

State of Maine
Master Score Sheet

RFP# 202407128						
Medical Transcription Services						
Bidder Name:		Athreon Corporation	Brown & Meyers Reporting	Celerity Solutions Group, LLC	Datalyst, LLC	
Proposed Cost:		\$0.115	\$0.109	\$.10	\$0.085	
Scoring Sections	Points Available					
Section I: Preliminary Information	N/A	N/A	N/A	N/A	N/A	
Section II: Organization Qualifications and Experience	30.00	9.00	28.00	12.00	5.00	
Section III: Proposed Services	40.00	25.00	34.00	13.00	5.00	
Section IV. Cost Proposal	30.00	18.55	19.57	21.33	25.09	
TOTAL	<u>100.00</u>	<u>52.55</u>	<u>81.57</u>	<u>46.33</u>	<u>35.09</u>	
Bidder Name:		Diskriter, Inc.	eScribers	NuScript Systems, Inc.	Transcription Plus, LLC	
Proposed Cost:		\$0.0711	\$0.10	\$0.135	\$0.135	
Scoring Sections	Points Available					
Section I: Preliminary Information	N/A	N/A	N/A	N/A	N/A	
Section II: Organization Qualifications and Experience	30.00	20.00	10.00	7.00	7.00	
Section III: Proposed Services	40.00	22.00	15.00	11.00	5.00	
Section IV. Cost Proposal	30.00	30.00	21.33	15.80	15.80	
TOTAL	<u>100.00</u>	<u>72.00</u>	<u>46.33</u>	<u>33.80</u>	<u>27.80</u>	

RFP# 202407128**Medical Transcription Services**

Bidder Name:		ZyDoc® Medical Transcription, LLC
Proposed Cost:		\$0.0989
Scoring Sections	Points Available	
Section I: Preliminary Information	N/A	N/A
Section II: Organization Qualifications and Experience	30.00	15.00
Section III: Proposed Services	40.00	12.00
Section IV. Cost Proposal	30.00	21.57
TOTAL	<u>100.00</u>	<u>48.57</u>

Janet T. Mills
Governor

Sara Gagné-Holmes
Commissioner



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

**Award Justification Statement
RFP# 202407128
Medical Transcription Services**

I. Summary

Through RFP# 202407128 Medical Transcription Services the Department sought proposals for those services. Nine Bidders responded to the RFP: Athreon Corporation; Brown & Meyers Reporting; Celerity Solutions Group, LLC; Datalyst, LLC; Diskriter, Inc.; eScribers; NuScript Systems, Inc.; Transcription Plus, LLC; ZyDoc Medical Transcription, LLC

Through the evaluation process, Brown & Meyers Reporting received the highest score and was determined to provide the best value to the State of Maine.

II. Evaluation Process

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

II. Qualifications & Experience of Conditional Awardee

Brown & Meyers Reporting offered an accomplished, experience-laden portfolio demonstrating the ability to deliver medical transcription services and successfully perform under the prospective contract.

III. Proposed Services by Conditional Awardee

Brown & Meyers Reporting provided a well-rounded response outlining an understanding of, and ability to meet, programmatic requirements of the RFP. Additionally, Brown & Meyers Reporting demonstrated the means and skills necessary to meet the RFP's performance requirements through its project teams' competencies, subject matter expertise, and background.

IV. Cost Proposal

Brown & Meyers Reporting provided an initial-period-of-performance rate per line of transcription of \$0.109.

V. Conclusion

Out of 100 possible points, the Evaluation Team awarded Brown & Meyers Reporting a score of 81.57. The strength of Brown & Meyers Reporting's proposal outweighed the other Bidders through its qualifications and experience and the services and cost it proposed. The Evaluation Team determined that the proposal submitted by Brown & Meyers Reporting represents the best value to the State of Maine.

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Nov-20-2024

Via Electronic Mail: sterling@athreon.com

Athreon Corporation
Sterling Garde, COO
8888 Keystone Crossing, Suite 1300
Indianapolis, IN 46240

SUBJECT: Notice of Conditional Contract Award under RFP #202407128, Medical Transcription Services

Dear Mr. Sterling Garde,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office for Family Independence, for Medical 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:

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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).

