

State of Maine
Master Score Sheet

RFP# 202402053					
Transcription Services					
Bidder Name:		Caption Excellence	Datagain Inc.	eScribers	Acolad Inc.
Scoring Sections	Points Available				
Section I: Sample Transcript	10	10	3	10	10
Section II: Organization Qualifications and Experience	20	10	10	18	10
Section III: Proposed Production Services	20	12	12	18	10
Section IV: Quality Assurance	25	15	12.5	20	12.5
Section V: Cost Proposal (30 Day)	5	1.57	5	2.82	4.88
Cost 14 Day Turn Around	5	1.57	5	2.36	4.4
Cost 7 Day Turn Around	5	1.96	3.98	2.83	5
Cost 3 Day Turn Around	5	1.80	3.09	3.18	5
Cost 1 Day Turn Around	5	1.87	2.58	3.34	5
TOTAL	<u>100</u>	<u>55.77</u>	<u>57.15</u>	<u>80.53</u>	<u>66.78</u>

Award Justification Statement
RFP# 202402053 Transcription Services

I. Summary

RFP 202402053 requested bids for Transcription services for the Maine Judicial Branch.

II. Evaluation Process

The evaluation process consisted of two (2) individuals from the Maine Judicial Branch and one (1) individual from the Maine Commission on Public Defense Services. All three of these individuals have a combined 40 years of public service related to court proceedings and requirements.

III. Qualifications & Experience

- Multiple years of services provided to the State of Maine Judicial Branch.
- Existing relationships with printing companies within Maine.
- Expansion staff pool to draw from to handle quick turn-arounds.

IV. Proposed Services

- Support FTR requirements.
- Daily team designated for urgent requests.
- Excellent standard for avoiding “indiscernible audio” classifications.

V. Cost Proposal

Costs were within market standard and comparable to all other bids.

VI. Conclusion

eScribers provided the best overall proposal to meet the needs of the Maine Judicial Branch.



**STATE OF MAINE
Maine Judicial Branch**

**Janet T. Mills
Governor**

**Valerie Stanfill
Chief Justice**

AWARD NOTIFICATION LETTER

13 May 2024

Linda Spear
eScribers
7227 N. 16th St., Suite 207
Phoenix, AZ 85020

SUBJECT: Notice of Conditional Contract Award under RFP # 202402053, Transcription Services

Dear Linda,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Judicial Branch for Transcription Services. 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 the following bidder:

- eScribers

The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder 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 the apparent successful vendor. The vendor 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. A Statement of Appeal Rights has been provided with this letter; see below.

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

Sincerely,

DocuSigned by:
Connor Smith
755F066F9C634D0...

Connor Smith
Procurement Manager
Maine Judicial Branch
Connor.smith@courts.maine.gov

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an 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).



**STATE OF MAINE
Maine Judicial Branch**

**Janet T. Mills
Governor**

**Valerie Stanfill
Chief Justice**

AWARD NOTIFICATION LETTER

13 May 2024

Savan Patel
Caption Excellence LLC
1433 S Bouvier St.
Philadelphia, PA 19146

SUBJECT: Notice of Conditional Contract Award under RFP # 202402053, Transcription Services

Dear Savan,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Judicial Branch for Transcription Services. 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 the following bidder:

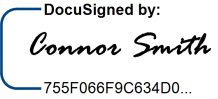
- eScribes

The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder 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 the apparent successful vendor. The vendor 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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Connor Smith
755F066F9C634D0...

Connor Smith
Procurement Manager
Maine Judicial Branch
Connor.smith@courts.maine.gov

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**STATE OF MAINE
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Chief Justice**

AWARD NOTIFICATION LETTER

13 May 2024

Rishi Darira
Datagain, Inc.
1 Creekside Court
Secaucus, New Jersey 07094

SUBJECT: Notice of Conditional Contract Award under RFP # 202402053, Transcription Services

Dear Rishi,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Judicial Branch for Transcription Services. 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 the following bidder:

- eScribes

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Sincerely,

DocuSigned by:
Connor Smith
755F066F9C634D0...

