

State of Maine
Master Score Sheet

RFP# 202203037					
Authorized Transcription Services					
Bidder Name:		Brown & Meyers Reporting	Celerity Solutions Group, LLC	Conduit Transcriptions LLC	Datagain Inc
Proposed Cost:		\$4.00 per Transcribed Page	\$2.95 per Transcribed Page	\$3.28 per Transcribed Page	\$1.75 per Transcribed Page
Scoring Sections	Points Available				
Section I: Preliminary Information	N/A				
Section II: Organization Qualifications and Experience	35.00	35.00	10.00	10.00	10.00
Section III: Proposed Services	40.00	30.00	15.00	15.00	10.00
Section IV: Cost Proposal	25.00	10.94	14.83	13.34	25.00
TOTAL	<u>100</u>	<u>75.94</u>	<u>39.83</u>	<u>38.34</u>	<u>45.00</u>
Bidder Name:		M2COMSYS	Officemotive, Inc DBA Capital Typing	Transcription Plus, LLC	
Proposed Cost:		\$2.50 per Transcribed Page	\$1.95 per Transcribed Page	\$2.90 per Transcribed Page	
Scoring Sections	Points Available				
Section I: Preliminary Information	N/A				
Section II: Organization Qualifications and Experience	35.00	10.00	10.00	5.00	
Section III: Proposed Services	40.00	5.00	5.00	5.00	
Section IV: Cost Proposal	25.00	17.50	22.44	15.09	
TOTAL	<u>100</u>	<u>32.50</u>	<u>37.44</u>	<u>25.09</u>	

Janet T. Mills
Governor

Jeanne M. Lambrew, Ph.D.
Commissioner



Maine Department of Health and Human Services
Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, Maine 04333-0011
Tel.: (207) 287-3707; Fax: (207) 287-5031
TTY: Dial 711 (Maine Relay)

**Award Justification Statement
RFP# 202203037
Authorized Transcription Services**

I. Summary

Through RFP# 202203037 Authorized Transcription Services, the Department sought proposals for services to transcribe recordings of administrative hearings. Seven Bidders responded to the RFP: Brown & Myers Reporting; Celerity Solutions Group, LLC; Conduit Transcriptions LLC; Datagain Inc.; M2COMSYS; Officemotive, Inc. DBA Capital Typing; and Transcription Plus, LLC. Through the evaluation process, Brown & Myers Reporting was the highest scoring Bidder and determined to provide the best value to the State of Maine.

II. Evaluation Process

An Evaluation Team composed of three State employees applied the consensus method in scoring the Bidders' Qualifications & Experience and Proposed Services. Scores for the Cost Proposal were assigned using a mathematical formula.

III. Qualifications & Experience of Brown & Myers Reporting

- 28 years of transcription experience, specializing in legal transcription
- Extensive transcription performance history with the State (DHHS, State Legislature, Bankruptcy Court)
- Certificate of Insurance showed RFP-required coverage for unauthorized disclosure of digital files

IV. Proposed Services by Brown & Myers Reporting

- Provided a comprehensive response outlining a clear understanding of and willingness to meet expectations outlined in the RFP
- Staff certified under American Association of Electronic Reporters and Transcribers
- Transcription staff has a minimum of five years' experience in legal transcription
- Use of HIPAA-compliant Citrix platform, which supports audit trails, periodic file purge, and share-file folder with restricted access
- Provided realistic workflow process to support two-day turnaround requirement

V. Cost Proposal

- Proposed a cost of \$4.00 per transcribed page

VI. Conclusion

Out of 100 possible points, the Evaluation Team gave Brown & Myers Reporting a score of 75.94. The strengths of Brown & Myers Reporting's proposal, having the highest evaluation scores in both Organization Qualifications & Experience and Proposed Services, outweigh those of the other six Bidders. The Evaluation Team has determined the proposal submitted by Brown & Myers Reporting represents the best value to the State of Maine.

From: [Hall, Brittany](#)
To: kmeyers@brownmeyers.com
Cc: [Hall, Brittany](#)
Bcc: [DHHS, RFP](#); [Downer, Debra](#); [Henning, Richard](#); [Devine, Krystal](#); [Garneau, Gregory J](#); [Pickering, Joseph](#)
Subject: Proposal Evaluation Notification for OC RFP# 202203037 Authorized Transcription Services
Date: Friday, May 20, 2022 11:28:00 AM
Attachments: [Award Letter - BM.pdf](#)

Good Afternoon,

The Department's Evaluation Team has concluded their evaluation of all proposals submitted for RFP# 202203037 Authorized Transcription Services.

The attached letter identifies the awarded Bidder through the evaluation process, thank you for your submission.

Warmest Regards,
Brittany

Brittany Hall

Department of Health and Human Services
Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, ME 04333
RFP.DHHS@maine.gov

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TTY: Dial 711 (Maine Relay)

May-20-2022

Via Electronic Mail: kmeyers@brownmeyers.com

Brown & Meyers Reporting
Kate Meyers, Founder & CEO
201 U.S. Route 1, #210
Scarborough, ME 04074

SUBJECT: Notice of Conditional Contract Award under RFP #202203037, Authorized
Transcription Services

Dear Ms. Meyers:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Division of Administrative Hearings. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to:

- Brown & Meyers Reporting (B&M)

B&M received the evaluation team's highest ranking. The Department will be contacting B&M soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and B&M. B&M shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract.

Any person aggrieved by this award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).

Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer

Deputy Director

Division of Contract Management

From: [Hall, Brittany](#)
To: dara.tribelhorn@celeritysolutionsgroup.com
Bcc: [DHHS, RFP](#); [Downer, Debra](#); [Henning, Richard](#); [Devine, Krystal](#); [Garneau, Gregory J](#); [Pickering, Joseph](#)
Subject: Proposal Evaluation Notification for OC RFP# 202203037 Authorized Transcription Services
Date: Friday, May 20, 2022 11:28:00 AM
Attachments: [Award Letter - Celerity.pdf](#)

Good Afternoon,

The Department's Evaluation Team has concluded their evaluation of all proposals submitted for RFP# 202203037 Authorized Transcription Services.

The attached letter identifies the awarded Bidder through the evaluation process, thank you for your submission.

Warmest Regards,
Brittany

Brittany Hall

Department of Health and Human Services
Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, ME 04333
RFP.DHHS@maine.gov

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11 State House Station
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Augusta, Maine 04333-0011
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TTY: Dial 711 (Maine Relay)

May-20-2022

Via Electronic Mail: dara.tribelhorn@celeritysolutionsgroup.com

Celerity Solutions Group, LLC
Dara Tribelhorn, CEO
16281 Hawkstone Place
Parker, CO 80134

SUBJECT: Notice of Conditional Contract Award under RFP #202203037, Authorized
Transcription Services

Dear Ms. Tribelhorn:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Division of Administrative Hearings. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to:

- Brown & Meyers Reporting (B&M)

B&M received the evaluation team's highest ranking. The Department will be contacting B&M soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and B&M. B&M shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer

Deputy Director

Division of Contract Management

From: [Hall, Brittany](#)
To: hurelrosie@conduittranscriptions.com
Cc: [Hall, Brittany](#)
Bcc: [DHHS, RFP](#); [Downer, Debra](#); [Henning, Richard](#); [Devine, Krystal](#); [Garneau, Gregory J](#); [Pickering, Joseph](#)
Subject: Proposal Evaluation Notification for OC RFP# 202203037 Authorized Transcription Services
Date: Friday, May 20, 2022 11:28:00 AM
Attachments: [Award Letter - Conduit.pdf](#)

Good Afternoon,

The Department's Evaluation Team has concluded their evaluation of all proposals submitted for RFP# 202203037 Authorized Transcription Services.

The attached letter identifies the awarded Bidder through the evaluation process, thank you for your submission.

