneau, AK 99801

From: Ben Walker, CEO
Transcription Outsourcing, LLC
1780 S. Bellaire St. Suite 400
Denver, CO 80222
Telephone Number: 720-287-3710

RE: **RFP Number 170007304**, Transcription Services, State of Alaska

Dear Sirs and/or Madams,

Transcription Outsourcing, LLC is respectfully requesting to be considered for **RFP Number 170007304**, Transcription Services for the State of Alaska (through NASPO ValuePoint). All the required information necessary to formally apply to the RFP are presented within, but we wanted to highlight some of the advantages we can bring to this contract for Alaska (and the other participating states) that set us apart from our competitors.

Transcription Outsourcing, LLC has been in the transcription business for over 10 years. We have hired only the best U.S. legal, general, and medical transcriptionists, all of whom we have tested and screened, and all of whom have years of experience with transcription work. All our transcriptionists are also experts in researching unknown words, difficult audio, multi-speaker files, and verbatim transcription, and produce outstanding, complete, and accurate documents for our clients.

Our company prides itself on providing exceptional customer service. We are always available to answer questions by phone or email, and always respond to requests promptly. We have utilized our easy-to-use online transcription platform for the last 10 years, and feel any interested division regardless of specialization will find it has all the capabilities they need in a transcription service provider and more. We offer ongoing training and support on the system so that all users are comfortable using it, and never charge extra for additional training or support.

Currently, we work with several relevant clients across the U.S., including the Colorado Department of Motor Vehicles, Community Hospital in Grand Junction, the University of Colorado, and New York University, in addition to various police departments and State Patrol agencies. We produce IMEs, academic transcripts, notarized court proceedings, and various legal documents, in addition to many types of law enforcement transcription (not specified by this RFP but also an area of expertise). All of our clients, regardless of industry, will tell you if contacted that we completed their project quickly and accurately, and that they would recommend us to others – the highest compliment we can get. We can provide references to those clients or any others mentioned in the RFP if requested.

In addition, we are confident we can successfully provide all aspects of the work as described in the RFP. We can transcribe files with 100% accuracy and 24-hour turnaround time; we can ensure the



confidentiality and security of your data files; we have the staffing resources to be able to meet all transcription, reporting, and billing requirements; and we can provide an advanced reporting feature for all authorized users to track current usage broken up by user or department. Plus, we can accept VISA or p-cards as a method of payment. We can also provide proof of any certifications or insurance requirements you may need prior to the execution of the contract.

We thank you for your time and consideration. If you have any questions regarding this proposal, you can reach me by phone at 720-287-3710 or by email at bwalker@transcriptionoutsourcing.net.

Ben Walker
CEO
Transcription Outsourcing, LLC



Transcription Outsourcing, LLC

1780 S. Bellaire St Suite 400
 Denver, CO 80222
 transcriptionoutsourcing.net

*Application for:
 NASPO ValuePoint (Alaska) Transcription Services
 March 23, 2017*

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3. Confidential & Proprietary Information*	N/A
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5. Resumes of Relevant Personnel (Attachment A)	
6. Sample Style Guide (Attachment B)	
7. Client Reference Forms (Attachment C)	

Required files are on included CD as noted above.

* There is no confidential or proprietary information within this RFP.



Sec. 4.5.1 Experience and Capabilities

Offeror Profile

Provide the following information specific to your company:

a. Your company's full legal name

Transcription Outsourcing, LLC

b. Primary business address

1780 S. Bellaire St. Suite 400, Denver, CO 80222

c. Describe your company ownership structure

Sole Proprietor.

d. Resume of key personnel who will be managing this contract

The resumes of 3 key employees who would be in charge of this account are attached in *Attachment A*, at the end of this document.

e. Employee size (number of employees)

We are a company of 4 primary employees.

f. Website

<https://transcriptionoutsourcing.net/>

g. Sales contact information

Ben Walker, CEO

h. Your client retention rate during the past 3 years

Our client retention rate during the past three years is 100%. In the past, we've lost clients primarily due to change of circumstance such as change of staff and companies no longer requiring transcription services. Please see our Google and Yelp reviews for support.

i. A brief history of your company and the year it was founded

Ben Walker, the CEO of Transcription Outsourcing, LLC, first entered the transcription industry in 2006 when he co-founded eTransMed in Omaha, Nebraska. After deciding to expand to provide clients with other types of transcription services, Mr. Walker opened a new company, Transcription Outsourcing, LLC, in 2010 in Denver, Colorado. This origin of Transcription Outsourcing is uniquely relevant to this RFP, requiring



expertise across multiple disciplines. We provide transcription services to the legal, medical, general, law enforcement, financial, academic, and many other industries.

j. Describe your company's growth, if any, during the past three years.