Connor Smith
Procurement Manager
Maine Judicial Branch
Connor.smith@courts.maine.gov

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**STATE OF MAINE
Maine Judicial Branch**

**Janet T. Mills
Governor**

**Valerie Stanfill
Chief Justice**

AWARD NOTIFICATION LETTER

13 May 2024

Stephane Borello
Acolad, Inc.
2365 Willis Miller Dr.
Hudson, WI 54016

SUBJECT: Notice of Conditional Contract Award under RFP # 202402053, Transcription Services

Dear Stephane,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Judicial Branch for Transcription Services. 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 the following bidder:

- eScribes

The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder 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 the apparent successful vendor. The vendor 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:
Connor Smith
755F066F9C634D0...

Connor Smith
Procurement Manager
Maine Judicial Branch
Connor.smith@courts.maine.gov

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an 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).

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Caption Excellence
DATE: 5/7/2024

SUMMARY PAGE

Department Name: Maine Judicial Branch
Name of RFP Coordinator: Connor Smith
Names of Evaluators: Jenny Anderson, Lynn Nash, Carrie Jordan

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section I: Sample Transcript	10	10
Section II: Organization Qualifications and Experience	20	10
Section III: Proposed Production Services	20	12
Section IV: Quality Assurance	25	15
Section V: Cost Proposal (30 Day)	5	1.57
Cost 14 Day Turn Around	5	1.57
Cost 7 Day Turn Around	5	1.96
Cost 3 Day Turn Around	5	1.80
Cost 1 Day Turn Around	5	1.87
<u>Total Points</u>	<u>100</u>	<u>55.77</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Caption Excellence
DATE: 5/7/2024

**OVERVIEW OF SECTION I
Sample Transcript**

	<u>Points Available</u>	<u>Points Awarded</u>
Section I. Sample Transcript	10	10

Evaluation Team Comments:

No Concerns
Accurate representation of desired product

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Caption Excellence
DATE: 5/7/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	20	10

Evaluation Team Comments:

- I. Overview of the Organization
 - Typo in first paragraph – concerns of attention to note
 - Only provided 4 references
- II. Staffings
 - Will be tailored to MJB needs
 - Only 20 transcribers
 - No subcontractors
 - Concern over ability to handle volume
- III. Dispute resolution process
 - No concerns
- IV. Hours of operations
 - 8-6 - acceptable
- V. Organizations Website
 - Secure website
 - Encryption to standards for emails/data

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Caption Excellence
DATE: 5/7/2024

**EVALUATION OF SECTION III
Proposed Production Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Production Services	20	12

Evaluation Team Comments:

ONLINE PORTAL IS EXCELLENT

MAXIMUM FILE SIZE – POTENTIALLY PROBLEMATIC

TRACKING SYSTEM IS NICE

MAIL/PHONE REQUESTS ALSO ACCEPTABLE

16-20 DAYS TO GET TO FULL SCALE OPERATIONS AFTER AWARD

DIDN'T SPECIFY THAT 1 AND 3 DAY TURNAROUND TIME GO TO "SPECIALIZED TEAM"

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Caption Excellence
DATE: 5/7/2024

**EVALUATION OF SECTION IV
Quality Assurance**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV: Quality Assurance	25	15

Evaluation Team Comments:

ACCEPTABLE PROCESS

RANDOM AUDITS ARE NICE TO SEE

SYSTEM IS IN PLACE, NOTHING THAT GOES ABOVE AND BEYOND

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Caption Excellence
DATE: 5/7/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Cost Proposal	Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
30 Day	2.20	3	7.00	x	5 points	=	1.57
14 Day	2.20	3	7.00	x	5 points	=	1.57
7 Day	2.75	3	7.00	x	5 points	=	1.96
3 Day	3.25	3	9.00	x	5 points	=	1.80
1 Day	3.75	3	10.00	x	5 points	=	1.87

Evaluation Team Comments:

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Datagain, Inc.
DATE: 5/7/2024

SUMMARY PAGE

Department Name: Maine Judicial Branch
Name of RFP Coordinator: Connor Smith
Names of Evaluators: Jenny Anderson, Lynn Nash, Carrie Jordan

