

STATE OF OHIO
DEPARTMENT OF ADMINISTRATIVE SERVICES
GENERAL SERVICES DIVISION
OFFICE OF PROCUREMENT SERVICES
4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

REQUIREMENTS CONTRACT: MEDICAL TRANSCRIPTION SERVICES

CONTRACT No.: OT907909

EFFECTIVE DATES: 06/01/09 to 05/31/11

The Department of Administrative Services has accepted bids submitted in response to Invitation to Bid No. OT907909 that opened on 03/20/09. The evaluation of the bid response(s) has been completed. The bidder(s) listed herein have been determined to be the lowest responsive and responsible bidder(s) and have been awarded a contract for the items(s) listed. The respective bid response, including the [Terms and Conditions for Bidding, Standard Contract Terms and Conditions, and Supplemental Contract Terms and Conditions](#), special contract terms & conditions, any bid addenda, specifications, pricing schedules and any attachments incorporated by reference and accepted by DAS become a part of this Requirements Contract.

This Requirements Contract is effective beginning and ending on the dates noted above unless, prior to the expiration date, the Contract is renewed, terminated or cancelled in accordance with the Contract Terms and Conditions.

This Requirements Contract is available to Ohio Department of Mental Health Behavioral Healthcare Centers - All Locations, Statewide, as applicable.

Agencies are eligible to make purchases of the listed supplies and/or services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that agencies will purchase the volume of supplies and/or services as advertised in the Invitation to Bid.

SPECIAL NOTE: State agencies may make purchases under this Requirements Contract up to \$2500.00 using the state of Ohio payment card. Any purchase that exceeds \$2500.00 will be made using the official state of Ohio purchase order (ADM-0523). Any non-state agency, institution of higher education or Cooperative Purchasing member will use forms applicable to their respective agency.

Questions regarding this and/or the Requirements Contract may be directed to:

Jan Jacobs
jan.jacobs@das.state.oh.us

This Requirements Contract and any Amendments thereto are available from the DAS Web site at the following address:



<http://www.ohio.gov/procure>

Signed: _____
Hugh Quill, Director Date

TABLE OF CONTENTS

<u>CLAUSES</u>	<u>PAGE NO.</u>
SPECIAL CONTRACT TERMS AND CONDITIONS	3-5
Amendments to Contract Terms and Conditions	3
Specification Questions	3
Mandatory/Required Submissions	3
Descriptive Literature	3
Product Samples	3
Incurred Costs	3
Transportation Charges	3
Special charges	3
Exceptions	4
Delivery and Acceptance	4
Liquidated Damages	4
Fixed-Price with Economic Adjustment	4
Evaluation	5
Contract Award	5
Subcontracting	5
Insurance Renewal Documents	5
DMA Renewal Document	5
AA/EEO Renewal Document	5
Usage Reports	5
SPECIFICATIONS AND REQUIREMENTS	6-10
Scope	6
Agency Responsibilities	6
Contractor's Basic Service Requirements	6
Contractor's Personnel Requirements	7
Contractor-System Access	7
Transcription Report Submittal	7
Work Progress and Summary Reports	8
Staff Training	8
Communications	8
Quality Assurance Monitoring	8
Invoicing and Payment	8
Record Storage & Retention	8
Technology Requirements & Security	9-10
Bid Price Page	11
Contractor Index	12

SPECIAL CONTRACT TERMS AND CONDITIONS

AMENDMENTS TO CONTRACT TERMS AND CONDITIONS: The following Amendments to the Contract Terms and Conditions do hereby become a part hereof. In the event that an amendment conflicts with the Contract Terms and Conditions, the Amendment will prevail.

SPECIFICATION QUESTIONS: Information regarding submission of questions and clarifications for this Bid is provided on page one (1) of the Bid. Through the indicated inquiry closure date, Bidders may visit the Procurement Services website to post Bid related questions at <www.ohio.gov/procure>. Answers to all Bidder questions will be posted on the Procurement Services website and linked to the Bid Number. Bidders can make their own inquiry and/or review all inquiry questions/responses from the same website page from which the Bid document is downloaded. The State will make every effort to respond to website inquiries within forty-eight (48) hours of receipt. The State will not respond to any verbal or written questions received through any other medium. No prospective Bidder shall respond to any verbal instructions or changes to this Bid. Only Bid communications, issued by the Department of Administrative Services, Office of Procurement Services, in a public, published format, will be considered valid.