Our company continues to grow in 2017, after a 30% growth rate in 2016 and a 15% growth rate in 2015.

k. Offeror must describe which state or states they will service – information required but not evaluated.

We are capable of serving all 50 states, territories, and any Canadian province, and have transcriptionists across the U.S. if the location of a transcriptionist is significant to a contract (some contracts require use of employees outside of the home state, for example). We currently work with clients in Arizona, Arkansas, California, Colorado, Missouri, New York, Ohio, Oregon, Washington, and Wyoming.



Customer Service

a. What are your hours of operation and when are key account people available to the Participating States?

Team leads are available to promptly answer any and all phone calls and emails between 7AM and 5PM MST. We provide 24/7 services for transcription as needed with varying turnaround time windows - from 4 hours up through several days. The CEO, office manager, and team leads all check their emails outside of normal business hours, and if a voice message is left at the office we have a system that sends a link to that message to the appropriate person's email, so we can listen to them anytime, anywhere.

b. Describe how problem identification and resolution will be handled.

Any problems with transcripts can be addressed in multiple ways. Satisfaction with transcripts is guaranteed, and we will make any requested changes free of charge. This can be initiated in two main ways:

- Immediate contact with your team lead by phone, text, or email
- Feedback tool built in to our online platform

Each of these methods will result in feedback sent to your team and to the transcriptionists assigned to your account, so any mistakes will not be repeated.

In order to have as few problems as possible, we work with our clients from the beginning to establish style guides and templates fit for every individual dictator and account. See *Attachment B* at the end of this document for an example style guide we use as reference.

c. Describe the system you will use to manage multiple accounts.

Transcription Outsourcing is divided into multiple divisions, including general, medical, and legal teams, with account managers for each. Should the need ever arise, we also have divisions for financial, law enforcement, and academic transcription. Each of these team leads are available for direct contact by their clients. We have never had problems in the past staffing for evening, weekend, and holiday work. Working with Loveland Police Department currently, we provide 6-hour turnaround time 24/7, while able to maintain consistent coverage for them during that time. This is all while maintaining our accuracy standards and processing up to 400 files per week for the single account.



d. What are your policy and procedures for responding to customer complaints and service issues?

Each document we transcribe is guaranteed to customer satisfaction. We guarantee 99% accuracy and make any requested changes to any document, free of charge. Additionally, there is a built-in tool on our platform for any corrections customers make before signing and approving documents. See below for details on our QA system:

Our Quality Assurance System

Transcription Outsourcing, LLC has a very stringent quality assurance (QA) process in place for current clients that will also be applied to Alaska (and any other contracting state): guaranteed 99% accuracy. In addition to this standard, any files deemed less than 99% accurate by any client may be returned for correction free of cost (with the exception of shipping fees if paper copies are required).

Typically, files are quality checked by at least two people – the original transcriptionist, and the QA editor. Both are experienced in transcription, including any required formatting of the client, terminology and general slang (as this is often relevant). If needed, we can have one of our experienced medical transcriptionists QA or transcribe any legal or general files as well. This will be very helpful if, for example, the legal division of a participating state needs to include in their report a summary of a child's medical records, or a technical description of injuries sustained. Difficult quality audio files are flagged and will be checked a third time, by a second-level QA editor, before being returned to the client.

The Transcription Outsourcing, LLC team prides ourselves on our accuracy standards, and seldom have an issue with not meeting a client's required accuracy. If, however, for some reason a returned file falls short of expectations, there are two recourses available. First, any authorized user can reject a file from their Inbox if it needs correcting, with a note explaining why if they wish. The rejected file then goes back to the transcriptionist who processed the file, and the transcriptionist, QA editor and the account manager all get notified by email of the rejection. We can then fix the file, re-check it for accuracy, and re-upload the file to the user's Inbox within 24 hours.



Second, all employees who use our transcription services will be provided with both the Office Manager and Project Coordinator's contact information. Simply alert one of them to the issue by phone, text, or email, and we will re-check the file to ensure its complete accuracy and return within 24 hours or less.

