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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

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March 12, 2020

TO: Executive Departments/Agencies City and County of Honolulu
 Department of Education Honolulu City Council
 Hawaii Health Systems Corporation Honolulu Board of Water Supply
 Office of Hawaiian Affairs Honolulu Authority for Rapid Transportation
 University of Hawaii County of Hawaii
 Public Charter School Commission Hawaii County Council
 and Schools County of Hawaii-Department of Water Supply
 House of Representatives County of Maui
 Senate Maui County Council
 Judiciary County of Maui-Department of Water Supply
 County of Kauai
 Kauai County Council
 County of Kauai – Department of Water

FROM: For Sarah Allen, Administrator *Bonnie A. Kahakui*

SUBJECT: **Change No. 2**
 SPO Vendor List Contract No. 19-07
 NASPO VALUEPOINT TRANSCRIPTION SERVICES-STATEWIDE
 2017-0200-3356
 Expires: May 21, 2020

The following changes are made to the vendor list contract:

1. The points of contact for the HHSC, Honolulu City Council, Honolulu Board of Water Supply, HART, County of Hawaii, Hawaii County Council, and the Maui County Council is updated.
2. The GET and County Surcharge information is updated on pages 6-7.
3. The contact information for eScribers, LLC is updated.

The current vendor list contract incorporating Change No. 2 is available on the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor Lists Contracts* at the home page.

If you have any questions, please contact Lori Cervantes at (808) 587-3355 or lori.m.cervantes@hawaii.gov.

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**STATE OF HAWAII
STATE PROCUREMENT OFFICE**

SPO Vendor List Contract No. 19-07
Includes Change No. 2
Effective: 3/12/2020

THIS SPO VENDOR LIST CONTRACT IS FOR AUTHORIZED BUSINESS USE ONLY

**NASPO VALUEPOINT
TRANSCRIPTION SERVICES**
(NASPO ValuePoint Contract No. 2017-0200-3356)
October 1, 2018 to May 21, 2020

INFORMATION ON NASPO VALUEPOINT

The NASPO ValuePoint Cooperative Purchasing Organization is a multi-state contracting consortium of state governments, including local governments, of which the State of Hawaii is a member. The NASPO ValuePoint Purchasing Organization seeks to achieve price discounts by combining the requirements of multi-state governmental agencies, and cost-effective and efficient acquisition of quality products and services.

The State of Alaska is the current lead agency and contract administrator for the NASPO Transcription Services contract. A request for competitive sealed proposals was issued on behalf of NASPO ValuePoint Cooperative Purchasing Organization, LLC and contracts were awarded to six (6) qualified vendors. The State of Hawaii has signed a Participating Addendum with two (2) Contractors.

The purpose of this contract is to provide all transcription services for general, medical, and legal records to convert speech; either live or recorded, into written or electronic text. General transcription services are the transcription of audio or video recording proceedings included but not limited to, hearings, meetings, etc. Medical Transcript services are the transcription of voice-recorded reports as dictated by physicians or other healthcare professionals. Legal transcription services are the transcription of audio or video recordings of administrative hearings, unemployment or workers comp claims, IRS investigations, interrogations, witness statements, personal histories, police reports, law enforcement dispatch recordings, surveillance recordings, jailhouse recordings, etc.

For additional information on this contract, visit the NASPO ValuePoint website at <https://www.naspovaluepoint.org/portfolio/transcription-services-2017-2022/>.



PARTICIPATING JURISDICTIONS listed below have signed a cooperative agreement and/or a memorandum of agreement with the SPO and are authorized to utilize this vendor list contract.

Executive Departments/Agencies	City and County of Honolulu
Department of Education	Honolulu City Council
Hawaii Health Systems Corporation	Honolulu Board of Water Supply
Office of Hawaiian Affairs	Honolulu Authority for Rapid Transportation
University of Hawaii	County of Hawaii
Public Charter School Commission and Schools	Hawaii County Council
House of Representatives	County of Hawaii – Department of Water Supply
Senate	County of Maui
Judiciary	Maui County Council
	County of Maui – Department of Water Supply
	County of Kauai
	Kauai County Council
	County of Kauai – Department of Water

The participating jurisdictions are not required but may purchase from this vendor list contract, and requests for exception from the contract are not required. Participating jurisdictions are allowed to purchase from other contractors, however, HRS chapter 103D and the procurement rules apply to purchases using the applicable procurement method and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources will be at the discretion of the participating jurisdiction.