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

Sincerely,

DocuSigned by:



64F41AB634DB44F...

Ian Yaffe

Director

Office for Family Independence

DocuSigned by:



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Debra Downer

Deputy Director for Competitive Procurement

Division of Contract Management

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Nov-20-2024

Via Electronic Mail: kmeyers@brownmeyers.com

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

SUBJECT: Notice of Conditional Contract Award under RFP #202407128, Medical Transcription Services

Dear Ms. Kate Meyers,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office for Family Independence, for Medical 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:

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Ian Yaffe

Director

Office for Family Independence

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Nov-20-2024

Via Electronic Mail: dara.tribelhorn@celeritysolutionsgroup.com

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

SUBJECT: Notice of Conditional Contract Award under RFP #202407128, Medical Transcription Services

Dear Ms. Dara Tribelhorn,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office for Family Independence, for Medical 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:

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Sincerely,

DocuSigned by:



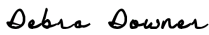
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Nov-20-2024

Via Electronic Mail: govbids@datalist.com

Datalyst, LLC
Amit Shah CEO Founder
433 Plaza Real, Suite 275 Boca Raton
Florida, 33432 United States

SUBJECT: Notice of Conditional Contract Award under RFP #202407128, Medical Transcription Services

Dear Amit Shah,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office for Family Independence, for Medical 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:

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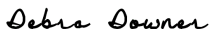
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Nov-20-2024

Via Electronic Mail: Laveena.Yadav@diskriter.com

Diskriter, Inc.
Laveena Yadav
370 Castle Shannon, Blvd# 10499
Pittsburgh, Pennsylvania 15234

SUBJECT: Notice of Conditional Contract Award under RFP #202407128, Medical Transcription Services

Dear Ms. Laveena Yadav,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office for Family Independence, for Medical 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:

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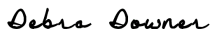
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Ian Yaffe

Director

Office for Family Independence

DocuSigned by:



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Debra Downer

Deputy Director for Competitive Procurement

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Maine Department of Health and Human Services
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Nov-20-2024

Via Electronic Mail: lspear@escribers.net

eScribers
Linda Spear, Business Development Mgr.
15210 Dino Drive, Suite E
Burtonsville, MD 20866

SUBJECT: Notice of Conditional Contract Award under RFP #202407128, Medical Transcription Services

Dear Ms. Linda Spear,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office for Family Independence, for Medical 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:

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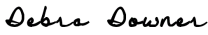
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Ian Yaffe

Director

Office for Family Independence

DocuSigned by:



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Debra Downer

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Nov-20-2024

Via Electronic Mail: wsarinana@nuscrtptmed.com

NuScript Systems
Wendy Sarinana, Director of Operations
2550 Pacific Avenue, Suite 700
Dallas, TX 75226

SUBJECT: Notice of Conditional Contract Award under RFP #202407128, Medical Transcription Services

Dear Ms. Wendy Sarinana,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office for Family Independence, for Medical 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:

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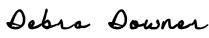
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Nov-20-2024

Via Electronic Mail: mary@transcriptionplus.net

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

SUBJECT: Notice of Conditional Contract Award under RFP #202407128, Medical Transcription Services

Dear Ms. Mary A. Goehring,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office for Family Independence, for Medical 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:

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
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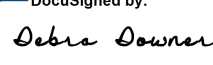
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Sincerely,

DocuSigned by:

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Ian Yaffe
Director
Office for Family Independence

DocuSigned by:

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Deputy Director for Competitive Procurement
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Nov-20-2024

Via Electronic Mail: Lisa.robbins@Zydoc.com

ZyDoc® Medical Transcription LLC
Lisa Robbins, Operations Manager
1455 Veterans Memorial Hwy, Ste 101
Islandia, NY 11749-4836

SUBJECT: Notice of Conditional Contract Award under RFP #202407128, Medical Transcription Services

Dear Ms. Lisa Robbins,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Department of Health and Human Services, Office for Family Independence, for Medical 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:

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

Any person aggrieved by 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, Office of State Procurement Services [formerly the Division of Purchases], Chapter 120, § (2) (2).