We understand that not meeting accuracy expectations as clearly spelled out in the RFP is a very serious issue, and would not expect any client to pay for any files that do not meet their standards.

e. How do you assess customer satisfaction?

We have tools to run reports evaluating and quantifying corrections made by customers, and receive emails every time changes are made to reports we produce, so we are kept aware of what is being corrected without any extra communication on the part of the client. We use our customer retention rate as a benchmark. Additionally, Transcription Outsourcing has never lost a contract that we have won through the RFP/IFB process.

f. What are your quality assurance measures and how are they handled in your organization?

We routinely audit our own transcriptionists to ensure their quality matches our 99% guarantee. We use feedback from clients and make sure we work with only the brightest transcriptionists. We do not accept sub-par work of any kind in our organization. These audits measure any mistakes or inconsistencies within a transcriptionists' work over time and are run regularly. Mistakes and feedback are delivered to the transcriptionists directly. If issues recur, transcriptionists are replaced.

g. What measures do you take, if any, to ensure that you are not overloaded by a single large order?

We use a large pool of independent contractor transcriptionists spread across the U.S. to accommodate variable influx of large projects to the company. We also have a pool of transcriptionists that we keep in contact with in case work volume expands suddenly. Our website receives anywhere from 1 to 5 employment inquiries per day.

We have successfully managed spikes in workflow while working with the Washington State Patrol and the Arkansas State Police for the last four and three years respectively. These agencies are statewide and have well over 1,000 employees each.



Technology

a. Describe your methods for order submissions, including online system, if any, that purchasing entities would use to place orders and receive results.

We have an online platform for complete end-to-end dictation, accepting files from an iPhone app, phone-in dictation system, or website upload, and delivering completed transcripts directly back to a web portal. We also accept files through Box.com, where a HIPAA-compliant folder can be set up for submissions and returned transcripts.

b. Describe your ability and processes to support a decentralized system of orders submitted from many end users in multiple states and locations.

Our platform is entirely driven through the web and is capable of delivering automated notifications to transcriptionists assigned to your account with details of your desired turnaround time and whether or not a report is a STAT so things move reliably and quickly. This system can handle hundreds of concurrent users and is backed up by redundant internet connections from multiple carriers, to ensure no downtime, with servers across the U.S. for good data speeds.

c. Describe your file format requirements.

Transcription Outsourcing, LLC is able to accept any form of voice recording, including: wav, mp3, aac, act, aifc, aiff, amr, ape, au caf, dct, ds2, dss, dsp, dvf, dvs, flac, ogg, m4a, mp2, mpc, msv, qcp, ra/rm, shn, spx, voc, vox, wma. We also have the capabilities to accept video files for transcription. We can handle encrypted files as long as a tool is included to play the files (e.g. video from prisons, etc.).

We have several audio converters that we have already purchased and can use to convert any audio file format into a more-common format, like .mp3 or .wav, if needed. We will purchase any additional conversion software at our own expense if required for any state contract.

In addition, if Scribe for some reason will not accept a specific audio format for upload (which so far has never happened with any of our clients), Transcription Outsourcing, LLC has secure alternate methods in place. Users can still send the audio files to us through many different file sharing platforms, preferably our HIPAA-compliant Box account. Via the platform You Send It, for example, files are encrypted before sending, and they may be downloaded only after the recipient enters their account user name and password.



4.5.2 Data Security & Confidentiality

a. What measures do you take to protect sensitive customer information and comply with all federal requirements including but not limited to Health Insurance Portability Accountability Act (HIPAA) and Personality Identifiable Information (PII)?

Transcription Outsourcing, LLC already has in place rigorous data security features and standards in order to comply with the federally-mandated Health Insurance Portability and Accountability Act (HIPAA) and Health Information Technology for Economic and Clinical Health Act (HITECH) regulations in the medical transcription field. These are considered the most stringent security and confidentiality guidelines in the United States. They guard against releasing any confidential data, including names, dates of birth, addresses, social security numbers, or any other identifying personal detail. If confidential data is released, inadvertently or otherwise, hefty fines are levied against the vendor by the federal government.

Our platform is HIPAA-compliant as well as CJIS, which means it has the highest security features a transcription platform can have. If awarded the contract, we will continue to follow those same stringent guidelines we already have in place.

b. Describe your methods for handling and reporting security events.