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section I: Sample Transcript	10	3
Section II: Organization Qualifications and Experience	20	10
Section III: Proposed Production Services	20	12
Section IV: Quality Assurance	25	12.5
Section V: Cost Proposal (30 Day)	5	5
Cost 14 Day Turn Around	5	5
Cost 7 Day Turn Around	5	3.98
Cost 3 Day Turn Around	5	3.09
Cost 1 Day Turn Around	5	2.58
<u>Total Points</u>	<u>100</u>	<u>57.15</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Datagain, Inc.
DATE: 5/7/2024

**OVERVIEW OF SECTION I
Sample Transcript**

	<u>Points Available</u>	<u>Points Awarded</u>
Section I. Sample Transcript	10	10

Evaluation Team Comments:

No cover page or certification page provided – problematic in numerous courts

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Datagain, Inc.
DATE: 5/7/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	20	10

Evaluation Team Comments:

- I. Overview of the Organization
 - Small business enterprise – concerning over ability to handle work
 - No names provided in org chart
 - Typos noted
- II. Staffings
 - Only 6 editors
 - Only 6 transcribers
 - No subcontractors
 - Concern over ability to handle volume
 - Team of 20 people (but only 6 transcribers)
- III. Dispute resolution process
 - None provided
- IV. Hours of operations
 - Normal business hours
- V. Organizations Website
 - Professional website
 - Not overly simple
 - “Will create portal for maine”

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Datagain, Inc.
DATE: 5/7/2024

**EVALUATION OF SECTION III
Proposed Production Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Production Services	20	12

Evaluation Team Comments:

CAN DO 1 DAY, 3, AND 5 DAY TURN AROUNDS

CAN PULL FROM A SEPARATE POOL OF TRANSCRIPTIONISTS FOR RUSH CASES

FACILITIES SEEM EXCELLENT

PORTAL CREATED FOR MAINE SEEMS GREAT – DOES NOT HAVE TIMELINE FOR CREATION

SEEMS EFFICIENT

CAN WORK FOR ALL FORMATS, DOES NOT SPECIFICALLY SAY FTR

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Datagain, Inc.
DATE: 5/7/2024

**EVALUATION OF SECTION IV
Quality Assurance**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV: Quality Assurance	25	12.5

Evaluation Team Comments:

WILL UTILIZE SOFTWARE FOR EDITING AND SPELLING

OFFERS NO SPECIFIC PROCESS IN PLACE

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Datagain, Inc.
DATE: 5/7/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Cost Proposal	Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
30 Day	2.20	,	2.20	x	5 points	=	5
14 Day	2.20	,	2.20	x	5 points	=	5
7 Day	2.75	,	3.45	x	5 points	=	3.98
3 Day	3.25	,	5.25	x	5 points	=	3.09
1 Day	3.75	,	7.25	x	5 points	=	2.58

Evaluation Team Comments:

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: eScribers
DATE: 5/7/2024

SUMMARY PAGE

Department Name: Maine Judicial Branch
Name of RFP Coordinator: Connor Smith
Names of Evaluators: Jenny Anderson, Lynn Nash, Carrie Jordan

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section I: Sample Transcript	10	10
Section II: Organization Qualifications and Experience	20	18
Section III: Proposed Production Services	20	18
Section IV: Quality Assurance	25	20
Section V: Cost Proposal (30 Day)	5	2.82
Cost 14 Day Turn Around	5	2.36
Cost 7 Day Turn Around	5	2.83
Cost 3 Day Turn Around	5	3.18
Cost 1 Day Turn Around	5	3.34
<u>Total Points</u>	<u>100</u>	<u>80.53</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: eScribers
DATE: 5/7/2024

**OVERVIEW OF SECTION I
Sample Transcript**

	<u>Points Available</u>	<u>Points Awarded</u>
Section I. Sample Transcript	10	10

Evaluation Team Comments:

Satisfactory – no mistakes

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: eScribers
DATE: 5/7/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	20	18

Evaluation Team Comments:

- I. Overview of the Organization
 - Incumbent for 10 years – referenced teams that work with MJB currently often throughout proposal
 - Has relationship with printing company for Law Court
- II. Staffings
 - One thousand transcribers to pull from
 - Subcontractors available
 - No concerns over ability to handle volume
 - No use of AI
- III. Dispute resolution process
 - None noted
- IV. Hours of operations
 - 7-7 – longer hours than average
- V. Organizations Website
 - Easy to read and follow
 - Already has portal for MJB use

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: eScribers
DATE: 5/7/2024

**EVALUATION OF SECTION III
Proposed Production Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Production Services	20	18

Evaluation Team Comments:

QUICK TURNAROUND TIMES

DAILY TEAM DESIGNATED FOR URGENT REQUESTS

SUPPORT FTR REQUIREMENTS

WILL ATTEMPT TO LISTEN TO "INDISCERNIBLE AUDIO" TEN TIMES BEFORE LISTING IT AS SUCH

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: eScribers
DATE: 5/7/2024

**EVALUATION OF SECTION IV
Quality Assurance**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV: Quality Assurance	25	20

Evaluation Team Comments:

PROCEDURES ARE IN PLACE FOR REGULAR CHECKS

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: eScribers
DATE: 5/7/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Cost Proposal	Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
30 Day	2.20	,	3.90	x	5 points	=	2.82
14 Day	2.20	,	4.65	x	5 points	=	2.36
7 Day	2.75	,	4.85	x	5 points	=	2.83
3 Day	3.25	,	5.10	x	5 points	=	3.18
1 Day	3.75	,	5.60	x	5 points	=	3.34

Evaluation Team Comments:

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Acolad, Inc.
DATE: 5/7/2024

SUMMARY PAGE

Department Name: Maine Judicial Branch
Name of RFP Coordinator: Connor Smith
Names of Evaluators: Jenny Anderson, Lynn Nash, Carrie Jordan

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section I: Sample Transcript	10	10
Section II: Organization Qualifications and Experience	20	10
Section III: Proposed Production Services	20	10
Section IV: Quality Assurance	25	12.5
Section V: Cost Proposal (30 Day)	5	4.88
Cost 14 Day Turn Around	5	4.4
Cost 7 Day Turn Around	5	5
Cost 3 Day Turn Around	5	5
Cost 1 Day Turn Around	5	5
<u>Total Points</u>	<u>100</u>	<u>66.78</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Acolad, Inc.
DATE: 5/7/2024

**OVERVIEW OF SECTION I
Sample Transcript**

	<u>Points Available</u>	<u>Points Awarded</u>
Section I. Sample Transcript	10	10

Evaluation Team Comments:

Acceptable – no mistakes

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Acolad, Inc.
DATE: 5/7/2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	20	10

Evaluation Team Comments:

- I. Overview of the Organization
 - No certifications listed
 - No Org chart provided

- II. Staffings
 - 20-30 transcribers total
 - i. Only 6 dedicated to MJB
 - No subcontractors
 - Concern over ability to handle volume

- III. Dispute resolution process
 - System in place – direct access to managers

- IV. Hours of operations
 - No times provided

- V. Organizations Website
 - Simple – no sign of clear portal for users

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Acolad, Inc.
DATE: 5/7/2024

**EVALUATION OF SECTION III
Proposed Production Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Production Services	20	10

Evaluation Team Comments:

Different software for file uploads – proprietary

- We will be forced to download and train our staff to use it

Multiple ways to order transcripts

No phone option for requests – must be mailed if internet is down

Not sure what “Mechanical recording – transcription services” is.

No detailed workplan.