MANDATORY/REQUIRED SUBMISSIONS: As specified, mandatory submissions must be submitted with the Bid Response. Required documentation/materials should be submitted with the Bid. If not submitted with the Bid, the Bidder must provide the said documentation/materials within five (5) business days, after notification, to the Office of Procurement Services. Failure to provide mandatory submissions with the Bid Response or failure to provide the required documentation/materials, as applicable, within the stated time period will result in the Bidder being deemed as not responsive and the Bid Response will be immediately disqualified with no further consideration given for potential awarding of the Contract.

For specific submission requirements, Bidders should refer to Specifications and Requirements and the Bid Submission Check List for a listing of those mandatory submissions due with the Bid Response and those other submissions that should be submitted with the Bid Response, but which do not become mandatory until requested during the Bid evaluation period.

DESCRIPTIVE LITERATURE: The Bidder may be required to submit descriptive literature of the supplies or services being offered. If requested, the literature will be used in the evaluation process to determine the lowest responsive and responsible Bidder. If not provided as part of the Bid Response, the Bidder must provide said literature within ten (10) calendar days after request/notification by the Office of Procurement Services to do so. Any references, that may appear in the descriptive literature, that may alter the terms and conditions and specifications of the Bid (e.g. F.O.B. Shipping Point or Prices Subject to Change), will not be part of any Contract and will be disregarded by the state of Ohio. Failure of the Bidder to furnish descriptive literature either as part of their Bid Response or within the time specified herein will deem the Bidder not responsive.

PRODUCT SAMPLES: The Bidder may be required to submit samples of the supplies being offered. The samples will be used in the evaluation process to determine the lowest responsive and responsible Bidder. If not included as part of their Bid Response, the Bidder will be required to provide the samples within ten (10) calendar days after notification. Failure to provide the samples within the stated time period will result in the Bidder being deemed not responsive. After award of the Contract, the samples will be used as a basis of comparison with actual product delivered under Contract. Any variation between the samples and product being delivered will be considered as an event of default. Any variations between the samples and actual product being delivered that are due to manufacturer changes may be acceptable and shall require prior written approval from DAS.

INCURRED COSTS: The State is not liable for any costs incurred by the Bidder prior to issuance of a Contract.

TRANSPORTATION CHARGES: All transportation costs shall be the responsibility of the awarded Contractor.

SPECIAL CHARGES: There shall be no assessment, surcharge, small order charge, broken case charge, minimum order charge, single item charge nor any other unspecified additional charge allowed by the State that is not specifically mentioned in this Bid or in any Contract awarded pursuant to this Bid. The Contractor must provide merchandise/service in unit quantity(s) as indicated in the Bid/Bid Response/Contract.

SPECIAL CONTRACT TERMS AND CONDITIONS

EXCEPTIONS: Any exceptions to these specifications must be explicitly detailed in the Bidder's response. Exceptions will not disqualify a Bidder's response, except in cases where specifically noted. It is the intention of the State to fully evaluate all acceptable alternate equal Bid Responses that meet the overall requirements of these specifications. State personnel will evaluate exceptions to determine whether variances are material enough to represent a violation of the specification intent or would give the Bidder a competitive advantage. However, exceptions to the stated levels of performance, reliability, and timeliness would represent such a violation of the intent of these specifications that would necessitate rejection of the Bid Response. The State will require the Bidder to retract any intolerable exceptions in order to remain in consideration for award.

DELIVERY AND ACCEPTANCE: Services will be performed as set forth in the Contract and in accordance with paragraphs S-8, S-9, and S-10 of the SUPPLEMENTAL CONTRACT TERMS AND CONDITIONS. The location of performance will be noted on the purchase order issued by the participating agency. Payment for services rendered will occur upon the inspection and written confirmation by the ordering agency that the services provided conform to the requirements set forth in the Contract. Unless otherwise provided in the Contract, payment shall be conclusive except as regards to latent defects, fraud, or such gross mistakes as amount to fraud.

LIQUIDATED DAMAGES: In the event that an awarded Contractor fails to perform within the timeframe specified by the Contract and/or purchase order, the agency will contact the Contractor to determine when the purchase order will be fulfilled. If the Contractor cannot fulfill the purchase order requirements within a timeline acceptable to the agency, the agency may procure like-kind supplies/services from another resource and invoice the Contractor for the full additional amount charged by the third party provider. Invoices for said liquidated damages must be deducted from subsequent Contractor invoices prior to payment by the agency.