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

Sincerely,

DocuSigned by:



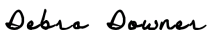
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Ian Yaffe

Director

Office for Family Independence

DocuSigned by:



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Debra Downer

Deputy Director for Competitive Procurement

Division of Contract Management

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Athreon Corporation

DATE: October 21, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Shannon Courtois, Leslie Jeffers, Ann Joy, Samantha Gilman, Rupert White, Melanie Messina

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	9.00
Section III. Proposed Services	40.00	25.00
Section IV. Cost Proposal	30.00	18.55
<u>Total Points</u>	<u>100.00</u>	<u>52.55</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Athreon Corporation

DATE: October 21, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: Athreon Corporation
DATE: October 21, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	9.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • 35 years of experience related to RFP • Platform used in over 2000 healthcare organizations • Dedicated program manager • Notes use of AI • Provided three project references all related to the RFP • Two projects in process
2. Subcontractors
<ul style="list-style-type: none"> • Three listed: transcription platform, transcription platform backup, transcription
3. Organizational Chart
<ul style="list-style-type: none"> • Provided
4. Litigation
<ul style="list-style-type: none"> • None noted
5. Financial Viability
<ul style="list-style-type: none"> • Three years provided indicating negative retained earnings and operating losses for past two years
6. Certificate of Insurance
<ul style="list-style-type: none"> • Provided, noting professional and cyber liability

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: Athreon Corporation
DATE: October 21, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	25.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Proposed eScripton One InTouch Telephone Dictation System, maintenance and updates provided by subcontractor • Platform is cloud based and continuously updated to meet evolving DDS dictation • Telephone support provided • HIPAA-compliant mobile app
B. Dictation System Requirements
<ul style="list-style-type: none"> • Default dictation functions on telephone keypad dictation can be customized • Proposed eScripton One InTouch telephone dictation system automated recorded answer message that identifies DDS dictation system upon connection • Offered simultaneous access, well in excess of 20 health professionals 24/7/365 and an automatic routing in the event primary transcription services are unavailable • Proposed emulating current system to ease transition • Proposed secure cloud centers with redundant infrastructure • Offered “prompt” application of software updates, security patches, performance optimizations, new regulatory requirements, and technology advancements • Proposed regular security audits • Proposed nation-wide telephone accessibility, direct connections to eScripton system • Proposed using the toll-free telephone lines as backup to each other • Proposed a redundant server as back-up, hosted in geographically separate and secure data centers • Proposed a comprehensive disaster recovery plan to ensure restoration within 24 hours
C. Medical Transcription Requirements

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Athreon Corporation

DATE: October 21, 2024

- Proposed using InScribe transcription platform, reducing time spent on tasks, offering rating and feedback tools, and providing quality assurance (QA) checks
- Offered importing patient demographics automatically, reducing risk of missing or incorrect information
- Proposed prioritizing transcriptions in the work pool – standard and time-sensitive requests
- Trouble calls handled through support desk. 30–60-minute response time for critical issues, with corrections returned within 24 hours of receipt, at no cost
- Each correction case to be referred to QA-cause of error, correction logged for audit, resolve issues for demographics, transcription error, or template incorrect
- Proposed maintaining a log of all corrections, allowing for performance tracking
- Description of “predictive text” capability may use AI technology (thus, text fill is based on “context” of verbiage, not nuance of transcription)
- Offered integrated grammar and spell check, real time error detection
- Proposed proprietary “Structured Format” system – all templates will be submitted to the Department for approval
- Proposed access through InQuiry file management portal
- Proposed maintaining transcripts for length of agreement; Dictations maintained for 90 days (can be extended up to nine months)

D. Technical Requirements

- Proposed meeting all requirements through direct collaboration with SSA/ERE teams
- Did not acknowledge use of pre-approved Department alternative
- Proposed technology is HIPAA compliant with DDS security limits in place