Warmest Regards,
Brittany

Brittany Hall

Department of Health and Human Services
Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, ME 04333
RFP.DHHS@maine.gov

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Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, Maine 04333-0011
Tel.: (207) 287-3707; Fax: (207) 287-5031
TTY: Dial 711 (Maine Relay)

May-20-2022

Via Electronic Mail: hurelrosie@conduittranscriptions.com

Conduit Transcriptions LLC
Rosie Hurel
5050 Bryan Station Road
Lexington, KY 40516

SUBJECT: Notice of Conditional Contract Award under RFP #202203037, Authorized
Transcription Services

Dear Ms. Hurel:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Division of Administrative Hearings. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to:

- Brown & Meyers Reporting (B&M)

B&M received the evaluation team's highest ranking. The Department will be contacting B&M soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and B&M. B&M shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer
Deputy Director
Division of Contract Management

From: [Hall, Brittany](#)
To: rishi@datagainservices.com
Bcc: [DHHS, RFP](#); [Downer, Debra](#); [Henning, Richard](#); [Devine, Krystal](#); [Garneau, Gregory J](#); [Pickering, Joseph](#)
Subject: Proposal Evaluation Notification for OC RFP# 202203037 Authorized Transcription Services
Date: Friday, May 20, 2022 11:28:00 AM
Attachments: [Award Letter - Datagain.pdf](#)

Good Afternoon,

The Department's Evaluation Team has concluded their evaluation of all proposals submitted for RFP# 202203037 Authorized Transcription Services.

The attached letter identifies the awarded Bidder through the evaluation process, thank you for your submission.

Warmest Regards,
Brittany

Brittany Hall

Department of Health and Human Services
Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, ME 04333
RFP.DHHS@maine.gov

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11 State House Station
109 Capitol Street
Augusta, Maine 04333-0011
Tel.: (207) 287-3707; Fax: (207) 287-5031
TTY: Dial 711 (Maine Relay)

May-20-2022

Via Electronic Mail: rishi@datagainservices.com

Datagain Inc.
Rishi Darira, President
1 Creekside Court
Secaucus, NJ 07094

SUBJECT: Notice of Conditional Contract Award under RFP #202203037, Authorized
Transcription Services

Dear Mr. Darira:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Division of Administrative Hearings. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to:

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer

Deputy Director

Division of Contract Management

From: [Hall, Brittany](#)
To: ["lazarus.m@m2comsys.us"](mailto:lazarus.m@m2comsys.us)
Bcc: [DHHS, RFP](#); [Downer, Debra](#); [Henning, Richard](#); [Devine, Krystal](#); [Garneau, Gregory J](#); [Pickering, Joseph](#)
Subject: Proposal Evaluation Notification for OC RFP# 202203037 Authorized Transcription Services
Date: Friday, May 20, 2022 11:28:00 AM
Attachments: [Award Letter - M2COMSYS.pdf](#)

Good Afternoon,

The Department's Evaluation Team has concluded their evaluation of all proposals submitted for RFP# 202203037 Authorized Transcription Services.

The attached letter identifies the awarded Bidder through the evaluation process, thank you for your submission.

Warmest Regards,
Brittany

Brittany Hall

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Division of Contract Management
11 State House Station
109 Capitol Street
Augusta, ME 04333
RFP.DHHS@maine.gov

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TTY: Dial 711 (Maine Relay)

May-20-2022

Via Electronic Mail: lazarus.m@m2comsys.us

M2COMSYS
Jacob Manimalethu
2225 Village Walk Drive, Suite 200
Henderson, NV 89052

SUBJECT: Notice of Conditional Contract Award under RFP #202203037, Authorized
Transcription Services

Dear Mr. Manimalethu:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Division of Administrative Hearings. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to:

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer

Deputy Director

Division of Contract Management

From: [Hall, Brittany](#)
To: david@capitaltyping.com
Bcc: [DHHS, RFP](#); [Downer, Debra](#); [Henning, Richard](#); [Devine, Krystal](#); [Garneau, Gregory J](#); [Pickering, Joseph](#)
Subject: Proposal Evaluation Notification for OC RFP# 202203037 Authorized Transcription Services
Date: Friday, May 20, 2022 11:28:00 AM
Attachments: [Award Letter - Officemotive.pdf](#)

Good Afternoon,

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Warmest Regards,
Brittany

Brittany Hall

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RFP.DHHS@maine.gov

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11 State House Station
109 Capitol Street
Augusta, Maine 04333-0011
Tel.: (207) 287-3707; Fax: (207) 287-5031
TTY: Dial 711 (Maine Relay)

May-20-2022

Via Electronic Mail: david@capitaltyping.com

Officemotive, Inc. DBA Capital Typing
David Jonas
1627 Spur Branch Road
Williston, SC 29853

SUBJECT: Notice of Conditional Contract Award under RFP #202203037, Authorized
Transcription Services

Dear Mr. Jonas:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Division of Administrative Hearings. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to:

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer

Deputy Director

Division of Contract Management

From: [Hall, Brittany](#)
To: mary@transcriptionplus.net
Bcc: [DHHS, RFP](#); [Downer, Debra](#); [Henning, Richard](#); [Devine, Krystal](#); [Garneau, Gregory J](#); [Pickering, Joseph](#)
Subject: Proposal Evaluation Notification for OC RFP# 202203037 Authorized Transcription Services
Date: Friday, May 20, 2022 11:28:00 AM
Attachments: [Award Letter - Transcription Plus.pdf](#)

Good Afternoon,

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Warmest Regards,
Brittany

Brittany Hall

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Augusta, Maine 04333-0011
Tel.: (207) 287-3707; Fax: (207) 287-5031
TTY: Dial 711 (Maine Relay)

May-20-2022

Via Electronic Mail: mary@transcriptionplus.net

Transcription Plus LLC
Mary Goehring, CEO
3716 Messina Road
Clover, SC 29710

SUBJECT: Notice of Conditional Contract Award under RFP #202203037, Authorized
Transcription Services

Dear Ms. Goehring:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Division of Administrative Hearings. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to:

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Thank you for your interest in doing business with the State of Maine.

Sincerely,

DocuSigned by:

Debra Downer

5DC6307B8558482...

Debra Downer

Deputy Director

Division of Contract Management

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Brown & Meyers Reporting

DATE: 5/9/22

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Krystal Devine, Joseph Pickering, and Gregory Garneau

<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	35.00
Section III. Proposed Services	40.00	30.00
Section IV. Cost Proposal	25.00	10.94
<u>Total Points</u>	<u>100.00</u>	<u>75.94</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Brown & Meyers Reporting

DATE: 5/9/22

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Brown & Meyers Reporting

DATE: 5/9/22

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	35.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">History with State, current provider to DHHS and past provider to State LegislatureNo known adverse contract experience with DHHS28 years of transcription experience, specializing in legal transcriptionProvided three projects all directly related to RFPAll projects for State: DHHS, Bankruptcy Court, Legislature
2. Subcontractors
<ul style="list-style-type: none">None
3. Litigation
<ul style="list-style-type: none">Indicates none
4. Certificate of Insurance
<ul style="list-style-type: none">Provided and included coverage for unauthorized disclosure of digital files

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Brown & Meyers Reporting

DATE: 5/9/22

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	30.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Transcription Requirements
<ul style="list-style-type: none">Met minimum requirements and acknowledged conformance to DHHS Division of Administrative Hearings' Transcription Style Guide
B. Quality Control Procedures
<ul style="list-style-type: none">Use of HIPAA-compliant Citrix platform, which supports audit trails, periodic file purge, and share-file folder with restricted accessDemonstrated understanding of file ownership and process for timely disposal of completed transcription files
C. Staffing Requirements
<ul style="list-style-type: none">Stated transcription staff certified under American Association of Electronic Reporters and Transcribers
2. Staffing
<ul style="list-style-type: none">Stated transcription staff has a minimum of five years' experience in legal transcriptionAcknowledged flexible staffing requirement based on DHHS volume
3. Implementation - Work Plan
<ul style="list-style-type: none">Provided realistic workflow process to support two-day turnaround requirement

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Brown & Meyers Reporting

DATE: 5/9/22

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$1.75	÷	\$4.00	x	25.00 points	=	10.94

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Celerity Solutions group, LLC

DATE: 5/9/22

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Krystal Devine, Joseph Pickering, and Gregory Garneau

<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00
Section III. Proposed Services	40.00	15.00
Section IV. Cost Proposal	25.00	14.83
<u>Total Points</u>	<u>100.00</u>	<u>39.83</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Celerity Solutions group, LLC