Transcription Outsourcing, LLC has a data breach procedure guideline already in place that all employees and independent contractors have signed, to acknowledge their acceptance of these procedures. The text of this is below:

Employee or Independent Contractor will report to Transcription Outsourcing, LLC within a reasonable time period of discovery any (a) Security Incident, or (b) Security Breach as defined at 45 C.F.R. Part 164, Subpart D. Employee or Independent Contractor will identify: (a) The nature of the non-permitted use or disclosure including how such use or disclosure was made; (b) The unsecured PHI used or disclosed; (c) If possible and applicable, the identity of the person/entity who received the unsecured PHI; (d) What corrective action Contractor took; (e) What Employee or Independent Contractor did to mitigate any deleterious effect; and (f) Such other information as Transcription Outsourcing, LLC or their clients may request.



Again, although some parts of that guideline are geared toward medical clients and HIPAA/HITECH standards, they can equally apply to any client with any confidentiality concerns, and they can be altered to include any breach procedures already in place by any client. Currently the guidelines, in brief, spell out exactly what the reporting procedures are in case a breach is suspected or detected.

In addition, Scribe has several security features in place in case of a breach of confidential data. On each individual file, we track which user has accessed it, and what they have done with it (edited it, printed it, faxed it, etc.) The screenshot below shows an example of the tracking information available. (Please note, the screenshot is from a demo account and does not reflect any actual patient/client information.)

Tracking for TID 17981817		
Date/Time	Activity	User
7/27/2011 3:49:30 PM	Create	Elizabeth Hipp
7/27/2011 4:11:42 PM	Completed	Elizabeth Hipp
7/27/2011 4:14:26 PM	AI to MD	Scribe System
7/27/2011 4:24:00 PM	Open	Elizabeth Hipp
7/27/2011 4:24:29 PM	Edit	Elizabeth Hipp
7/27/2011 4:24:29 PM	Edit Demos	Elizabeth Hipp
7/27/2011 4:24:31 PM	Edit	Elizabeth Hipp
9/13/2011 5:44:02 PM	Open	Ben Walker- Demo
9/13/2011 5:44:33 PM	Edit	Ben Walker- Demo
10/11/2011 11:12:01 AM	Open	Ben Walker- Demo
10/11/2011 11:14:47 AM	Open	Ben Walker- Demo
10/11/2011 11:26:20 AM	Open	Ben Walker- Demo
10/11/2011 11:27:22 AM	Open	Ben Walker- Demo
10/11/2011 11:31:43 AM	Fax	Ben Walker- Demo
10/11/2011 11:31:45 AM	Open	Ben Walker- Demo
10/11/2011 11:36:01 AM	Print	Ben Walker- Demo
10/11/2011 11:36:01 AM	Print	Ben Walker- Demo
10/11/2011 11:36:02 AM	Print	Ben Walker- Demo
10/11/2011 11:36:02 AM	Print	Ben Walker- Demo
10/11/2011 11:46:24 AM	Download	Ben Walker- Demo
10/11/2011 11:57:24 AM	Open	Ben Walker- Demo

As you can see, you can view the document's full history, including who created it (who called in the file), who completed it (which transcriptionist typed it), when it was uploaded to the system (AI to MD), and every user who has opened, edited, printed, faxed and downloaded the file and at what time and date they did so. In addition, please note if you click on the "Fax" hyperlink, it will show you which fax number the file was sent to, and if this particular file was emailed it would show which email address it was sent to.

c. What policies and procedures do you follow to maintain confidentiality of all transcription files?

We have data breach guidelines already in place, and every file that passes through our online platform has tracking data associated with every step of its life, from submission date to the times and user identifiers of anyone who has accessed, faxed, transcribed, edited, or viewed the transcript. All of this



information is logged and accessible to account administrators. Our security is broken down further in the sections that follow.

Encryption

We host confidential data on our Scribe data hosting platform. This fully-encrypted platform is used to host both voice and data files, and we have used it successfully, without incident, for the last nine years. Scribe's security features include:

- Redundant backups and networks
- Scaled network redundancy
- Virtual Private Network (VPN) integration
- Dedicated datacenters
- Firewalled servers
- Secured FTP/SFTP servers
- Secure 128-bit SSL encryption

Documents on Scribe are fully encrypted with SSL (Secure Socket Layer) encryption, which encrypts segments of network connections and uses symmetric encryption for confidentiality and asymmetric cryptography for key exchange. Data, including voice files and returned documents, are encrypted both on delivery to the vendor and when returned to the agency.