E. Training

- Proposed mandatory annual HIPAA and cybersecurity training for all staff.
- Proposed weekly micro-training sessions to reinforce key concepts
- Proposed performing regular training/knowledge audits to verify compliance
- Proposed provider access to online training resources

F. Performance Measures

- Met requirement

G. Reports

- Met requirement

2. Staffing

- Met requirement

3. Implementation - Work Plan

- Met requirement

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Athreon Corporation

DATE: October 21, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV. Cost Proposal	30.00	18.55

Lowest Submitted Rate Per Line (based on sixty-five (65) characters)	÷	Rate Per Line (based on sixty-five (65) characters) of Proposal Being Scored	x	Score Weight	=	Score
\$0.0711	÷	\$0.115	x	30 points	=	18.55

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Brown & Meyers Reporting

DATE: October 22, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Shannon Courtois, Leslie Jeffers, Ann Joy, Samantha Gilman, Rupert White, Melanie Messina

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	28.00
Section III. Proposed Services	40.00	34.00
Section IV. Cost Proposal	30.00	19.57
<u>Total Points</u>	<u>100.00</u>	<u>81.57</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Brown & Meyers Reporting

DATE: October 22, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: Brown & Meyers Reporting
DATE: October 22, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	28.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Has provided transcription services for more than 30 years • Headquarters in Maine • Provides transcription services to: <ul style="list-style-type: none"> ➢ Fortune 100 and 500 disability insurance companies ➢ Third party administrators ➢ Various government entities • Experience in transcribing the spectrum of medical specialties • Department’s transcription services contract incumbent (since 2015) • Provided three projects, all related to RFP • As contract incumbent, has performed above expectation, demonstrating excellent customer service and collaboration
2. Subcontractors
<ul style="list-style-type: none"> • None indicated
3. Organizational Chart
<ul style="list-style-type: none"> • Provided
4. Litigation
<ul style="list-style-type: none"> • None indicated
5. Financial Viability
<ul style="list-style-type: none"> • Provided
6. Certificate of Insurance
<ul style="list-style-type: none"> • Provided, with professional liability noted

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: Brown & Meyers Reporting
DATE: October 22, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	34.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Proposed use of WebChartMD, with upgrades as available • Noted new capability of supporting MacIntosh users • Proposed providing all hardware and software maintenance
B. Dictation System Requirements
<ul style="list-style-type: none"> • Proposed recording all dictations on two servers, simultaneously, to ensure capture in case one server fails. This eliminates need for a second system having dissimilar software • Proposed system with automated routing. Data written to two database servers simultaneously through SQL mirror setup • Demonstrated its system can scale to accommodate any number of dictating professionals • Proposed daily backup of all data • Offered two primary and one backup telephone lines • Did not address recovery within 24 hours, though Bidder's use of Amazon web services meets requirement
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Met requirement, acknowledging all items
D. Technical Requirements
<ul style="list-style-type: none"> • Proposed faxing transcriptions via Sfax by Scrypt, Inc HIPAA compliant platform • Noted internal security measures: cloud based Sfax by Scrypt, Inc.; cloud based Sharefile by CITRIX • Noted its use of WebChartMD that sweeps and purges user's temp files and purges audio files when transcription is completed, maintaining shadow copy for five days that is then purged

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Brown & Meyers Reporting

DATE: October 22, 2024

- Proposed use of WebChartMD that relies on Amazon Web Service (AWS), which does not make available an NIST 800-53 Rev 5 audit
- AWS has more than 200 compliance attestations regarding system security, including SOC2 and ISO 27001
- Proposed restoration of services within 20 minutes and RTO of 20 minutes
- Noted that, as contract incumbent, has not had a planned outage in past 12 months
- Noted that, as contract incumbent, has had an availability metric of 99.995% (downtime 4/1/24-9/30/24 of 13 mins, 12 secs)