DATE: 5/9/22

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Celerity Solutions group, LLC

DATE: 5/9/22

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Demonstrated experience in legal transcription• Experience with Maine Worker's Compensation Board• Three projects provided are related to legal hearings: Transcripts for worker's compensation boards and civil rights and unemployment hearings
2. Subcontractors
<ul style="list-style-type: none">• None
3. Litigation
<ul style="list-style-type: none">• One noted as dismissed. No detail provided
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided but does not specify coverage for unauthorized disclosure of digital files

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Celerity Solutions group, LLC

DATE: 5/9/22

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	15.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Transcription Requirements
<ul style="list-style-type: none">• Met minimum requirement
B. Quality Control Procedures
<ul style="list-style-type: none">• Proofreading and random audits of transcribed information• Require transcribers achieve 98 percent accuracy• Transcribers have limited-time access to original files, which are deleted immediately upon completion of transcription• Transcription files to be deleted at State's discretion
C. Staffing Requirements
<ul style="list-style-type: none">• Did not address American Association of Electronic Reporters and Transcribers or equivalent certification• Did not demonstrate knowledge of legal procedure or documentation
2. Staffing
a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.
<ul style="list-style-type: none">• Did not offer descriptions or minimum qualifications• Offered detailed description of staff assignments upon receipt of State files
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided a realistic work plan, responsive to each transcription project

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Celerity Solutions group, LLC

DATE: 5/9/22

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$1.75	÷	\$2.95	x	25.00 points	=	14.83

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Conduit Transcriptions LLC

DATE: 5/9/22

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Krystal Devine, Joseph Pickering, and Gregory Garneau

<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00
Section III. Proposed Services	40.00	15.00
Section IV. Cost Proposal	25.00	13.34
<u>Total Points</u>	<u>100.00</u>	<u>38.34</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Conduit Transcriptions LLC

DATE: 5/9/22

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Conduit Transcriptions LLC

DATE: 5/9/22

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Ten years of experience in transcribing state and federal agencies, including five years supporting the California Office of Administrative Hearings• Access to 200+ transcribers• Three projects provided: One detailing California Parole Hearings, a second addressing court proceedings, and the third not related to RFP
2. Subcontractors
<ul style="list-style-type: none">• None
3. Litigation
<ul style="list-style-type: none">• Indicates none
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided but did not state coverage for unauthorized disclosure of digital files

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Conduit Transcriptions LLC

DATE: 5/9/22

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	15.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Transcription Requirements
<ul style="list-style-type: none">• Met minimum requirement
B. Quality Control Procedures
<ul style="list-style-type: none">• Senior quality control team reviews all transcripts
C. Staffing Requirements
<ul style="list-style-type: none">• Described Bidder's internal training process but did not specify certification through American Association of Electronic Reports and Transcribers or an equivalent• Did not demonstrate knowledge of legal procedure
2. Staffing
<ul style="list-style-type: none">• Did not provide job descriptions, qualifications, or staffing plan
3. Implementation - Work Plan
<ul style="list-style-type: none">• Met minimum requirement

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Conduit Transcriptions LLC

DATE: 5/9/22

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$1.75	÷	\$2.95	x	25.00 points	=	13.34

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Datagain Inc.

DATE: 5/9/22

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Krystal Devine, Joseph Pickering, and Gregory Garneau

<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00
Section III. Proposed Services	40.00	10.00
Section IV. Cost Proposal	25.00	25.00
<u>Total Points</u>	<u>100.00</u>	<u>45.00</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Datagain Inc.

DATE: 5/9/22

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Datagain Inc.

DATE: 5/9/22

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Specialties include legal and administrative hearing transcription, which are supported by experience detailed• In business since 2014• Four projects provided, three related to RFP and one related to legislative sessions• Related projects supported court and appeal hearings
2. Subcontractors
<ul style="list-style-type: none">• None
3. Litigation
<ul style="list-style-type: none">• Did not provide a response
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided, noting coverage for unauthorized disclosure of digital files

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Datagain Inc.

DATE: 5/9/22

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	10.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Transcription Requirements
<ul style="list-style-type: none">• Did not specifically state materials are sole property of the Department
B. Quality Control Procedures
<ul style="list-style-type: none">• Did not address disposal of or guarding against unauthorized access to transcription material
C. Staffing Requirements
<ul style="list-style-type: none">• Did not address requirement of American Association of Electronic Reporters and Transcribers
2. Staffing
<ul style="list-style-type: none">• Did not offer minimum qualifications for transcribers
3. Implementation - Work Plan
<ul style="list-style-type: none">• Met minimum requirement

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Datagain Inc.

DATE: 5/9/22

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$1.75	÷	\$1.75	x	25.00 points	=	25.00

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: M2COMSYS

DATE: 5/9/22

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Krystal Devine, Joseph Pickering, and Gregory Garneau

<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00
Section III. Proposed Services	40.00	5.00
Section IV. Cost Proposal	25.00	17.50
<u>Total Points</u>	<u>100.00</u>	<u>32.50</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: M2COMSYS

DATE: 5/9/22

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: M2COMSYS

DATE: 5/9/22

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• 25 years in business• Has government experience but unclear if related to administrative hearing transcription• Three projects provided, none related to RFP, with all addressing interview or medical transcriptions
2. Subcontractors
<ul style="list-style-type: none">• None
3. Litigation
<ul style="list-style-type: none">• Indicates none
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided, but did not provide coverage for unauthorized disclosure of digital files

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: M2COMSYS

DATE: 5/9/22

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	5.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Transcription Requirements
<ul style="list-style-type: none">• Did not meet signature requirement, as proprietary software process does not allow transcriber to physically certify/sign• Noted that DHHS could review/edit transcribed material, which does not meet DHHS standards or expectations of independent transcription• Referred to use of proprietary software to meet Transcription Style Guide requirement, but did not detail process or outcome• Did not acknowledge that digital and audio files become and remain property of the Department• Evaluation Team notes that Bidder's proposal is based on its use of its proprietary software which would need to be installed on State systems. The Team recognizes this as problematic to implementation and execution of project
B. Quality Control Procedures
<ul style="list-style-type: none">• Met minimum requirement
C. Staffing Requirements
<ul style="list-style-type: none">• Stated having equivalent of the American Association of Electronic Reporter and Transcribers certification but does not offer what the certification is or provide documentation
2. Staffing
<ul style="list-style-type: none">• Provided resumes but no job descriptions or qualifications
3. Implementation - Work Plan
<ul style="list-style-type: none">• Presents an extended phased implementation approach which is not compatible with DHHS needs relative to contract start date

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: M2COMSYS

DATE: 5/9/22

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$1.75	÷	\$2.50	x	25.00 points	=	17.50

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Officemotive, Inc. DBA Capital Typing

DATE: 5/9/22

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Krystal Devine, Joseph Pickering, and Gregory Garneau

<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00
Section III. Proposed Services	40.00	5.00
Section IV. Cost Proposal	25.00	22.44
<u>Total Points</u>	<u>100.00</u>	<u>37.44</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Officemotive, Inc. DBA Capital Typing

DATE: 5/9/22

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Officemotive, Inc. DBA Capital Typing

DATE: 5/9/22

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	10.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Claim experience with legal and administrative hearing transcription, but no examples given• Three projects provided, none addressing directly legal focus of RFP• Project descriptions of committee meetings, interviews, and conference proceedings
2. Subcontractors
<ul style="list-style-type: none">• None
3. Litigation
<ul style="list-style-type: none">• Indicates none
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided, though expired in 2020 and did not specify coverage for unauthorized disclosure of digital files

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Officemotive, Inc. DBA Capital Typing

DATE: 5/9/22

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	5.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Transcription Requirements
<ul style="list-style-type: none">• Did not state ability to receive Digital WAV or MP3 format
B. Quality Control Procedures
<ul style="list-style-type: none">• Noted that first draft is reviewed by a supervisor• Noted use of triple-pass review of inaudible/indiscernible recordings• Regarding Bidder's quality control procedures, Evaluation Team noted with concern the numerous typographical errors within Bidder's proposal
C. Staffing Requirements
<ul style="list-style-type: none">• Did not address certification through American Association of Electronic Reporters and Transcribers or equivalent
2. Staffing
<ul style="list-style-type: none">• Did not provide job descriptions or minimum qualifications for transcription personnel• Acknowledged ramp-up requirement for DHHS volume and provided realistic plan to address
3. Implementation - Work Plan
<ul style="list-style-type: none">• Did not address steps in executing start up following contract award