POINTS OF CONTACT. Questions regarding the products listed, ordering, pricing, and status should be directed to the contractor(s).

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	Fax	E-mail
Executive	Lori Cervantes	587-3355	586-0570	lori.m.cervantes@hawaii.gov
DOE	Procurement Staff	675-0130	675-0133	DOEProcure@notes.k12.hi.us
HHSC	Joe Evanoff	315-7449		jevanoff@hhsc.org
OHA	Phyllis Ono-Evangelista	594-1833	594-1865	phylliso@oha.org
UH	Karlee Hisashima	956-8687	956-2093	karlee@hawaii.edu
Public Charter School Commission and Schools	Danny Vasconcellos	586-3775	586-3776	danny.vasconcellos@spcsc.hawaii.gov
House	Brian Takeshita	586-6423	586-6401	takeshita@capitol.hawaii.gov
Senate	Carol Taniguchi	586-6720	586-6719	c.taniguchi@capitol.hawaii.gov

Jurisdiction	Name	Phone	Fax	E-mail
Judiciary	Tritia Cruz	538-5805	538-5802	tritia.l.cruz@courts.hawaii.gov
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	bfs purchasing@honolulu.gov
Honolulu City Council	Kendall Amazaki, Jr. Nanette Saito	768-5084		kamazaki@honolulu.gov nsaito@honolulu.gov
Honolulu Board of Water Supply	Procurement Office	748-5074		fnprocurement@hbws.org
HART	David Ha	768-6294		dha@honolulu.gov
County of Hawaii	Diane Nakagawa	961-8440		diane.nakagawa@hawaiicounty.gov
County of Hawaii	Diane Nakagawa	961-8440		diane.nakagawa@hawaiicounty.gov
County of Hawaii – Department of Water Supply	Ka’iulani Matsumoto	961-8050 ext. 224	961-8657	kmatsumoto@hawaiidws.org
County of Maui	Greg King	270-7830	270-7686	greg.king@co.maui.hi.us
Maui County Council	Marlene Rebugio	270-7838		marlene.rebugio@mauicounty.us
County of Maui – Department of Water Supply	Kenneth L. Bissen Holly Perdido	270-7684 270-7684	270-7136 270-7136	ken.bissen@co.maui.hi.us holly.perdido@co.maui.hi.us
County of Kauai	Ernest Barreira	241-4295	241-6297	ebarreira@kauai.gov
Kauai County Council	Lisa Ishibashi Scott Sato	241-4820 241-4810	241-6349 241-6349	lishibashi@kauai.gov ssato@kauai.gov
County of Kauai – Department of Water	Marcelino Soliz	245-5470	245-5813	msoliz@kauaiwater.org

USE OF THIS LIST CONTRACT BY NONPROFIT ORGANIZATIONS. Pursuant to HRS §103D-804, nonprofit organizations with current purchase of service contracts (HRS chapter 103F) have been invited to participate in the SPO price and vendor list contracts.

A listing of these nonprofit organizations is available at the SPO website: <http://spo.hawaii.gov>. Click on *For Vendors > Non-Profits > Cooperative Purchasing Program > View the list of qualifying nonprofits eligible to participate in cooperative purchasing.*

If a nonprofit wish to purchase from an SPO price or vendor list contract, the nonprofit must obtain approval from each Contractor (participation must be mutually agreed upon, for example). A Contractor may choose to deny participation by a nonprofit. However, if a nonprofit and Contractor mutually agree to this arrangement, it is understood that the nonprofit will retain its right to purchase from other than an SPO price list contract vendor(s).

AUTHORIZED CONTRACTORS. The authorized vendors are listed below. They have signed a Master Agreement with the State of Alaska and a Participating Addendum with the Hawaii State Procurement Office.

eScribers, LLC
 Transcription Outsourcing, LLC

VENDOR CODES for annotation on purchase orders are obtainable from the *Alphabetical Vendor Edit Table* available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order.