Limiting Access

Each user will receive their own unique username and password to access files. Transcription Outsourcing, LLC is able to set up accounts so that multiple people have access to the same files, or we can restrict access of files to individual users.

We have several account types with different levels of access: Full Access can edit, print, fax, email, and archive files. Read/Print Only Access can view and print files, but not edit them. Read Only Access can only view files. We can also set up accounts that have a combination of the above features, giving each user only the access you want them to have. If chosen as NASPO's transcription vendor, we can go through each of the access options with any project contact to ensure full understanding and that the client's security standards are met.

In case of employee turnover, we are able to immediately revoke any user's access to the system and discontinue their access to any data, including both



voice and data files. We can also change a user's permission setting at any time, limiting or expanding their access as needed.

Firewalls protect data access anywhere personal data is stored, and physical access to all of our data is also highly limited, as detailed in the next section.

Physical Access and Security

Physical access to our data storage is controlled by a multi-stage security system. This includes card access, 24/7/365 security lighting, video cameras, surveillance, and locked cabinets. This applies to our data centers as well as our office in Denver.

Security Guidelines

We also have general security guidelines in place for all of our workers, which include password protecting any and all confidential information, restricting access with a user name and password on both their work computer and their internet access, and strict email guidelines to avoid revealing any PII, or personally identifiable information, which includes a person's name, birthdate, social security number, telephone number and email address.

In addition, we only use U.S. transcriptionists to further ensure security. We have found through previous experience that the technological infrastructure of most offshoring countries (India, the Philippines, etc.) is not sufficient to handle the proper encryption and transmission of sensitive data.

Confidentiality Agreements

Transcription Outsourcing, LLC already has confidentiality agreements in place with all of our employees and contractors, and we can provide copies of such agreements to the State of Alaska if requested. We are also willing to sign or have our contractors sign any confidentiality agreements the State of Alaska provides, and distribute and follow any guidelines necessary to preserve all confidential data.



4.5.3 References

- a. **Offeror shall provide complete and separate client reference form Attachment D for three references that are currently using or have previously used services of the type proposed in this solicitation. The references may include state governments or universities for whom the Offeror, preferably within the last three years, has successfully completed transcription services. A responsible party of the organization for which the services were provided to the client (the Offeror's customer) must provide the reference information and must sign and date the form. It is the Offeror's responsibility to ensure that the completed forms are submitted with the proposal by the submission date, for inclusion in the evaluation process. Any client reference forms that are not received or are not completed may adversely affect the Offeror's score in the evaluation process.**

Client reference forms exceeding the specified number will not be considered. The State may contact the client references for validation of the information provided in the client reference forms. If the state finds erroneous information, evaluation points may be deducted or the proposal may be rejected.

See *Attachment C* for reference forms.



4.5.4 Scope of Work

A.1. General Transcription Services

- 1. The Contractor shall provide transcription services as detailed in this scope of work. The following requirements apply to all services provided by the awarded Contractor (s) within this scope of work of this solicitation.**

Transcription Outsourcing, LLC will provide transcription services as detailed in this scope of work.

- 2. The Contractor must have access to necessary equipment to provide complete transcription services as required. The Lead State reserves the right to refuse, at its sole discretion and notwithstanding any prior approval, any personnel of the Contractor providing service in the performance of this contract. The Lead State will document in writing the reason(s) for any rejection of personnel.**

Transcription Outsourcing, LLC has access to the necessary equipment to provide complete transcription services as required. Any necessary equipment will never be charged as a cost to Alaska or any other participating NASPO ValuePoint contractor.

- 3. The Contractor shall have the capability of providing audio to text and video to text.**

Transcription Outsourcing, LLC has the capacity to provide audio-to-text and video-to-text.

- 4. All transcriptions must be reviewed, proofread, spell-checked, demographically checked, and correctly formatted.**

All transcriptions will be reviewed and proofread, spell-checked and demographically checked, and correctly formatted.



- 5. The Contractor shall establish a secure file transfer protocol (SFTP) or equivalent website for use in transferring documents to and from the participating entity.**

Transcription Outsourcing, LLC has a secure file transfer protocol (SFTP) or equivalent website for use in transferring documents to and from the participating entity. All system meets both HIPAA and CJIS requirements.