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Officemotive, Inc. DBA Capital Typing

DATE: 5/9/22

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$1.75	÷	\$1.95	x	25.00 points	=	22.44

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Transcription Plus LLC

DATE: 5/9/22

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Brittany Hall

Names of Evaluators: Krystal Devine, Joseph Pickering, and Gregory Garneau

<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	5.00
Section III. Proposed Services	40.00	5.00
Section IV. Cost Proposal	25.00	15.09
<u>Total Points</u>	<u>100.00</u>	<u>25.09</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Transcription Plus LLC

DATE: 5/9/22

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Transcription Plus LLC

DATE: 5/9/22

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	35.00	5.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• In business since 1989• Experience in general transcription services• Provided three projects, none of which offered details demonstrating expertise, experience, qualifications, or skills in transcription services related to RFP
2. Subcontractors
<ul style="list-style-type: none">• None
3. Litigation
<ul style="list-style-type: none">• Did not provide a response
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided a home insurance policy declaration which did not specify/provide coverage for unauthorized disclosure of digital files

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Transcription Plus LLC

DATE: 5/9/22

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	5.00

Evaluation Team Comments:

Part IV, Section III. Proposed Services
1. Services to be Provided
Part II
A. Transcription Requirements
<ul style="list-style-type: none">• Did not address transcriber's true copy certification or compliance with Transcription Style Guide• Did not address requirement that digital and audio files become and remain property of the Department• Did not address security of digital/audio files
B. Quality Control Procedures
<ul style="list-style-type: none">• Did not specifically address details on disposal of, monitoring the chain of possession of, or guarding against unauthorized access to transcription material
C. Staffing Requirements
<ul style="list-style-type: none">1. Ensure staff providing Transcription services:<ul style="list-style-type: none">a. Have a high school diploma or equivalent;b. Are certified through the American Association of Electronic Reporters or equivalent; andc. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Did not address American Association of Electronic Reports and Transcribers certification requirement• Did not address Bidder's level of knowledge of legal procedure or documentation
2. Staffing
<ul style="list-style-type: none">• Job description is that of a medical transcriptionist and did not provide information for a project lead• Did not address any portion of staffing plan requirement
3. Implementation - Work Plan
<ul style="list-style-type: none">• Did not address any portion of requirement

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER: Transcription Plus LLC

DATE: 5/9/22

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	÷	Cost Proposal Being Scored	x	Score Weight	=	Score
\$1.75	÷	\$2.90	x	25.00 points	=	15.09

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Brown & Meyers Reporting (B&M)

DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">Over 28 years' experience; 15 years of Legal transcription experience.Current accounts with State and Federal Government agencies that require fast turn around times and have specific formatting.	
2. Subcontractors	
<ul style="list-style-type: none">They do not use subcontractors	
3. Litigation	
<ul style="list-style-type: none">None noted	
4. Certificate of Insurance	
<ul style="list-style-type: none">Provided and Current	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Brown & Meyers Reporting (B&M)

DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• They use a secure file sharing platform that is HIPAA compliant.• They will give a 2 business day turnaround time.
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but

**STATE OF MAINE
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EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

not limited to: <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• Only authorized Department staff will have access to the Sharefile.• Business Associate Agreements• Files purged on a regular basis
C. Staffing Requirements
1. Ensure staff providing Transcription services: <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Staff is certified through AAERT• Have knowledge of legal terminology and procedure
2. Staffing
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• Proposal notes staff has superb reading and editing skills• Specific teams for each client
3. Implementation - Work Plan
<ul style="list-style-type: none">a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.<ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• All work done through a private sharefile• Automatic notifications when work is uploaded

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INDIVIDUAL EVALUATION NOTES**

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DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Evaluation Team Comments:

Part IV, Section IV. Budget Narrative
<ul style="list-style-type: none">• Per page cost has no hidden fees or extra• 2 business day turnaround time

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Brown & Meyers Reporting (B&M)

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P – previous and current experience with State (including DHHS DAH)• Employs experienced legal transcriptionists• 28 years in business transcribing legal proceedings• Submitted 3 project examples
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Litigation
<ul style="list-style-type: none">• None.
4. Certificate of Insurance
<ul style="list-style-type: none">• Meets requirements (Cyber One coverage for digital files)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

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BIDDER NAME: Brown & Meyers Reporting (B&M)

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• P – addressed all requirements
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but not limited to:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: DHHS DSER

<ul style="list-style-type: none"> i. Monitoring the chain of possession; ii. Guarding against unauthorized access; and iii. Disposal of digital audio files.
<ul style="list-style-type: none"> • P – addressed all quality control procedures • Uses Citrix Sharefile for secure file sharing
C. Staffing Requirements
<p>1. Ensure staff providing Transcription services:</p> <ul style="list-style-type: none"> i. Have a high school diploma or equivalent; ii. Are certified through the American Association of Electronic Reporters or equivalent; and iii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none"> • P – addressed educational requirement. • All staff AAERT certified • All staff have legal procedure, documents, terminology knowledge
2. Staffing
<ul style="list-style-type: none"> a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead. b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor). c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none"> • P – job descriptions for Legal Transcriptionist and Project Lead • P – attached staffing plan with titles and responsibilities • Q – stated the amount of staff time will be assigned based on work volume (no specific amount). Because this is an "all-inclusive cost per transcribed page rate" proposal (Appendix F) with a fixed 2-day turnaround time, on an as needed basis, must the staffing plan include a specific time amount?
3. Implementation - Work Plan
<ul style="list-style-type: none"> a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period. <ul style="list-style-type: none"> i. Display the work plan in a timeline chart. ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task. iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none"> • Q – does timeline chart with task month as stated in Appx E, Part II, C, 3 apply to this "transcription services on an as-needed basis" solicitation? (Part I, A, ¶3)

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EVALUATOR DEPARTMENT: DHHS DSER

- | |
|--|
| <ul style="list-style-type: none">• Bidder provided a chart showing work begins on demand, immediately assigned, transcribed, and uploaded within two business days (Part II, A, 2 requirement.) |
|--|

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Brown & Meyers Reporting (B&M)

DATE: May 4, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• P—Lengthy history of legal transcription. Prior experience with State of Maine both Executive and Legislature. Prior experience with courts	
2. Subcontractors	
<ul style="list-style-type: none">• P-none	
3. Litigation	
<ul style="list-style-type: none">• P-none	
4. Certificate of Insurance	
<ul style="list-style-type: none">• Met requirements	

**STATE OF MAINE
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DATE: May 4, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Meets requirements
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but not limited to:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• P—Describes a secure HIPAA compliant computer program/server
C. Staffing Requirements
<ul style="list-style-type: none">1. Ensure staff providing Transcription services:<ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Met requirements
2. Staffing
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• P-Lead has extensive experience
3. Implementation - Work Plan
<ul style="list-style-type: none">a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.<ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• P—Department has constant access to finished files

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INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Celerity Solutions Group, LLC

DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Currently a vendor for the State of Maine• HIPPA compliant
2. Subcontractors
<ul style="list-style-type: none">• Do not use subcontractors
3. Litigation
<ul style="list-style-type: none">• 1 filed in 2018 and dismissed in 2020.
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided• Unclear if coverage includes unauthorized disclosure of digital files

**STATE OF MAINE
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EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Will use ExpressScribe and Microsoft Word to meet requirements• Can they meet the 2 day turn around with the process they have in place?
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but

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EVALUATOR DEPARTMENT: DHHS Administrative Hearings

not limited to: <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• Transcribers are required to have 98% accuracy• Proofreaders are separate from transcribers• Files purged on a regular timeframe
C. Staffing Requirements
1. Ensure staff providing Transcription services: <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Staff is familiar with legal terminology/legal formatting• Staff is certified in healthcare documentation; no mention of legal certification
2. Staffing
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• Staff must take a test to be hired• QA Supervisors proofread the transcripts• A Transcription coordinator oversees the work plan
3. Implementation - Work Plan
<ul style="list-style-type: none">a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.<ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• Upload file, assign to transcriber, transcribe, QA review, transcript delivered