COMPLIANCE PURSUANT TO HRS §103D-310(c). Prior to awarding this contract, the SPO verified compliance of the Contractor(s) named in the SPO Vendor List Contract No. 19-07. *No further compliance verification is required prior to issuing a contract, purchase order, or pCard payment when utilizing this contract.*

PURCHASING CARD (pCard). The State of Hawaii Purchasing Card (pCard) is required to be used by the Executive department/agencies, excluding the DOE, HHSC, OHA, and UH, for orders totaling less than \$2,500. For purchases of \$2,500 or more, agencies may use the pCard, subject to its credit limit, or issue a purchase order.

PURCHASE ORDERS may be issued for purchases of \$2,500 or more and for vendors who either do not accept the pCard, set minimum order requirements before accepting the pCard for payment or who charge its customers a transaction fee for the usage.

SPO VL CONTRACT No. 19-07 AND NASPO VALUEPOINT MASTER AGREEMENT NO. 2017-0200-3356 shall be typed on purchase orders issued against this vendor list contract. For pCard purchases, the SPO VL Contract No. 19-07 and NASPO ValuePoint Master Agreement No. 2017-0200-3356 shall be notated on the appropriate transaction document.

STATE GENERAL EXCISE TAX (GET) AND COUNTY SURCHARGE shall not exceed the following rates if the seller elects to pass on the charges to its customers. The GET is not applied to shipping or delivery charges.

County	County Surcharge Tax Rate	State GET	Max Pass-On Tax Rate	Expiration of Surcharge Tax Rate
C&C of Honolulu	0.50%	4.0%	4.7120%	12/31/2030
Hawaii	0.50%	4.0%	4.7120%	12/31/2030
County of Maui (including Molokai & Lanai)	0.0%	4.0%	4.1666%	No county surcharge
Kauai	0.50%	4.0%	4.7120%	12/31/2030

The GET or use tax and county surcharge may be added to the invoice as a separate line item and shall not exceed the current max pass-on tax rate(s) for each island.

County surcharges on State General Excise (GE) tax or Use Tax may be visibly passed on but are not required. For more information on county surcharges and the max pass-on tax rate, please visit the Department of Taxation's website at <http://tax.hawaii.gov/geninfo/countysurcharge>.

PAYMENTS are to be made to the Contractor(s) remittance address. HRS §103-10 provides that the State shall have thirty (30) calendar days after receipt of invoice or satisfactory completion of the contract to make payment. Payments may also be made via pCard.

VENDOR AND PRODUCT EVALUATION. Form SPO-012, Evaluation: Vendor or Product, for the purpose of addressing concerns on this vendor list contract, is available to agencies at the SPO website: <http://spo.hawaii.gov>. Click on *Forms* on the home page.

PRICE OR VENDOR LIST CONTRACT AVAILABLE ON THE INTERNET at the SPO website: <http://spo.hawaii.gov>. Click on *Price & Vendor List Contracts* on the home page.

TRANSCRIPTION SERVICES

General Transcription Services

1. The transcriptionists must understand and apply correct English grammar, spelling and punctuation skills.
2. The Contractor shall provide a method for recording dictation 24 hours a day, 365 days a year.
 - A. Dictation methods may include a toll-free telephone number dedicated to each participating entity, hand-held dictation device, PC microphone, or other approved method. The Contractor must provide a mechanism to give priority to records that are needed immediately (i.e., a dedicated line).
 - B. Must have the capability of single speaker dictation and multiple speaker recordings.
3. All recordings must be able to be paused, rewound, and fast-forwarded.
4. All transcriptions must be reviewed, proofread, spell-checked, demographically checked, and correctly formatted.
 - A. The Contractor shall establish a secure file transfer protocol (SFTP) website for use in transferring documents to and from the agency.
5. Upon receipt of an electronic transcript request from the agency, the Contractor shall download the digital recording from the SFTP site. Agencies may submit audio recordings by audio cassette, CD, or other physical format. The Contractor is responsible for retrieving and returning the audio cassette, CD, or other physical format submitted. The Contractor shall be responsible for all costs associated with shipping.
6. If the Contractor finds that a recording is inaudible, the Contractor shall send the recording to the agency, who will verify the recording is inaudible. If the recording is audible, the Contractor will be contacted to download the recording and prepare a transcript.
7. The agency shall be given the opportunity to review, approve, and accept all work ordered. If corrections are needed, the Contractor shall submit corrections within 24 hours of notification from the agency. Corrections are made at no additional charge.
 - A. Contractor must maintain a 90% accuracy rate.
8. The Contractor shall maintain an electronic library of all transcriptions for audit purposes from one year from date of acceptance.
 - A. The Contractor shall log all transcriptions and the specific data to be logged will be determined by the agency.
 - B. The Contractor shall have the capability to generate reports from the log as requested by the agency. Reports shall be delivered to the agency via the SFTP site or email as requested by the agency.
 - C. The length of time a recording is maintained, the destruction of a recording; and any other use of the recorded data shall be determined by the participating entity.