E. Training

- Proposed annual training via Steri-Safe Compliance Solutions
- Proposed user manuals, custom dictation instruction sheet, live phone, and email support during business hours
- Noted WebChartMD's helpdesk is staffed 24/7/365
- Proposed training for new hires within 48 hours of hire, if requested

F. Performance Measures

- Met requirement

G. Reports

- Met requirement

2. Staffing

- Proposed a vigorous quality assurance spot check for transcriptionists (falling below 98% for a third time will result in termination of employment)

3. Implementation - Work Plan

- As contract incumbent, implementation would not be required

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Brown & Meyers Reporting

DATE: October 22, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV. Cost Proposal	30.00	19.57

Lowest Submitted Rate Per Line (based on sixty-five (65) characters)	÷	Rate Per Line (based on sixty-five (65) characters) of Proposal Being Scored	x	Score Weight	=	Score
\$0.0711	÷	\$0.109	x	30 points	=	19.57

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Celerity Solutions Group, LLC

DATE: October 22 & 31, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Shannon Courtois, Leslie Jeffers, Ann Joy, Samantha Gilman, Rupert White, Melanie Messina

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	12.00
Section III. Proposed Services	40.00	13.00
Section IV. Cost Proposal	30.00	21.33
<u>Total Points</u>	<u>100.00</u>	<u>46.33</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Celerity Solutions Group, LLC

DATE: October 22 & 31, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Celerity Solutions Group, LLC

DATE: October 22 & 31, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	12.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • In business since 2008 (merger of three organizations with 30 years of combined experience) • Focuses on accurate, secure, and timely patient documentation • Provided three projects with all related to dictation requirements of RFP, but none addressing experience in transcription
2. Subcontractors
<ul style="list-style-type: none"> • One for its dictation/transcription platform
3. Organizational Chart
<ul style="list-style-type: none"> • Provided, but did not show reporting relationship of project team
4. Litigation
<ul style="list-style-type: none"> • None indicated
5. Financial Viability
<ul style="list-style-type: none"> • Provided
6. Certificate of Insurance
<ul style="list-style-type: none"> • Provided, noting professional liability

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Celerity Solutions Group, LLC

DATE: October 22 & 31, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	13.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Proposed the TA+ platform dictation system (provided by subcontractor) • Proposed a monitored and scheduled regular maintenance process • Did not acknowledge two-week requirement
B. Dictation System Requirements
<ul style="list-style-type: none"> • Did not meet automatic routing of dictation requirement • Did not address backup dictation number or 24-hour recovery
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Did not specify how trouble calls, corrections, or responses will be accommodated procedurally and billed • Did not acknowledge written approval requirement for updated templates • Proposed maintaining electronic dictation files for six months
D. Technical Requirements
<ul style="list-style-type: none"> • Proposed an automated delivery system from the TA+ Platform • Did not acknowledge requirement to submit to Department audit related to the ERE Website • Proposed incremental daily backups with full backups weekly
E. Training
<ul style="list-style-type: none"> • Proposed providing written, video, and in-person training “at any time” • Proposed one-on-one training via email or telephone provided by customer service team
F. Performance Measures
<ul style="list-style-type: none"> • Met requirement
G. Reports
<ul style="list-style-type: none"> • Met requirement
2. Staffing

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Celerity Solutions Group, LLC

DATE: October 22 & 31, 2024

- | |
|---|
| <ul style="list-style-type: none">• Proposed service level agreement with their single subcontractor. Subcontractor will provide technical support and interface development. Bidder's CEO will provide oversight and management• Did not provide time allocation on staffing plan |
|---|

3. Implementation - Work Plan

- | |
|---|
| <ul style="list-style-type: none">• Met requirement |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Celerity Solutions Group, LLC

DATE: October 22 & 31, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV. Cost Proposal	30.00	21.33

Lowest Submitted Rate Per Line (based on sixty-five (65) characters)	÷	Rate Per Line (based on sixty-five (65) characters) of Proposal Being Scored	x	Score Weight	=	Score
\$0.0711	÷	\$0.10	x	30 points	=	21.33