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EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Evaluation Team Comments:

Part IV, Section IV. Budget Narrative
<ul style="list-style-type: none">• Reasonable per page price• Unclear if per page price is all inclusive or if other fees may be charged

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DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P – previous and current experience in transcription services including legal hearings. Mentions 2021, Maine Worker's Compensation Board contract• Created by merger, 2008• Submitted 3 project examples (Dept. Business & Consumer Svcs. OR; DHHS Office of Civil Rights, NY(?); DHHS Inspector General, WV)
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Litigation
<ul style="list-style-type: none">• Q – Lawsuit filed in 2018, dismissed 2020. Not described. Unsure if relevant.
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided certificate• Includes general liability. No mention of coverage for unauthorized disclosure of digital files as required by RFP IV, II, 4a.• Note – See RFP QA Summary 8 & 9. (Bidders required to submit certificate of insurance which must include coverage for unauthorized disclosure of digital files.)

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EVALUATOR DEPARTMENT: DHHS DSER

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Stated generally that can meet transcription requirements but does not mention specified formats or 2-day response time. Agreed to format per style guide. Did not explain in this section how would meet proofreading, certification, and security requirements but included discussion in section II, B, below.• Q – certification is done by proofreader and transcriber (see, Attachment 7, Implementation – Work Plan). Okay?• Attachment 7, Implementation – Work Plan, mentions turnaround times (“Celerity agrees to return completed transcripts within two (2) days of receipt of audio files.”)
B. Quality Control Procedures

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Celerity Solutions Group, LLC

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.
 - a. Procedures for reviewing and comparing Transcripts with audio recordings.
 - b. Reliable media uploads and Transcript delivery processes.
 - c. Written measures to protect the integrity and security of digital files including but not limited to:
 - i. Monitoring the chain of possession;
 - ii. Guarding against unauthorized access; and
 - iii. Disposal of digital audio files.

- QA Supervisors listen to audio file and review transcript in entirety. Chain of possession monitoring. Uses electronic data storage, security, and transfer controls. Mentions internal Information Security Policy (not attached). Audio files purged once transcripts completed.
- Attachment 7, Implementation – Work Plan, mentions delivery (“transcripts returned to DHHS via online file sharing or Celerity’s web portal.”)

C. Staffing Requirements

1. Ensure staff providing Transcription services:
 - i. Have a high school diploma or equivalent;
 - ii. Are certified through the American Association of Electronic Reporters or equivalent; and
 - iii. Have knowledge of legal procedure, legal documents, and legal terminology.

- Q – states “many of our staff and transcribers meet RHDS or CHDS from AHDH (healthcare). Is this equivalent to AAER (not mentioned)
- Q – states “familiar with legal/court terminology and legal transcript format.” Did not mention legal procedure and documents knowledge

2. Staffing

- a. Provide job descriptions (**include as Attachment 5**) including minimum qualifications for all staff, including the project lead.
- b. Describe how subcontractors, if any, will interact with the Bidder’s organization (i.e. oversight and management of subcontractor).
- c. Provide a staffing plan (**include as Attachment 6**) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.

- Included job descriptions for Transcribers, QA Supervisor, and Transcription Coordinator.
- No subcontractors.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

- Staffing plan to provide two transcribers and two QA supervisors (one primary and a backup) for coverage.
- Q – did not clearly delineate staff time. Is this relevant to an as needed, cost per page, 2-day turnaround proposal?

3. Implementation - Work Plan

- a. Provide a realistic work plan (**include as Attachment 7**) for the implementation of the program through the first contract period.
 - i. Display the work plan in a timeline chart.
 - ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.
 - iii. If applicable, make note of all tasks to be delegated to subcontractors.

- Q – does timeline chart with task month as stated in Appx E, Part II, C, 3 apply to this “transcription services on an as-needed basis” solicitation? (Part I, A, ¶3)
- Bidder provided a chart showing work begins upon digital upload, coordinator assigns, transcriber transcribes, supervisor reviews, and transcript is delivered within two days (Part II, A, 2 requirement.)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: May 4, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P—extensive transcription experience
2. Subcontractors
<ul style="list-style-type: none">• P-none
3. Litigation
<ul style="list-style-type: none">• Q—not clear if the matter was dismissed due to settlement payment or dismissed with no payment
4. Certificate of Insurance
<ul style="list-style-type: none">• Q/N—does not specify that coverage includes unauthorized disclosure

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: May 4, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Meets requirements
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but not limited to:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: May 4, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

<ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• P—audits transcriptionists for 98% accuracy
C. Staffing Requirements
<ul style="list-style-type: none">1. Ensure staff providing Transcription services:<ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Meets requirements
2. Staffing
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• P—multiple layers of quality control/responsibility
3. Implementation - Work Plan
<ul style="list-style-type: none">a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.<ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• P—provides timely access

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Conduit Transcriptions

DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Works with many different Government agencies• They have over 200 transcribers across the country• Have the capability to enhance audio
2. Subcontractors
<ul style="list-style-type: none">• None listed
3. Litigation
<ul style="list-style-type: none">• None noted
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided, however nothing noted about coverage for unauthorized disclosure of digital files.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Conduit Transcriptions

DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Will meet minimum formatting requirements• No mention of HIPAA compliance
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Conduit Transcriptions

DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

not limited to: <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• Password protection on computers• No mention of file disposal policy
C. Staffing Requirements
1. Ensure staff providing Transcription services: <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• One on one training program
2. Staffing
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• Transcribers self validate work• Quality control team reviews transcripts
3. Implementation - Work Plan
<ul style="list-style-type: none">a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.<ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• Work plan has many steps from start to finish

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

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DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Evaluation Team Comments:

Part IV, Section IV. Budget Narrative
<ul style="list-style-type: none">• \$3.28 per page

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Conduit Transcriptions

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P – 10 years' experience in transcription state and federal agencies• 5 years' experience with California Office of Administrative Hearings• Have team of 200 transcribers nationally• Submitted 3 recent project samples
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Litigation
<ul style="list-style-type: none">• N/A
4. Certificate of Insurance
<ul style="list-style-type: none">• Submitted certificate on required form• Q – no specific coverage for digital files, as required by RFP IV, II, 4a.• Note – See RFP QA Summary 8 & 9. (Bidders required to submit certificate of insurance which must include coverage for unauthorized disclosure of digital files.)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Conduit Transcriptions

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• P – addressed all requirements• In Implementation – Work Plan, accepts variety digital formats including MP3; turnaround 2 calendar days; validation by transcriber, QA Team, and Project Mgr.• Certification format in Section 1.3.a.1• Record maintenance/retention/ownership in Section 1.5f, g & h• Transcription style guide conformance – Section 1.5.c.
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings,

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: May 4, 2022

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EVALUATOR DEPARTMENT: DHHS DSER

<p>including but not limited to.</p> <ul style="list-style-type: none"> a. Procedures for reviewing and comparing Transcripts with audio recordings. b. Reliable media uploads and Transcript delivery processes. c. Written measures to protect the integrity and security of digital files including but not limited to: <ul style="list-style-type: none"> i. Monitoring the chain of possession; ii. Guarding against unauthorized access; and iii. Disposal of digital audio files.
<ul style="list-style-type: none"> • P – addressed all requirements • P – very detailed quality control procedures • Quality control plan in Section 1.6.d and B
C. Staffing Requirements
<p>1. Ensure staff providing Transcription services:</p> <ul style="list-style-type: none"> i. Have a high school diploma or equivalent; ii. Are certified through the American Association of Electronic Reporters or equivalent; and iii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none"> • P – address staffing requirements generally • Q – stated qualify through internal evaluation program and arrange certification if needed. Is this equivalent of AAER? Detail of in-house training is in Staffing Plan (Attachment 6) • P – indicated team is experience in legal, administrative, investigative and court proceedings
2. Staffing
<ul style="list-style-type: none"> a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead. b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor). c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none"> • P – job descriptions for Program Manager, Alternate Program Manager, and Transcribers • Q – did not clearly delineate staff time. Is this relevant to an as needed, cost per page, 2-day turnaround proposal?
3. Implementation - Work Plan
<ul style="list-style-type: none"> a. Provide a realistic work plan (include as Attachment 7) for the implementation of the

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Conduit Transcriptions

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

program through the first contract period.

i. Display the work plan in a timeline chart.

ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.

iii. If applicable, make note of all tasks to be delegated to subcontractors.

- Q – does timeline chart with task month as stated in Appx E, Part II, C, 3 apply to this “transcription services on an as-needed basis” solicitation? (Part I, A, ¶3)
- Bidder provided a chart showing transcription production workflow initiated by DAH request, assignment, transcription, validation and delivery to DAH.

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INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Conduit Transcriptions

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
• N—references Maine as having 40 million residents. Question quality control	
2. Subcontractors	
• P--none	
3. Litigation	
• P--none	
4. Certificate of Insurance	
• Q—does not specify whether unauthorized disclosures covered	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Authorized Transcription Services

BIDDER NAME: Conduit Transcriptions

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Meets requirements• N—spelling errors in this section
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Conduit Transcriptions

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

not limited to: <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• Meets requirements
C. Staffing Requirements
1. Ensure staff providing Transcription services: <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Meets requirements
2. Staffing
a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead. b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor). c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• P Leads are experienced. Staff training is comprehensive
3. Implementation - Work Plan
a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period. <ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• P—provides good quality control measures• Q-discusses returning transcript within two calendar days. Question if this timeframe is realistic. RFP calls for two business days

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Datagain Inc.

DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">Specialties include legal and administrative transcriptsEncountered issues understanding complex guidelines and formatting on a current contract with a vendor.
2. Subcontractors
<ul style="list-style-type: none">No subcontractors will be used
3. Litigation
<ul style="list-style-type: none">Not included in materials
4. Certificate of Insurance
<ul style="list-style-type: none">Provided as requested

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Datagain Inc.

DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• HIPAA compliant secure platform doesn't allow files to be copied or retained• Have worked with many custom style guides
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Datagain Inc.

DATE: 5/4/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

not limited to: <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• Quality review of all transcripts
C. Staffing Requirements
1. Ensure staff providing Transcription services: <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• All staff has at least 5 years' experience with legal transcription• No mention of certifications
2. Staffing
a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead. b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor). c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• 1 project manager, 3 senior transcriptionists, 2 quality control specialists• 3 transcriptionists dedicated to this account
3. Implementation - Work Plan
a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period. <ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• Done through interactive web portal• All files are encrypted during storage and transfer

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BIDDER NAME: Datagain Inc.

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EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Evaluation Team Comments:

Part IV, Section IV. Budget Narrative
<ul style="list-style-type: none">• \$1.75 per page

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Datagain Inc.

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P – previous experience with government offices with legal and administrative hearings transcription services• In business since 2014• Employs 75+ transcribers, editors, proof-readers, experts• Submitted 4 project examples
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Litigation
<ul style="list-style-type: none">• Q – don't see where addressed litigation in File 2?
4. Certificate of Insurance
<ul style="list-style-type: none">• Meets requirements (policy includes cyber liability)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Authorized Transcription Services

BIDDER NAME: Datagain Inc.

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• P – meets all requirements generally; HIPAA complaint platform for security; agreed to terms but did not specifically mention records retention and ownership of files.
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

not limited to: <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• P – states generally that will adhere to requirements. Quality control details are found in the Work Plan (File 7).
C. Staffing Requirements
1. Ensure staff providing Transcription services: <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• P – refers to Attachments 5, resumes, and 6, staff plan for details.• Q – is training/experience equivalent of AAER? States staff is highly trained, experienced with at least 5 years transcribing legal and administrative recordings; well versed with terminology. File 5, Key Personnel, doesn't mention certifications.
2. Staffing
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• Provided job experience for key personnel. Staff plan includes job titles (project manager, senior transcriptionist, quality control specialist). Did not give job description and minimum qualifications for each position.• Staff plan identified a team of 6 with more staff added as needed.• Q – did not clearly delineate staff time. Is this relevant to an as needed, cost per page, 2-day turnaround proposal?
3. Implementation - Work Plan
<ul style="list-style-type: none">a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.<ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.

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|--|
| <ul style="list-style-type: none">• Provided a work plan timeline with work assigned once file is uploaded, transcribed, reviewed for quality control and transferred to the Department.• Q – does timeline chart with task month as stated in Appx E, Part II, C, 3 apply to this “transcription services on an as-needed basis” solicitation? (Part I, A, ¶3) |
|--|

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Datagain Inc.

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
• P—Provides transcription for similar agencies. Well versed in HIPAA	
2. Subcontractors	
• P-none	
3. Litigation	
• Does not met. Did not respond	
4. Certificate of Insurance	
• P/Q—although it does not specify unauthorized disclosures it does cover cyber liability	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Datagain Inc.

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Meets requirements
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but not limited to:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: DHHS-AHU

<ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• P—HIPAA concerned.
C. Staffing Requirements
<ul style="list-style-type: none">1. Ensure staff providing Transcription services:<ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Meets requirements
2. Staffing
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• P-detailed staff plan with redundancies covered
3. Implementation - Work Plan
<ul style="list-style-type: none">a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.<ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• P—multiple methods for DHHS to access

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RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: M2COMSYS

DATE: 5/5/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• 25 years in business• Medical and general transcription services
2. Subcontractors
<ul style="list-style-type: none">• None used
3. Litigation
<ul style="list-style-type: none">• None noted
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided as requested

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INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Authorized Transcription Services

BIDDER NAME: M2COMSYS

DATE: 5/5/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• They utilize multiple software systems to transcribe and are HIPAA compliant• Nothing noted regarding the Transcription style guide
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR DEPARTMENT: DHHS Administrative Hearings

not limited to: <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• All work is supervised by a transcription manager• Encrypted and secure transfer of files
C. Staffing Requirements
1. Ensure staff providing Transcription services: <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Majority of staff hold a bachelor's degree and certification equivalent to AAER• Experience with Court hearings
2. Staffing
a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.
b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).
c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• 3 transcriptionists assigned to account• Senior Project Manager as point of contact
3. Implementation - Work Plan
a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period. <ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• Broken into phases over a month to implement software, training materials, etc.• Weekly meetings with staff to ensure stabilization of account• This is an as needed contract – how will this implementation work?

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EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Evaluation Team Comments:

Part IV, Section IV. Budget Narrative
<ul style="list-style-type: none">• \$2.50 per page

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: M2COMSYS

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P – previous and current experience in transcription services with government entities• 25 years' experience• Submitted 3 project examples
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Litigation
<ul style="list-style-type: none">• None
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided certificate• Includes general liability, umbrella, and professional liability. No mention of coverage for unauthorized disclosure of digital files as required by RFP IV, II, 4a.• Note – See RFP QA Summary 8 & 9. (Bidders required to submit certificate of insurance which must include coverage for unauthorized disclosure of digital files.)