Under these damage recovery provisions, the agency may: (1) elect to procure any portion of the original order from another source; and/or (2) charge the Contractor for any difference in cost for the service/merchandise procured; and/or (3) cancel any portion of the original order without Contractor penalty. Also reference Supplemental Contract Terms and Conditions, Article S-9, Time of Delivery, and Standard Contract Terms and Conditions, Section II, Contract Remedies.

FIXED-PRICE WITH ECONOMIC ADJUSTMENT: The Contract prices(s) will remain firm for the first twelve (12) months duration of the Contract. Thereafter, the Contractor may submit a request to increase their price(s) to be effective thirty (30) calendar days after acceptance by DAS. No price adjustment will be permitted prior to the effective date of the increase received by the Contractor from his suppliers, or on purchase orders that are already being processed, or on purchase orders that have been filled and are awaiting shipment. If the Contractor receives orders requiring quarterly delivery, the increase will apply to all deliveries made after the effective date of the price increase.

The price increase must be supported by a general price increase in the cost of the finished supplies, due to increases in the cost of raw materials, labor, freight, Workers' Compensation and/or Unemployment Insurance, etc. Detailed documentation, to include a comparison list of the Contract items and proposed price increases, must be submitted to support the requested increase. Supportive documentation should include, but is not limited to: copies of the old and the current price lists or similar documents which indicate the original base cost of the product to the Contractor and the corresponding increase, and/or copies of correspondence sent by the Contractor's supplier on the supplier's letterhead, which contain the above price information and explains the source of the increase in such areas as raw materials, freight, fuel or labor, etc.

Should there be a decrease in the cost of the finished product due to a general decline in the market or some other factor, the Contractor is responsible to notify DAS immediately. The price decrease adjustment will be incorporated into the Contract and will be effective on all purchase orders issued after the effective date of the decrease. If the price decrease is a temporary decrease, such should be noted on the invoice. In the event that the temporary decrease is revoked, the Contract pricing will be returned to the pricing in effect prior to the temporary decrease. For quarterly deliveries, any decrease will be applied to deliveries made after the effective date of the decrease. Failure to comply with this provision will be considered as a default and will be subject to Provision I.C. "Termination/Suspension" and Provision II. of the "Contract Remedies:" of the "Standard Contract Terms and Conditions".

SPECIAL CONTRACT TERMS AND CONDITIONS

EVALUATION: Bids will be evaluated in accordance with Article I-17 of the "Instructions to Bidders". In addition, the State will determine the lot total cost by multiplying the cost per line by the estimated annual requirements. Failure to Bid all items may result in the Bidder being deemed not responsive.

CONTRACT AWARD: The Contract will be awarded to the lowest responsive and responsible Bidder by low lot total. Low lot total will be determined by multiplying the unit cost by the estimated usage listed in the Bid. Failure to bid all items may result in the Bidder being deemed not responsive.

SUBCONTRACTING: The awarded Contractor shall be solely responsible for the Contract. Subcontracting by the Contractor shall not be permitted without prior approval by the State. On a per project basis, the Contractor shall clearly identify which requirements are subcontracted and identify the subcontracting company, the responsible business contacts therein, and the specific detail of the subcontracted work to be performed. No Contractor shall engage a Subcontractor for work on State property or projects without the prior written approval of the State's project manager or authorized designee.

INSURANCE RENEWAL DOCUMENTS: Upon the policy renewal date, the Contractor must submit, within thirty (30) days, updated insurance documents showing compliance with all applicable coverage required by this Contract. As applicable, the documents must include a current Workers' Compensation Certificate and an Acord Certificate of all applicable insurance coverage and must include all required Commercial General Liability endorsements as described in Articles S-12 and S-13 of the Supplemental Terms and Conditions of this Contract.

Failure to maintain compliant insurance coverage per Article S-14 of the Supplemental Contract Terms and Conditions will be considered a default and will be cause for cancellation of the Contract under the Standard Contract Terms and Conditions, Section I, Item C, Part 1.

These documents shall be forwarded to the Office of Procurement Services, 4200 Surface Road, Columbus, OH 43228-1395, Attn: Jan Jacobs.

DMA RENEWAL DOCUMENT: Within thirty (30) days of the annual anniversary date of the Contract inception, the Contractor must submit an updated copy of the Declaration Regarding Material Assistance/Non-Assistance to a Terrorist Organization (DMA) form.