Medical Transcription Services

1. The format shall be specified by the participating entity.
2. The SFTP site used to transmit transcriptions must conform to current laws in the participating state and federal privacy laws including the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and its regulations at 45 Code of Federal Regulations (CFR) Parts 160 and 164; and the Confidentiality of Alcohol and Substance Abuse Patient Records as regulated at 42 CFR Part 2.
3. The Contractor shall destroy medical transcriptions in compliance with the agency's laws and federal privacy laws related to the destruction of protected health information (PHI) and other data.
 - A. The Contractor shall not duplicate, share, disclose, use, or disseminate PHI or other data it receives and transcribes, with any third party, without the written permission of the agency.
4. The transcriptionists must be familiar with medical terminology and preferably have transcriptionists that are certified medical transcriptionists. At a minimum, transcriptionists need to have a thorough knowledge of healthcare terminology including abbreviations, anatomy, and medications.
5. All transcribed documents should meet the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) and the Association for Healthcare Documentation Integrity (AHDI) industry standards.

Legal Transcription Services

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

Optional Transcription Services

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

HOW TO USE THIS VENDOR LIST CONTRACT

1. Prior to contacting a Contractor, determine the method of file transfer; e.g., mailed, emailed or FTP (File Transfer Protocol) access.
2. Agency shall review the Contractors' price lists at the links provided on the Contractor information pages.
 - A. The agency shall obtain one (1) quote from a contractor and establish an account with the Contractor.
 - B. Form SPO-010 (Record of Procurement) is optional for purchases under \$5,000.
 - C. Form SPO-010 (Record of Procurement) is optional for purchases \$5,000 and higher.
 - D. Agency shall keep all quotes received and written documentation in the procurement file in the event of an audit.
9. Deliverable deadlines shall be agreed upon by the agency and the Contractor **prior** to order placement.

PRICING

1. Pricing links are provided on the Contractor Information pages.
2. Pricing is based on price per line and the contractor can invoice for an exact number of lines.
3. The contractor is to offer the line cost submitted on the cost sheets for the appropriate timeframe no matter the project size.

CONTRACTOR INFORMATION



Contractor:	eScribers, LLC	
Contact Information:	Name:	Jason Gottlieb, Director of Transcript Operations
	Phone:	800-257-0885 ext. 203
	Direct:	917-789-5313
	Fax:	973-954-5619
	E-mail:	naspo@escribers.net
Website:	http://www.escribers.net/naspo/	
Pricing:	Please click here .	
Correspondence & Remittance Address:	727 North 16 th Street Suite 207 Phoenix, AZ 68020	



Contractor:	Transcription Outsourcing, LLC		
Contact Information:	Name:	Ben Walker	Kayla Wilson
	Phone:	(720) 287-3710	
	Fax:	(303) 952-9897	
	E-mail:	bwalker@transcriptionoutsourcing.net	kwilson@transcriptionoutsourcing.net
Website:	https://www.transcriptionoutsourcing.net/naspo-transcription-services/		
Pricing:	Please click here .		
Correspondence & Remittance Address:	Transcription Outsourcing, LLC 1780 S Bellaire St Suite 400 Denver, CO 80222		