20gb limit

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Acolad, Inc.
DATE: 5/7/2024

**EVALUATION OF SECTION IV
Quality Assurance**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV: Quality Assurance	25	12.5

Evaluation Team Comments:

GRADED SYSTEM FOR TRANSCRIPTS – INTERNAL CHECKS IN PLACE

QUALITY CONTROL DEPARTMENT IN PLACE – DIFFICULT TO SEE IF THEY COULD CONTINUE THIS PRACTICE AT THE VOLUME REQUIRED BY MJB

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER: Acolad, Inc.
DATE: 5/7/2024

**EVALUATION OF SECTION IV
Cost Proposal**

Cost Proposal	Lowest Submitted Cost Proposal		Cost Proposal Being Scored	x	Score Weight	=	Score
30 Day	2.20	2.20	2.25	x	5 points	=	4.88
14 Day	2.20	2.50	2.50	x	5 points	=	4.4
7 Day	2.75	2.75	2.75	x	5 points	=	5
3 Day	3.25	3.25	3.25	x	5 points	=	5
1 Day	3.75	3.75	3.75	x	5 points	=	5

Evaluation Team Comments:

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER NAME: Datagain Inc.
DATE: 04/19/2024
EVALUATOR NAME: Jenny Anderson
EVALUATOR DEPARTMENT: Court Services

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 Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Directions: *Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.*

- I. *Organization Qualifications and Experience*
 - 1. *Overview of Organization *Est. 2005*
 - *Dedicated project manager*
 - *HIPPA compliant file management system*
 - *6(is this enough) transcriptionists, 16 editors proofreaders/ATA certified*
 - 2. *Subcontractors*
 - *None*
 -
 -
 - 3. *Organizational Chart*
 - 4. *Etc. Cover: Sup. Ct in CA-Santa Clara/ Gen. Assly/PERA
City of NM/SC DOC/Missouri DOC/Utah DWS/US Navy-NW legal service
other.*

- II. *Proposed Services*
 - 1. *Services to be Provided*
 - Monthly Reports*
 - *Electronic Library up to 10yrs*
 - *Separate pool of transcribers for rush requests*
 - *Translation services*
 - 2. *Implementation – Work Plan*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053

RFP TITLE: Transcription Services

BIDDER NAME: Datagain Inc.

DATE: 04/19/2024

EVALUATOR NAME: Jenny Anderson

EVALUATOR DEPARTMENT: Court Services

Not sure how long to set up-No projection

- *Week 1- set up acct./Portland*
- *Alert when done*
- *VAGUE*
- *Can work with all the types Tracking System-Inter Portal issues updated weekly/ 8am-6pm Est. Does not specifically say FTR, says all formats.*
- *Not sure how long to set up*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER NAME: Acolad Inc.
DATE: 04/19/2024
EVALUATOR NAME: Jenny Anderson
EVALUATOR DEPARTMENT: Court Services

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 Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Directions: *Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.*

- I. *Organization Qualifications and Experience*
 - 1. *Overview of Organization*
 - *20-30 transcriptionists- 20% of them team dedicated to OTO- 4-6*
 - *No mention of certifications*
 - *Editing team 20%*
 - 2. *Subcontractors*
 - *??*
 -
 -
 - 3. *Organizational Chart*
 - 4. *Etc. Supports FTR/Translation services*

- II. *Proposed Services*
 - 1. *Services to be Provided*
 - *Specifically additional time it takes to translate 1 hr of content*
 - *Single transcriptionist- multiple if necessary*
 - *website*
 - *secure portal*
 - 2. *Implementation – Work Plan*
 - *Software- project mgmt*
 - *Assignment*
 - *Notification*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053

RFP TITLE: Transcription Services

BIDDER NAME: Acolad Inc.

DATE: 04/19/2024

EVALUATOR NAME: Jenny Anderson

EVALUATOR DEPARTMENT: Court Services

- *Can store up to 10 YRS*
- *Tracking Id #*
- *Mail requests if no internet, no phone option*
- *Monthly reports*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER NAME: Escribers
DATE: 04/19/2024
EVALUATOR NAME: Jenny Anderson
EVALUATOR DEPARTMENT: Court Services

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 Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Directions: *Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.*