- 6. Upon receipt of an electronic transcript request from the purchasing entity, the Contractor shall download the digital recording from the SFTP or equivalent or equivalent site. Participating entity may submit audio recordings by audio cassette, CD, or other physical format. The Contractor is responsible for retrieving and returning audio cassette, CD, or other physical format submitted. The Contractor shall be responsible for all costs associated with shipping.**

Transcription Outsourcing, LLC will download all digital recordings from SFTP or equivalent site. The State of Alaska (or other state) may submit audio recordings by audio cassette, CD, or any other physical format. Transcription Outsourcing, LLC is responsible for retrieving and returning the audio cassette, CD, or other physical format submitted. Transcription Outsourcing, LLC is responsible for all costs associated with shipping.

- 7. The participating entity shall be given the opportunity to review, approve and accept all work ordered and received by the participating entity. All materials for review shall be delivered to the participating entity via the Contractor's SFTP or equivalent site, or other agreed upon delivery method. If corrections are needed, the Contractor shall submit the corrections within 24 hours of notification from the participating entity. Corrections shall be made at no additional charge.**

The State of Alaska (or any other participating state) shall be given the opportunity to review, approve, and accept all work they order and receive. All materials for review shall be delivered to the participating entity via Transcription Outsourcing, LLC's platform or website, or any other agreed-upon delivery method. If corrections are needed, Transcription Outsourcing, LLC shall submit the corrections within 24 hours of notification from the participating entity. Corrections shall be made at no additional charge.



- a. Contractor must maintain a 90% accuracy rate. If over ten percent (10%) of total monthly transcriptions for any participating entity requires retypes or corrections, the Lead State shall work with the Contractor on a resolution and take any necessary measures allowed to resolve the situation.**

Transcription Outsourcing, LLC will maintain 90% accuracy rate (our company guarantees 99% accuracy). We acknowledge that if more than ten percent of our submitted files require retypes or corrections, the Lead State will work with Transcription Outsourcing, LLC on a resolution and will take any necessary measures allowed to resolve the situation.

At present, less than one percent (1%) of our submitted files are returned for any corrections or retypes.

- 8. Deliverable deadlines shall be agreed upon by participating entity and Contractor prior to order placement.**

We understand deadlines shall be agreed upon by participating entity prior to order placement.

- 9. The Contractor shall maintain an electronic library of all transcriptions for audit purposes for one year from date of acceptance.**

We will maintain an electronic library of all transcriptions for audit purposes for one year from date of acceptance. Transcripts are available permanently, but audio files will be deleted at the one-year mark (unless requested to be a different timeframe by a client or contract).

- a. The Contractor shall log all transcriptions. The specific data to be logged will be determined by the participating entity.**

All data and transcriptions are logged on our secure platforms. This data is available to any contract holder and visibility is negotiable.

- b. The Contractor shall have the capability to generate reports from the log as requested by the participating entity. Reports shall be delivered to participating entity via the SFTP or equivalent site or email as requested by the participating entity.**



We have the capability to generate reports from the log as requested by the participating entity. Reports can be delivered to participating entity via the SFTP or equivalent site or email as requested by the participating entity. Reports can be run in Excel format at any time as requested and delivered directly and securely to any client.

10. The Contractor must comply with all provisions of any legislative changes or administrative rule changes enacted or adopted during the term of the contract at no cost to the participating state.

Transcription Outsourcing, LLC understands and will comply with all provisions of any legislative changes or administrative rule changes enacted or adopted during the term of the contract at no cost to the participating state.

11. Contractor shall be held responsible for security of its premises and assumes all risk.

Transcription Outsourcing, LLC will be held responsible for the security of our premises and assume all risk.

12. The Contractor acquires no title or rights to any of the data it receives and transcribes for the participating entity.

Transcription Outsourcing, LLC understands and acknowledges that we acquire no title or rights to any of the data we receive and transcribe for the participating entity.

13. The Contractor shall provide a method for recording dictation 24 hours a day, 365 days a year.

Transcription Outsourcing, LLC provides a method for recording dictations 24 hours per day, 365 days per year, including holidays.

- a. Dictation method may include a toll-free telephone number dedicated to each participating entity, hand-held dictation device, PC microphone, or other approved method. The Contractor must provide a mechanism to give priority to records that are needed immediately (i.e., a dedicated line).**



Transcription Outsourcing, LLC acknowledges that the dictation method may include a toll-free telephone number dedicated to each participating entity, hand-held dictation device, PC microphone, or other approved method. We will provide a mechanism to give priority records that are needed immediately, i.e. a dedicated line. We have a method to create expedited STAT reports across all means of dictation and submission.

b. Must have capability of single speaker dictation and multiple speaker recordings.