This form is available at http://www.homelandsecurity.ohio.gov/DMA_Terrorist/HLS_0038_Contracts.pdf. The Terrorist Exclusion List is available at http://www.homelandsecurity.ohio.gov/DMA_Terrorist/terrorist_exclusion_list.pdf. In addition, the Contractor must annually update their registration with the Ohio Business Gateway (OBG) at <http://obg.ohio.gov>.

Failure to maintain a current, compliant certificate will be considered a default and will be cause for termination of the Contract under the Standard Contract Terms and Conditions, Section I, Item C, Part 1.

These documents shall be forwarded to the Office of Procurement Services, 4200 Surface Road, Columbus, OH 43228-1395, Attn: Jan Jacobs.

AA/EEO RENEWAL DOCUMENT: Within thirty (30) days of the annual anniversary date of the initial plan acceptance date by EEO, the Contractor must submit an updated copy of their Affirmative Action Program Verification Form from the DAS Equal Opportunity Division. The application form is available at <http://www.das.ohio.gov/Eod/AAPV.htm>.

Failure to maintain a current certificate in compliance with all State and Federal laws regarding equal employment opportunity, including Ohio Revised Code Section 125.111 and all related Executive orders will be considered a default and will be cause for termination of the Contract under the Standard Contract Terms and Conditions, Section I, Item C, Part 1.

These documents shall be forwarded to the Office of Procurement Services, 4200 Surface Road, Columbus, OH 43228-1395, Attn: Jan Jacobs.

USAGE REPORTS: Every twelve (12) months the Contractor must submit a report (written or on disk) indicating sales generated by this Contract. The report shall list usage by customer, by line item, showing the quantities/dollars generated by this Contract. The report shall be forwarded to the Office of Procurement Services, 4200 Surface Road, Columbus, OH 43228-1395, Attn: Jan Jacobs.

SPECIFICATIONS AND REQUIREMENTS

I. SCOPE

These specifications cover the medical transcription services required by the Ohio Department of Mental Health (ODMH) Behavioral Healthcare centers. These centers are currently located in seven cities around the State. The medical transcription program desired should be highly sophisticated, comprehensive, incorporating modern techniques, utilizing Contract employees that will establish and maintain a high level of accuracy and promptness of service. Access to the Contractor's 800 number call center must be available twenty-four hours per day, three hundred and sixty-five days per year. The standards of performance set forth in these specifications represent minimum acceptable standards.

- A. All associated costs, to include, but not limited to, labor, fringe benefits, equipment, and supplies that are necessary to accomplish all specified services shall be included in the Bidders "Cost Per Transcription Line".
- B. Contractor is not allowed to subcontract services without prior written approval from the State.

II. AGENCY RESPONSIBILITIES

- A. ODMH will provide templates of the various work types to the awarded Contractor.
- B. Contractor will use ODMH approved file naming convention. ODMH will provide an example to the awarded Contractor.
- C. ODMH will appoint a central point of contact through whom communications will be directed and who will be responsible for monitoring quality assurance and quality control issues on behalf of the centers.

III. CONTRACTOR'S BASIC SERVICE REQUIREMENTS

- A. Provide 7 days a week (365days per year) transcription service.
- B. Provide a Toll Free telephone service for ODMH Clinicians to dictate reports.
 - 1. Systems that require the use of special recording devices are not acceptable.
 - 2. Systems that require the use of special upload programs are not acceptable.
 - 3. Contractor must supply ample phone lines to accommodate 250 plus dictators 24/7, 365 days a year.
- C. Contractor must comply with all HIPPA security and privacy regulations.
- D. In order to be considered for award, the apparent low responsive and the responsible Bidder should provide documentation, as part of their Bid Response, of employing enough qualified employees to complete on average two hundred fifty thousand (250,000) lines of transcription per month. A line of transcription is considered to be 65 character line with spaces.
- E. The Contractor shall possess a minimum of the following medical reference materials to expedite the reports to the ODMH:
 - 1. Medical Dictionary.
 - 2. American Drug Index.
 - 3. Medical Phrase Index.
 - 4. Taber's Cyclopedic Medical Dictionary.
 - 5. The Bidder should indicate in their Bid Response which medical reference materials they possess.

SPECIFICATIONS AND REQUIREMENTS

IV. CONTRACTOR'S PERSONNEL REQUIREMENTS

- A. The transcribers employed by the Contractor to perform under this Contract shall have a thorough and complete knowledge of medical terminology as it relates to various body systems and medical nomenclature of physical and mental impairments.
- B. Medical transcribers shall have a minimum of five (5) years of medical transcription experience. Said experience shall be related to the transcription of highly technical medical reports. Transcribers shall be employees of the Contractor. The company and its representatives must be able to demonstrate at least five (5) years of experience providing medical transcription services by providing an example of their work. As part of the Bid Response, Bidders should document compliance with these requirements.
- C. Unauthorized subcontracting is not permitted and may be cause for disqualification.
- D. Transcribers must work in the United States of America.