- I. *Organization Qualifications and Experience*
 - 1. *Overview of Organization *Est. 2005*
 - *7AM-7PM EST*
 - *100 employees/ 100 transcribers*
 - *Incumbent for over 10 YRS*
 - *Certified transcribers*
 - 2. *Subcontractors*
 - *Yes, transcribers & proofreaders (internal testing & education) independent contractors human, not AI*
 -
 -
 - 3. *Organizational Chart*
 - 4. *Etc.*
- II. *Proposed Services*
 - 1. *Services to be Provided*
 - *Support FTR*
 - *“daily team” to handle urgent requests*
 - *Client rep.*
 - *Portland*
 - *Dashboard*
 - 2. *Implementation – Work Plan*
 - *Production team-fulfillment team*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053

RFP TITLE: Transcription Services

BIDDER NAME: Escribers

DATE: 04/19/2024

EVALUATOR NAME: Jenny Anderson

EVALUATOR DEPARTMENT: Court Services

- *Transcribers/proofreaders*
- *Will attempt to listen, indiscernible*
- *10 year retention*
- *Complaint process*
- *Monthly reporting*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053
RFP TITLE: Transcription Services
BIDDER NAME: Caption Excellence LLC
DATE: 04/19/2024
EVALUATOR NAME: Jenny Anderson
EVALUATOR DEPARTMENT: Court Services

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 Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Directions: *Follow the sections of your RFP to develop a bulleted outline for notes. Delete the sample below and these directions and replace with your own outline based on your RFP.*

- I. *Organization Qualifications and Experience*
 - 1. *Overview of Organization *Est. 2014*
 - *20 transcribers, 10 proofreaders, 15 project managers*
 - *No certifications*
 - *8AM-6PM EST. .*
 - 2. *Subcontractors*
 - *None*
 -
 -
 - 3. *Organizational Chart*
 - 4. *Etc. Temple University*
 - *Epress service <24hrs (limit as to size of project??)*
- II. *Proposed Services*
 - 1. *Services to be Provided*
 - *Specifically, can use FTR format*
 - *Tracking system*
 - *Yes, to website-secure data transfer/encrypted email*
 - *Translation services*
 - 2. *Implementation – Work Plan*
 - *Monthly reports*
 - *Immediate assignment- transcription software*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053

RFP TITLE: Transcription Services

BIDDER NAME: Caption Excellence LLC

DATE: 04/19/2024

EVALUATOR NAME: Jenny Anderson

EVALUATOR DEPARTMENT: Court Services

If rush- goes to specialized team rather than individual transcriber

- *Mail & Phone requests*
- *Full scale operating in 16-20 days*

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: RFP 202402053

RFP TITLE: Transcription Services

BIDDER NAME: Acolad Inc.

DATE: April 25, 2024

EVALUATOR NAME: Lynne Nash

EVALUATOR DEPARTMENT: Maine Commission on Indigent Legal Services

I. Organization Qualifications and Experience

1. Overview of Organization

- Quality assurance protocols are too vague.

2. Subcontractors

- Dedicated team of 20-30 legal transcriptionists for Maine

3. Organizational Chart

- I didn't see an organizational chart.

4. Etc.

- Did not provide audio file.
- Did not see five references provided.
- Documents and transcriptionists are graded.
- Location of servers, how many IT staff
- What are mechanical recording transcription services?

I. Proposed Services

1. Services to be Provided

- No limit on maximum file size?
- Billing practices
- MCILS rate

2. Implementation – Work Plan

- No workplan provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: RFP 202402053

RFP TITLE: Transcription Services

BIDDER NAME: Caption Excellence LLC

DATE: April 25, 2024

EVALUATOR NAME: Lynne Nash

EVALUATOR DEPARTMENT: Maine Commission on Indigent Legal Services

I. Organization Qualifications and Experience

1. Overview of Organization

- GeoBlue since 2026, typo?
- Information not provided due to confidentiality may be an issue if disclosed.
- Staff scattered across US, confidentiality concerns.
- Storage facility in TX, specifics of building and safeguards not provided.
- Client review & feedback, client can proofread and accept before finalized is odd.
- Only four references, not five, two of the references appear to be not two years yet.

2. Subcontractors

▪

3. Organizational Chart

- Rather vague, does not provide number of transcribers.
- Four staff for organizational chart that disperses work out to transcribers all over the US for all clients?