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BIDDER NAME: M2COMSYS

DATE: May 4, 2022

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EVALUATOR DEPARTMENT: DHHS DSER

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Meets requirements• Uses transcription software that can access WAV and MP3 files• Proofread by Quality Analysts• States use proprietary transcription management software. Will configure to certify true copy, meet style guide standards, and transmit within 2 business days.• For storage and archival, doesn't leverage data; destroy transcripts at expiration of client; follows State and federal privacy laws
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and

STATE OF MAINE INDIVIDUAL EVALUATION NOTES

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EVALUATOR DEPARTMENT: DHHS DSER

<p>accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.</p> <ol style="list-style-type: none"> a. Procedures for reviewing and comparing Transcripts with audio recordings. b. Reliable media uploads and Transcript delivery processes. c. Written measures to protect the integrity and security of digital files including but not limited to: <ol style="list-style-type: none"> i. Monitoring the chain of possession; ii. Guarding against unauthorized access; and iii. Disposal of digital audio files.
<ul style="list-style-type: none"> • Meets requirements. • Have 3-tier quality assurance process using quality analyst with ongoing feedback to transcriptionists. • Secured file flow and encryption procedures.
<p>C. Staffing Requirements</p>
<ol style="list-style-type: none"> 1. Ensure staff providing Transcription services: <ol style="list-style-type: none"> i. Have a high school diploma or equivalent; ii. Are certified through the American Association of Electronic Reporters or equivalent; and iii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none"> • Meet requirements. • States majority of transcription staff have bachelor's degrees, are certified equivalent to AAER, and have command over legal terminologies, practices, and prior experience with legal transcription.
<p>2. Staffing</p>
<ol style="list-style-type: none"> a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead. b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor). c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none"> • Attached resumes of 5 key personnel in Attachment 5. • Attachment 6 includes a list of all company positions with titles and descriptions. 3 transcribers to be assigned. • Q – did not specify an amount of staff time to be assigned. Is this relevant to an as needed, cost per page, 2-day turnaround proposal?
<p>3. Implementation - Work Plan</p>

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EVALUATOR DEPARTMENT: DHHS DSER

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| <p>a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.</p> <ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors. |
|---|

- | |
|---|
| <ul style="list-style-type: none">• Meets requirements.• Provided a tentative project schedule with phased project implementation.• Included a chart showing the implementation phases by month.• Schedule shows staff person responsible for tasks over time. |
|---|

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INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: M2COMSYS

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P—lengthy history of company. Provided services to multiple government agencies• N—spelling error• Q—Proprietary software—How will this interact with our system
2. Subcontractors
<ul style="list-style-type: none">• P--none
3. Litigation
<ul style="list-style-type: none">• P—none
4. Certificate of Insurance
<ul style="list-style-type: none">• Q—does not specify unauthorized disclosures covered

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INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: M2COMSYS

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Meets requirements• P HIPAA focused
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: M2COMSYS

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

not limited to: <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• P—provides for audits and high rate of accuracy• N—this summary contained spelling errors
C. Staffing Requirements
1. Ensure staff providing Transcription services: <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Meets requirements
2. Staffing
a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.
b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).
c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• N—No job descriptions provided. Instead, CVs for various staff are included.
3. Implementation - Work Plan
a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period. <ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• P—detailed and comprehensive• Q-Does DHHS have to download the proprietary software? Will IT have concerns/allow?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: 5/5/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Experience with administrative hearings• Have worked with Government agencies
2. Subcontractors
<ul style="list-style-type: none">• None will be used
3. Litigation
<ul style="list-style-type: none">• None noted
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided; does not specifically list coverage for unauthorized disclosure of digital files

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: 5/5/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Acknowledged that they will adhere to style guide and provide 2 business day turn around time• Files shared will be sole property of the Department
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: 5/5/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

<p>c. Written measures to protect the integrity and security of digital files including but not limited to:</p> <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• Triple check for accuracy• HIPAA and PHI compliant• Records destroyed after 8 working days
C. Staffing Requirements
<p>1. Ensure staff providing Transcription services:</p> <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Management has no less than 16 years' experience• Nothing noted regarding transcriptionist experience or credentials
2. Staffing
<p>a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.</p> <p>b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).</p> <p>c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.</p>
<ul style="list-style-type: none">• 5 transcriptionists and 2 editors assigned• Nothing noted regarding qualifications for transcriptionists
3. Implementation - Work Plan
<p>a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.</p> <ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• Evaluate staff every 6 months for performance and department needs• Nothing noted regarding implementation of software or account setup

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: 5/5/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Evaluation Team Comments:

Part IV, Section IV. Budget Narrative
<ul style="list-style-type: none">• \$1.95 per page based on anticipated type and quality of audio

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Stated business experience in broad, general terms. No history of organization or specific work required by the RFP. Omitted licensure/certification.• Provided three samples. City of Aurora (unknown location or dates); VFHO (Virginia? Dates?); and Peterson Institute (unknown location and dates)
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Litigation
<ul style="list-style-type: none">• None
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided certificate for Officemotive, Inc (expired 6/20/2020); certificate holder is Broward County Sheriff's Office.• Includes general liability and professional liability. No mention of coverage for unauthorized disclosure of digital files as required by RFP IV, II, 4a.• Note – See RFP QA Summary 8 & 9. (Bidders required to submit certificate of insurance which must include coverage for unauthorized disclosure of digital files.)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Restated requirements of RFP. Did not provide detail of how will transcribe, proofread, certify, secure and deliver transcript. Agreed to formatting requirements and restrictions on use of files.
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

<p>c. Written measures to protect the integrity and security of digital files including but not limited to:</p> <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• Described “triple-pass accuracy assurance model” – transcriber, supervisor, final review.• Uses HIPAA security protocols.• Will use chain of custody tracking.• Transcripts delivered over secure network.• Data disposed no more than 8 days after 10-day retention period.• Details of system not provided.
<p>C. Staffing Requirements</p>
<p>1. Ensure staff providing Transcription services:</p> <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Will hire higher educational level (Bachelor Degree) staff for contract.• Did not indicate AAER certification or that staff would have equivalent (“will employ . . . staff members who meet the necessary requirements regarding training, certifications, and licensing, as required by law in the state where they are working.”)• Mentioned experienced in transcription for legal and law enforcement purposes. Did not indicate staff have knowledge of legal procedure, documents and terminology.
<p>2. Staffing</p>
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder’s organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• Named 3 key company personnel in Attachment 5 – CEO Project Manager, Main Supervisor/Transcriptionist, and Main Transcription Editor with brief experience.• Did not provide job descriptions for other staff listed in organizational chart – Editors, Linguists, and Transcriptionists.• Will not use subcontractors. Staffing plan states they will hire remote independent

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

contractors – 5 transcriptionists and 2 editors on this project.

3. Implementation - Work Plan

- a.** Provide a realistic work plan (**include as Attachment 7**) for the implementation of the program through the first contract period.
- i.** Display the work plan in a timeline chart.
 - ii.** Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.
 - iii.** If applicable, make note of all tasks to be delegated to subcontractors.
- Provided a work plan in a timeline chart for first contract period and renewals.
 - Plan did not describe each program development and implementation task.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">Q—Lists experience with legal hearings but does not provide any project examples of legal type hearings. All examples are for interviews	
2. Subcontractors	
<ul style="list-style-type: none">Q—claims none but then later states uses independent contractors	
3. Litigation	
<ul style="list-style-type: none">P—none	
4. Certificate of Insurance	
<ul style="list-style-type: none">Does not meet requirements—policy is expired	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Meets requirements
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but not limited to:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

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BIDDER NAME: Officemotive, Inc. DBA Capital Typing

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

<ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• P—supervisor provides full review for quality control
C. Staffing Requirements
<ul style="list-style-type: none">1. Ensure staff providing Transcription services:<ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Meets requirements
2. Staffing
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• N. Punctuation errors• Q/N—states that they use independent contractors but claimed no subcontractors. Is there a distinction?
3. Implementation - Work Plan
<ul style="list-style-type: none">a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.<ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• N. Little detail

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Transcription Plus LLC

DATE: 5/5/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• Founded in 1989• Federal/State and Local Government experience	
2. Subcontractors	
<ul style="list-style-type: none">• Never used	
3. Litigation	
<ul style="list-style-type: none">• Nothing provided	
4. Certificate of Insurance	
<ul style="list-style-type: none">• Provided but noting specifically states coverage for unauthorized disclosure of digital files	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Transcription Plus LLC

DATE: 5/5/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Can provide requested formatting• Nothing noted regarding requested turnaround time
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Transcription Plus LLC

DATE: 5/5/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

not limited to: <ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• HIPAA compliant• No files reside on offsite or long term storage media• Nothing noted regarding disposal of files
C. Staffing Requirements
1. Ensure staff providing Transcription services: <ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• Proposal notes that staff has excellent auditory skills• Staff is certified• Staff will flag difficult areas and call client for clarification
2. Staffing
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• Must have excellent listening skills and excellent proofreading skills• Job requirements are centered around medical transcriptionists
3. Implementation - Work Plan
<ul style="list-style-type: none">a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.<ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• Work is received, assigned, transcribed, and returned to client