Transcription Outsourcing, LLC has the capacity to handle both single-speaker and multi-speaker recordings, of as many speakers as needed.

14. All recordings must be able to be paused, rewound, and fast-forwarded.

Transcription Outsourcing, LLC supports rewinding and fast-forwarding on all platforms (including phone-in dictations).

15. The length of time a recording is maintained, the destruction of a recording; and any other use of the recorded data shall be determined by the participating entity.

Transcription Outsourcing, LLC acknowledges that the length of time a recording is maintained, the destruction of a recording, and any other use of recorded data shall be determined by the participating entity.

16. The transcriptionists must understand and apply correct English grammar, spelling and punctuation skills.

All transcriptionists possess thorough understanding of English grammar, spelling, and punctuation. Our system of hiring, audits, and quality assurance (QA) together keep our transcriptions consistent with our 99% quality guarantee.



17. The Contractor shall have an established system for quality assurance and quality control to ensure the accuracy of dictations and transcriptions, required reports and bill documents.

We have a two-tier QA system in place, backed up by regular audits of contractors, just to ensure accuracy of all transcriptions, reports, and bills.

18. If Contractor finds that a recording is inaudible, the Contractor shall send the recording to the participating entity, who will verify that the recording is inaudible. If the recording is audible, the Contractor will be contacted to download the recording and prepare a transcript.

Transcription Outsourcing has extensive experience with ESL doctors and poor-quality audio. We do not anticipate audio quality-related issues to hold back or negatively affect our contractual commitments.

19. The Contractor shall track all security events and shall report such security incidents immediately, with the following understandings.

- a. The participating entity shall not consider as security event, for the purpose of reporting, external activities (port enumeration) typically associated with the “foot printing” of a computing environment so long as such activities have only identified but have not compromised the logical network perimeter, including but not limited to externally facing firewalls and web servers;**
- b. The Contractor shall reasonably use its own vulnerability assessment of damage potential and monitoring to define levels of security incidents and responses for the Contractor’s operations. However, the Contractor shall immediately notify the Lead State contact, and ordering agency of any security event which would constitute a security event including any “breach of the security of the system” under state law, in a preliminary report within one (1) business day with a full report within five (5) business days of the time the Contractor became aware of the event; and**
- c. The Contractor shall likewise notify the Lead State contact in a preliminary report within one (1) business day of any unauthorized acquisition including but not limited to internal user access to non-test records reported to the Contractor’s privacy manager or other**



appropriate personnel; and any use, disclosure, modification or destruction of confidential information by an employee or otherwise authorized user of its system of which the Contractor becomes aware with a full report of the event not less than five (5) business days of the time it became aware of the event.

These three conditions are accepted. Any security breaches or unauthorized access will be automatically reported to Transcription Outsourcing and passed along to Alaska or the contracting state immediately.

20.If data acquired (including but not limited to access to or use, disclosure, modification or destruction of such data) is in encrypted format, but the decryption key which would allow decoding of the data is also taken, the parties shall treat the acquisition as an unauthorized acquisition for the purpose of determining the appropriate response.

We acknowledge a lost or shared data or security decryption key are to be considered breaches of security.

21.All services shall be performed in the United States.

If awarded, all people assigned to this account will be within the United States and American citizens. We run background checks on every single employee and independent contractor we work with.



A.2. Medical Transcription Services

22. The Contractor must provide medical transcription services, and otherwise do all things necessary for or incidental to the performance of work as set forth below.

Transcription Outsourcing is qualified to provide medical transcription. We already work with several hospitals and medical facilities, and have transcriptionists with extensive medical experience.

23. The format shall be specified by the participating entity.

Transcription Outsourcing acknowledges responsibility for templates as designed by the participating entity. We can handle any templates, customizable down to individual dictator and report type.

24. The SFTP or equivalent site used to transmit transcriptions must conform to current laws in the participating state and federal privacy laws including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its regulations at 45 Code of Federal Regulations (CFR) Parts 160 and 164; and the Confidentiality of Alcohol and Substance Abuse Patient Records as regulated at 42 CFR Part 2.

Our platform's SFTP used to transmit transcriptions does conform to Alaska's state privacy laws, and all federal privacy laws including HIPAA and its regulations at 45 CFR Parts 160 and 164, and the Confidentiality of Alcohol and Substance Abuse Patient Records as regulated at 42 CFR Part 2.