4. Etc.

▪

I. Proposed Services

1. Services to be Provided

▪

2. Implementation – Work Plan

- Not sure they have the staff or capacity to accommodate the State of Maine needs and requirements.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: RFP 202402053

RFP TITLE: Transcription Services

BIDDER NAME: eScribers

DATE: April 25, 2024

EVALUATOR NAME: Lynne Nash

EVALUATOR DEPARTMENT: Maine Commission on Indigent Legal Services

- I. Organization Qualifications and Experience
 1. Overview of Organization
 - Well staffed
 - 6 million pages of legal transcription annually
 2. Subcontractors
 - All staff resides on US soil, states they do not use subcontractors
 3. Organizational Chart
 - Well presented, I like that there is a designated Maine Client Relations Lead person
 - Key Personnel are commendable, nice that Rick Record is employed there.
 4. Etc.
 - Website and portal appear to be user friendly.
 - Transcribers are rated based on their performance.
 - Email monitored 7AM-7PM, OTO and ordering parties can access the portal 24/7/365.
 - Error disputes are reviewed within 24 hours.

- I. Proposed Services
 1. Services to be Provided
 - Random sample quality testing
 - Rating system for transcriber's performance
 - Record retention has conflicting information....all are stored on Amazon web services, but are stored in multiple locations
 - 10 point quality control plan
 2. Implementation – Work Plan
 - Seamless progression from current contract to a new contract

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: RFP 202402053

RFP TITLE: Transcription Services

BIDDER NAME: Datagain

DATE: April 25, 2024

EVALUATOR NAME: Lynne Nash

EVALUATOR DEPARTMENT: Maine Commission on Indigent Legal Services

I. Organization Qualifications and Experience

1. Overview of Organization

- Executive Summary – keeps referencing ‘the city’
- (4) business days of receipt for return transcripts contradicts other areas of RFP
- The format is unprofessional, all over the place!
- Only 4 employees for IT operations

2. Subcontractors

- Conflicting responses, first states they do not subcontract, but then briefly respond as if they might.

3. Organizational Chart

- Rather confusing, all over the place

4. Etc.

- Did not provide COI but stated it was attached.

I. Proposed Services

1. Services to be Provided

- Seems it is scripted to what the State ‘wants to hear’ without much identifying proof.

2. Implementation – Work Plan

- Keeps referencing ‘the city’
- Appears to have been copied from a prior proposal, date on page 6 is 2023

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053

RFP TITLE: Transcription Services

BIDDER NAME: Acolad, Inc.

DATE: 04/19/2024

EVALUATOR NAME: Carrie Jordan

EVALUATOR DEPARTMENT: Office of Transcript Operations

* **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 Lead Evaluator for this RFP.*

* **Individual Evaluator Comments:**

- I. Organization Qualifications and Experience
 1. Overview of Organization
 - Local information accuracy
 2. Subcontractors
 - 20-30 legal transcriptionists for Maine
 3. Organizational Chart
 - I don't see an organizational chart
 4. Etc.
 - "mechanical recording transcription services" not sure what that is
 - Did not provide audio
 - Graded documents (A, B, C, D)

- II. Proposed Services
 1. Services to be Provided
 - Different Software for file uploads
 - Max file size but can be increased as needed
 - Many ways to order a transcript
 2. Implementation – Work Plan
 - Offers numerous turnaround times
 - No detailed workplan if they win the bid

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053

RFP TITLE: Transcription Services

BIDDER NAME: Caption Excellence LLC

DATE: 04/19/2024

EVALUATOR NAME: Carrie Jordan

EVALUATOR DEPARTMENT: Office of Transcript Operations

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 Lead Evaluator for this RFP.