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Transcription Plus LLC

DATE: 5/5/2022

EVALUATOR NAME: Krystal Devine

EVALUATOR DEPARTMENT: DHHS Administrative Hearings

Evaluation Team Comments:

Part IV, Section IV. Budget Narrative
<ul style="list-style-type: none">• \$2.90 per page• Add \$1.00 per audio minute and/or per page for extremely difficult audio (heavy accents, background noise, poor recording, overlapping speakers)

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Transcription Plus LLC

DATE: May 4, 2022

EVALUATOR NAME: Gregory Garneau

EVALUATOR DEPARTMENT: DHHS DSER

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Described as small business founded in 1989.• Identified three sample projects – (1) Murtha Cullina LLP, court transcripts; (2) CT Department of Corrections, investigatory interviews; and (3) CT Chief State's Attorney's Office, witness testimony transcripts. No other detail of projects demonstrating expertise, experience, qualification and skills.
2. Subcontractors
<ul style="list-style-type: none">• N/A
3. Litigation
<ul style="list-style-type: none">• Could not locate list of all current litigation or indication that none occurred in the attachment.
4. Certificate of Insurance
<ul style="list-style-type: none">• Provided a Home Business Insurance Policy Declarations, not a Certificate of Insurance on standard ACORD form covering liability and medical expenses and refers to Section II – Liability in the Businessowners Cover Form (not provided)• Q – is this an equivalent to RFP requirement of general liability, professional liability, and other relevant liability?• No mention of coverage for unauthorized disclosure of digital files as required by RFP IV, II, 4a.• Note – See RFP QA Summary 8 & 9. (Bidders required to submit certificate of insurance which must include coverage for unauthorized disclosure of digital files.)

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EVALUATOR DEPARTMENT: DHHS DSER

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Indicated could receive recordings in required formats and turn around in less than 48 hours.• Transcripts to be proofread.• Could find no mention of compliance with Transcription Guide (Appendix H) formatting• Could find no mention of certifying or certification of final transcripts.• Could find no mention of storage and retention of DAH property. Bidder indicated could store transcription records for up to one year and well beyond.
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and

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accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to. a. Procedures for reviewing and comparing Transcripts with audio recordings. b. Reliable media uploads and Transcript delivery processes. c. Written measures to protect the integrity and security of digital files including but not limited to: i. Monitoring the chain of possession; ii. Guarding against unauthorized access; and iii. Disposal of digital audio files.
<ul style="list-style-type: none">• Points not address in response to section.
C. Staffing Requirements
1. Ensure staff providing Transcription services: i. Have a high school diploma or equivalent; ii. Are certified through the American Association of Electronic Reporters or equivalent; and iii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• High school diploma or equivalent not addressed in response to section.• Did not mention AAER. Stated transcriptionists are certified professional medical/EHR transcriptionists.• Q – is this equivalent?• Indicates are familiar with legal terminology. Did not mention legal procedure or documents.
2. Staffing
a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead. b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor). c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• In attachment 5, provided job description and requirement for medical (not legal) transcriptionist.• No job description for project lead in attachment 5.• Attachment 6, Staffing Plan, did not describe how minimum staffing requirements/qualification will be met, delineate position titles, or amount of staff time to be assigned.
3. Implementation - Work Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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- | |
|---|
| <p>a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.</p> <ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors. |
| <ul style="list-style-type: none">• No work plan chart provided. |

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202203037

RFP TITLE: Authorized Transcription Services

BIDDER NAME: Transcription Plus LLC

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
• N Little detail provided regarding projects	
2. Subcontractors	
• P. None	
3. Litigation	
• N. Did not specify whether any litigation	
4. Certificate of Insurance	
• N/Q—Insurance does not specify whether unauthorized disclosures are covered. Described as Home Business Insurance	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Transcription Plus LLC

DATE: May 5, 2022

EVALUATOR NAME: Joseph Pickering

EVALUATOR DEPARTMENT: DHHS-AHU

Part IV, Section III. Proposed Services
1. Services to be Provided
<ul style="list-style-type: none">a. Discuss the Scope of Services referenced above in Part II of the RFP and what the Bidder will offer.b. Give particular attention to describing the methods and resources you will use and how you will accomplish the tasks involved.c. Also, describe how you will ensure expectations and/or desired outcomes as a result of these services will be achieved.d. If subcontractors are involved, clearly identify the work each will perform.
Part II
A. Transcription Requirements
<ul style="list-style-type: none">1. Receive recording in Digital WAV or MP3 format from the Department.2. Transcribe recordings within two (2) business days of receiving the Department's request for Transcription.3. Proofread and correct, as necessary, each Transcript to ensure accuracy.4. Certify each Transcript as a true copy prepared from the verbatim recording and signed by the Transcriber.5. Ensure Transcripts conform to the formatting and content standards set forth in the Transcription Style Guide (refer to Appendix H), including but not limited to:<ul style="list-style-type: none">a. Line and word spacing;b. Number of lines per page;c. Margins;d. Font;e. Etc.6. Ensure no digital or audio files or other materials provided by the Department in relation to the requested Transcription are sold, distributed, copied, or retained.<ul style="list-style-type: none">a. Ensure staff do not retain or copy any part of the digital or audio files and/or other materials provided by the Department.b. All digital and audio files, and other materials are the sole property of the Department.
<ul style="list-style-type: none">• Meets requirements
B. Quality Control Procedures
<ul style="list-style-type: none">1. Develop and implement quality control procedures for producing complete and accurate Transcripts with few references to inaudible or indiscernible recordings, including but not limited to.<ul style="list-style-type: none">a. Procedures for reviewing and comparing Transcripts with audio recordings.b. Reliable media uploads and Transcript delivery processes.c. Written measures to protect the integrity and security of digital files including but not limited to:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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<ul style="list-style-type: none">i. Monitoring the chain of possession;ii. Guarding against unauthorized access; andiii. Disposal of digital audio files.
<ul style="list-style-type: none">• N. Does not provide specifics on quality control
C. Staffing Requirements
<ul style="list-style-type: none">1. Ensure staff providing Transcription services:<ul style="list-style-type: none">i. Have a high school diploma or equivalent;ii. Are certified through the American Association of Electronic Reporters or equivalent; andiii. Have knowledge of legal procedure, legal documents, and legal terminology.
<ul style="list-style-type: none">• N. Did not specify that staff have high school diploma or equivalent
2. Staffing
<ul style="list-style-type: none">a. Provide job descriptions (include as Attachment 5) including minimum qualifications for all staff, including the project lead.b. Describe how subcontractors, if any, will interact with the Bidder's organization (i.e. oversight and management of subcontractor).c. Provide a staffing plan (include as Attachment 6) describing how the proposed minimum staffing requirements/qualification will be met. The plan shall clearly delineate by position title and the amount of staff time to be assigned.
<ul style="list-style-type: none">• N. Job descriptions are for medical transcriptionist—not legal or both. Staffing plan is vague
3. Implementation - Work Plan
<ul style="list-style-type: none">a. Provide a realistic work plan (include as Attachment 7) for the implementation of the program through the first contract period.<ul style="list-style-type: none">i. Display the work plan in a timeline chart.ii. Concisely describe each program development and implementation task, the month it will be carried out and the person or position responsible for each task.iii. If applicable, make note of all tasks to be delegated to subcontractors.
<ul style="list-style-type: none">• N. Does not describe in a timeline chart



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Jeanne M. Lambrew, Ph.D.
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202203037
RFP TITLE: Transcription Services**

I, Krystal Devine accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

DocuSigned by:

Krystal Devine

A058B6DE6B92401

Signature

May-03-2022

Date



**STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES**

**Janet T. Mills
Governor**

**Jeanne M. Lambrew, Ph.D.
Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
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I, Gregory Garneau accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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DocuSigned by:

Gregory Garneau

29C5C3670074451

Signature

May-03-2022

Date



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SERVICES**

**Janet T. Mills
Governor**

**Jeanne M. Lambrew, Ph.D.
Commissioner**

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I, Joseph Pickering accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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DocuSigned by:

Joseph Pickering

2C8D2036E7574A3

Signature

May-03-2022

Date