V. CONTRACTOR – SYSTEM ACCESS

- A. Upon award of the Contract, the Contractor must provide a list of transcribers to ODMH. Access to ODMH patient information (PCS) will be limited to only those individuals on this list. Group IDs are not permitted.
- B. Contractor will be able to install VPN access to above identified transcribers.
- C. All equipment, software and licensing is the responsibility of the Contractor.

VI. TRANSCRIPTION REPORT SUBMITTAL

- A. Transcribed clinical reports are to be emailed to the corresponding hospital using Microsoft Word software and using HIPAA compliant security measures. Word documents must have read/write access. ODMH will communicate the preferred method to receive reports
- B. Each individual report will be e-mailed immediately upon completion. No hard copy is required from the Contractor.
- C. As indicated below, specific reports must be transcribed and returned according to the following timelines:
 - 1. Four (4) hour turn around time is required on STAT reports.
 - 2. Reports, that require twenty-four (24) hour turn around time, are required for the following work types:
 - a. Psychiatric Exam
 - b. History and Physical
 - c. Discharge Narrative Summary
 - 3. Reports that require forty eight (48) hour turn around time is required for the following work types:
 - a. Social Service Report
 - b. Comprehensive Psychological
 - c. Psychological Testing Report
 - d. Brief Psychological Report
 - e. Competency to Stand Trial Evaluation
 - f. Sanity Evaluation
 - g. Competency Restoration
 - h. Post NGRI Acquittal
 - i. Mandatory Hearing

SPECIFICATIONS AND REQUIREMENTS

VII. WORK PROGRESS AND SUMMARY REPORTS

- A. Daily Job Report to be sent to dedicated representatives at each ODMH hospital and monthly reports specifying work types for the previous month. ODMH will provide the awarded Contractor a sample of the reports specified.
- B. Contractor will provide samples of daily and monthly job reports for review.
- C. Contractor will use ODMH approved file naming convention. ODMH will provide an example to the awarded Contractor.

VIII. STAFF TRAINING

- A. Contractor shall provide on-site training to hospital identified staff on the use of their dictation system.
- B. Contractor shall provide dictation instructions in electronic format to ODMH.

IX. COMMUNICATIONS

- A. Contractor shall provide at a minimum two (2) primary contacts for ODMH hospitals to contact for problem resolution.
- B. ODMH will appoint a central point of contact through whom communications will be directed and who will be responsible for monitoring quality assurance and quality control issues on behalf of the centers.

X. QUALITY ASSURANCE MONITORING

- A. Contractor shall provide listen access for fourteen (14) individuals to be identified by ODMH.
- B. Contractor's QA reports are to be sent to a designated ODMH representative monthly, for monitoring of service.
- C. Contractor is to describe and provide a sample of their detailed QA process, as part of their Bid Response.
- D. Contractor's QA process will include error rates at a minimum of ninety-five (95) percent accuracy.

XI. INVOICING AND PAYMENT

- A. Contractor will provide a detailed monthly invoice to each of the six (6) identified ODMH representatives.
- B. The Contractor shall maintain such accounting books and records in connection with the operation(s) under this Contract, for the Contractual period. Said accounting books and procedures shall be in accordance with generally accepted accounting procedures and with all statutory provisions as set forth by State and Federal law, and shall be acceptable to ODMH.
- C. Copies of all cost control records and reports shall be furnished to the ODMH contact or designee in compliance with reporting scheduled as mutually agreed upon. Said reports shall include not less than monthly, quarterly, and annual summaries by facility.

XII. RECORD STORAGE & RETENTION

- A. Contractor will maintain voice recordings for a minimum of 30 days post transcription with the ability to recall and listen to the dictation.
- B. Contractor will maintain transcribed reports for a minimum of 60 days post e-mail with the ability to resend to ODMH, if requested.

SPECIFICATIONS AND REQUIREMENTS

XIII. TECHNOLOGY REQUIREMENTS & SECURITY

- A. Contractor will complete and submit the required document "Contractor Security Questionnaire".
- B. Contractor will supply timely and accurate documentation on their environment and data flow which will be used for a complete security risk assessment by ODMH.