25. The Contractor shall destroy medical transcriptions in compliance with the Participating State's laws and federal privacy laws related to the destruction of protected health information (PHI) and other data.

All physical materials relevant to medical transcriptions will be destroyed as soon as they are no longer needed, and digital materials securely deleted promptly on their expiration date.



26. The Contractor shall not duplicate, share, disclose, use, or disseminate PHI or other data it receives and transcribes, with any third party, without written permission of the participating entity.

All confidential data we have access to will not be duplicated, shared, disclosed, inappropriately used, or disseminated without permission, as per HIPAA regulations.

27. The Contractor shall require its employees and agents to report any suspected unauthorized use or disclosure of PHI or other data as soon as becoming aware.

All employees are bound by contract to report any suspected unauthorized usage, unauthorized use, or disclosure of PHI or other data as soon as becoming aware. Additionally, as mentioned above, security systems are in place to keep unauthorized users from any place or data they should not be able to access.

28. The transcriptionists must be familiar with medical terminology and would preferably have transcriptionists that are certified medical transcriptionists. At minimum, transcriptionists need to have thorough knowledge of healthcare terminology including abbreviations, anatomy, and medications.

All transcriptionists assigned to medical accounts are familiar with medical terminology and are certified as such. All transcriptionists assigned to medical accounts have extensive medical transcription experience in the field.

29. All transcribed documents should meet Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and Association for Healthcare Documentation Integrity (AHDI) industry standards.

All transcribed documents meet the JCAHO and AHDI standards.



A.3. Legal Transcription Services

30. The Contractor shall provide written transcription for all audible portions of digitally recorded legal proceedings and quasi-legal proceedings, such as administrative hearings. The Contractor shall meet the participating state's requirements for all written documents.

Transcription Outsourcing can provide written transcription for all digitally-recorded legal and quasi-legal proceedings, and will meet all participating state requirements for written documents.

A.4. Optional Transcription Services

31. If the Contractor provides optional transcription services, such as braille or insurance services the participating entity may provide a written request for these services to the Contractor.

We provide specialty services on request, with all charges and costs described in the attached Cost Matrix.



4.5.5 Marketing of the NASPO ValuePoint Master Agreement

The NASPO ValuePoint Master Agreement Terms and Conditions include program provisions governing participation in the cooperative, reporting and payment of administrative fees, and marketing/education relating to the NASPO ValuePoint cooperative procurement program. In this regard,

a. Briefly describe how you intend to promote the use of the Master Agreement.

Transcription Outsourcing, LLC will promote the Master Agreement using a number of different marketing methods, including a new website dedicated to this Master Agreement, marketing materials specifically for this Master Agreement, and email and phone campaigns. We will also partner with any marketing firm with relevant expertise in order to promote use of the Master Agreement.

b. Knowing that state procurement officials (CPO) must permit use of the Master Agreement in their state, how will you integrate the CPO's permission into your plan for promoting the agreement?

Because each state is different, we will be flexible based on that state's CPO and that state's needs and requirements. Our proposal is flexible enough to cover almost any transcription need we have encountered, and we are happy to offer any of those services to any NASPO ValuePoint member.

c. Public entities are sensitive to "scope" issues, that is, whether performance is within the intended scope of the solicitation as awarded. In the context of your method of promoting agreements of this nature, how would you clarify any questions regarding the scope the agreement with respect to any potential order?

Transcription Outsourcing's specialties expand beyond the scope of this solicitation, so we anticipate being able to accommodate any requests for transcription services across specialties like the law enforcement and academic fields, because they fall under our definition of "General Transcription Services", which the Master Agreement and Price Matrix both list.

d. How will your company manage due dates for administrative fee payments and usage reports?

Transcription Outsourcing will set up reminders in our accounting software, calendars, and for each team lead and accountant, to double- and triple-check that



all payments are made on-time and accurately. This is also true of any additional fees required for any state-specific addendum.

e. Through its Cooperative Development Coordinators and Education & Outreach team, NASPO ValuePoint assists Lead States by engaging vendors in strategies aimed at promoting master agreements. What opportunities and/or challenges do you see in working with NASPO ValuePoint staff in this way?

The biggest challenge is helping others understand transcription services, where they are needed, and where they are useful. We are excited about this opportunity to utilize the expertise of the Development Coordinators and Education & Outreach team, and welcome opportunities to leverage the skill and advice of ValuePoint coordinators. We will create a website, marketing materials, and emails, all specific to the Master Agreement.