Individual Evaluator Comments:

- I. Organization Qualifications and Experience
 - 1. Overview of Organization
 - Typo in the first paragraph
 - Staffing/projects are tailored to needs
 - 2. Subcontractors
 - Does not use subcontractors
 - Only has 20 transcriptionists and 10 proofreaders
 - 3. Organizational Chart
 - Only shows 4 of the top management, not who will work on Maine
 - Will have 3 project managers for Maine
 - 4. Etc.
 - Court experience- only 1 (King County)
 - Only provides 4 references, not 5
- II. Proposed Services
 - 1. Services to be Provided
 - Already has an online portal
 - Can receive audio in many formats
 - Does have a maximum file size
 - 2. Implementation – Work Plan
 - Doesn't specifically say they can do 1-day, 3-days, etc turnaround
 - Will have the process setup in 20 days or less

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053

RFP TITLE: Transcription Services

BIDDER NAME: Datagain Inc.

DATE: 04/19/2024

EVALUATOR NAME: Carrie Jordan

EVALUATOR DEPARTMENT: Office of Transcript Operations

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 Lead Evaluator for this RFP.

Individual Evaluator Comments:

- I. Organization Qualifications and Experience
 1. Overview of Organization
 - Sample transcript didn't include cover page or certification page
 - Recognized as a "Small Business Enterprise"
 - HIPAA secured
 - 8 years experience with legal transcripts
 2. Subcontractors
 - No subcontractors
 - Team for MJB- 20 people
 - Only 6 transcriptionists
 3. Organizational Chart
 - No names in the chart
 4. Etc.
 - Has an ongoing staff feedback and training
 - 4 IT staff
 - Established in 2005
 - They take security seriously
- II. Proposed Services
 1. Services to be Provided
 - Quick turnaround times are good: 1 day, 3 days and 5.
 - Seems efficient from the start of the order to delivery of transcript
 2. Implementation – Work Plan
 - Set up team/meeting
 - An account will be made
 - Will they make a portal just for Maine orders

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202402053

RFP TITLE: Transcription Services

BIDDER NAME: eScribers

DATE: 04/19/2024

EVALUATOR NAME: Carrie Jordan

EVALUATOR DEPARTMENT: Office of Transcript Operations

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 Lead Evaluator for this RFP.

Individual Evaluator Comments:

I. Organization Qualifications and Experience

1. Overview of Organization

- Incumbent of 10+ years
- 1,000+ transcribers & Proofreaders
- Established in 2005

2. Subcontractors

- Independent Contractors
- Located in the United States

3. Organizational Chart

- Easy to read and follow

4. Etc.

- Quality control is a 10 point plan
- Discussion board for each case

II. Proposed Services

1. Services to be Provided

- Online portal already up and running, successfully
- Quick turnaround times
- Procedures for quality control and customer satisfaction in place

2. Implementation – Work Plan

- Efficient
- Already implemented
- Already has a relationship with printing company for Law Court

STATE OF MAINE
DEPARTMENT OF JUDICIAL BRANCH



Janet T. Mills
Governor

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202402053
RFP TITLE: Transcription Services

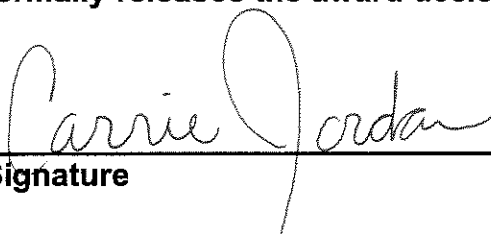
I, Carrie Jordan, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of the Judicial Branch. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with 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 and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. 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 award decision notices for public distribution.



Signature

4/19/24

Date

STATE OF MAINE
DEPARTMENT OF (enter Department)



Janet T. Mills
Governor

(Enter Commissioner)
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT

RFP #: (Insert RFP #) 202402053
RFP TITLE: (Insert RFP title) Transcription Services

I, (print name at right) Jenny Anderson accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of (enter Department). 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).

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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 award decision notices for public distribution.

Signature

Date

4/19/2024



STATE OF MAINE
DEPARTMENT OF
Maine Commission on Public Defense
Services

Janet T. Mills
Governor

Chief Justice Valerie Stanfill
Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202402053
RFP TITLE: Transcription Services

I, Lynne Nash accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Maine Commission on Public Defense 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 and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. 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 award decision notices for public distribution.

Lynne Nash
Signature

April 23, 2024
Date