This includes, but is not limited to:

1. Complete logic diagram which illustrates the environment, depicting all relevant communication links, locations where data will reside and/or pass through and backup media processing.
2. Documentation which describes data and security protections at each point for both data in motion and data at rest.
3. Identify which hardware is on-site, part of a hosted service and hardware that is personally owned, but used to access this system.
4. Identify who is responsible for management and support of the various components.
5. Additional information the Contractor believes will be of value in our assessment.

Please note: Additional information may be requested, based on the review.

- C. As outlined in ITB-2007-02, the State of Ohio requires that sensitive data be encrypted, unless this proves to be either cost prohibitive or technically infeasible. If data is not encrypted, then compensating controls must be in place, reviewed and approved by the ODMH Security Workgroup.

Related State of Ohio documentation can be found using the link below.
http://www.oit.ohio.gov/IGD/policy/pdfs_bulletins/ITB-2007.02.pdf.

Specifically:

1. All data in transmission (motion) is encrypted with 128bit algorithms at a minimum.
 2. All data at rest is encrypted, including backup media.
 3. All sensitive data sent using e-mail must be encrypted. If the data is in the body of the message then the entire message must be encrypted. If the data is only in the attachment, then only the attachment needs to be encrypted.
- D. For patient related data, a HIPAA business associate agreement must be in place.
 - E. In addition to HIPAA Privacy standards, ODMH requires:
 1. Passwords expire no more than after 180 days, passwords are not shared with other individuals and users have the capability to create their own passwords and update on the system without intervention.
 2. Data is not to be stored on portable devices, such as USB drives or laptops without prior written agreement with ODMH Security Workgroup.
 3. Wireless data connections are not permitted without prior written agreement with ODMH Security Workgroup.
 4. Evidence that remote management of servers that contain ODMH data is performed in a secure manner, including encrypted authentication and communications.

SPECIFICATIONS AND REQUIREMENTS

5. A procedure for permanently and securely removing ODMH data from any storage device when no longer used or needed. Examples are, but not limited to: workstations are replaced (either due to failure, disposal or staff who use personal devices are no longer involved with ODMH data), server hard drives (failure, reuse or disposal) and removable media (backup tapes, USB drives, floppies, etc.)
- F. Complete thoroughly and to the best of the Contractor's ability, the ODMH Security questionnaire.
- G. Should remediation be required, mutually agreed to time frames will be established in writing. After the remediation's are reviewed and accepted by the ODMH Security Workgroup, final acceptance will be in writing.
- H. Supply documentation and evidence of implementation and compliance. The Contractor will need to also supply timely documentation and evidence of continued compliance when there are changes to the environment that impact any security aspect of the environment. These changes will be reviewed and approved by the ODMH Security Workgroup prior to implementation. ODMH may request updated documentation on a periodic or as needed basis as determined by ODMH.
- I. Full engagement of this contract is contingent upon acceptance of Contractor's security practices and environment by the ODMH Security Workgroup. Approval requires compliance with State of Ohio Security Standards and Policies. An updated listing can found at: <http://oit.ohio.gov/IGD/policy/OhioITPolicies.aspx>.
- J. The above listed requirements pertain to all ODMH data, and shall not be limited to sensitive or patient data, except where noted.

BID PRICE PAGE

ESTIMATED ANNUAL REQUIREMENTS	COST PER LINE
Total Lines of Transcription per Year	OAKS ID#16198
3,235,200	\$0.11

COST ALLOCATION (1)					
As a baseline for any future cost increase requests, Bidders shall indicate, as a percentage of the total cost, what the cost elements are. Sum of the percentages must equal one hundred percent. (Add additional cost elements as necessary)					
Labor Cost	Training and Recruitment Cost	Facilities Cost	Equipment Cost	Administrative Cost	Other (Explain)
72%	5%	15%	3%	5%	0%

(1) Not used for evaluation purposes

CONTRACTOR INDEX

CONTRACTOR AND TERMS:

BID CONTRACT NO.: OT907909-1(05/31/11)



OAKS ID# 0000169565

Clairsol, Inc.
16 Wernik Place, Suite C
Metuchen, NJ 08840

TERMS: 2% 10 Days

DELIVERY: As Specified

CONTRACTOR'S CONTACT: Shaleen Vajpayee

Telephone: (732) 321-1155
Toll Free: (800) 544-8519
FAX: (732) 321-4044
E-Mail: webmaster@clairsol.com