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Datalyst LLC

DATE: October 31 & November 6, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Shannon Courtois, Leslie Jeffers, Ann Joy, Samantha Gilman, Rupert White, Melanie Messina

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	5.00
Section III. Proposed Services	40.00	5.00
Section IV. Cost Proposal	30.00	25.09
<u>Total Points</u>	<u>100.00</u>	<u>35.09</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Datalyst LLC

DATE: October 31 & November 6, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Datalyst LLC

DATE: October 31 & November 6, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	5.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Did not provide: <ul style="list-style-type: none"> ➢ Statement of qualifications ➢ Organization history ➢ Experience related to RFP • Three projects provided offered only start/end date and point of contact, with no description of services
2. Subcontractors
<ul style="list-style-type: none"> • None indicated
3. Organizational Chart
<ul style="list-style-type: none"> • Did not provide
4. Litigation
<ul style="list-style-type: none"> • None indicated
5. Financial Viability
<ul style="list-style-type: none"> • Did not provide
6. Certificate of Insurance
<ul style="list-style-type: none"> • Did not provide

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Datalyst LLC

DATE: October 31 & November 6, 2024

**EVALUATION OF SECTION III
Proposed Services**

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

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> Did not acknowledge ensuring ongoing upgrade of technology to meet Disability Determination System (DDS) Dictation needs, or providing all maintenance associated with the hardware and software used in the performance of Medical Transcription services
B. Dictation System Requirements
<ul style="list-style-type: none"> Did not address providing two (2) dedicated toll-free telephone lines for Health Professionals to Dictate medical reports directly into the Dictation System Otherwise met requirements
C. Medical Transcription Requirements
<ul style="list-style-type: none"> Provided only the following response, with no detail: <i>"The system will ensure proper handling of trouble calls, corrections for errors under our responsibility, and structured response protocols will be in place, along with transparent billing for services"</i> Proposed maintaining electronic transcription documents for one year, but did not address requirement for electronic dictation file to be maintained for 5 days Provided minimum response to required Transcriptions demographics (Dictating Health Professional info, Claimant info, S22, etc.), Transcription format, and approved electronic format.
D. Technical Requirements
<ul style="list-style-type: none"> Provided minimum response to overall technical requirements Noted benchmark of 99.8 percent for 21 years
E. Training
<ul style="list-style-type: none"> Provided minimum response to overall training requirements
F. Performance Measures
<ul style="list-style-type: none"> Provided minimum response
G. Reports
<ul style="list-style-type: none"> Provided minimum response

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Datalyst LLC

DATE: October 31 & November 6, 2024

2. Staffing
<ul style="list-style-type: none">• Did not provide position titles or job descriptions or staffing plan
3. Implementation - Work Plan
<ul style="list-style-type: none">• Did not provide a work plan

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Datalyst LLC

DATE: October 31 & November 6, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV. Cost Proposal	30.00	25.09

Lowest Submitted Rate Per Line (based on sixty-five (65) characters)	÷	Rate Per Line (based on sixty-five (65) characters) of Proposal Being Scored	x	Score Weight	=	Score
\$0.0711	÷	\$0.085	x	30 points	=	25.09

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Diskriter, Inc

DATE: October 31, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Shannon Courtois, Leslie Jeffers, Ann Joy, Samantha Gilman, Rupert White, Melanie Messina

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	20.00
Section III. Proposed Services	40.00	22.00
Section IV. Cost Proposal	30.00	30.00
<u>Total Points</u>	<u>100.00</u>	<u>72.00</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Diskriter, Inc

DATE: October 31, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: Diskriter, Inc
DATE: October 31, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	20.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • In business since 1947, 76 years of experience • Transcription services for 20 years • Headquartered in Pittsburgh • Background providing dictation/transcription services to Consultative Examiner (CE) providers for DDS programs in five other states, currently providing to Connecticut and North Carolina and demonstrating experience with current DDS and an understanding of the ERE process. • Provided three projects, but only start/stop dates, locations, and points of contact but no description of scope or services
2. Subcontractors
<ul style="list-style-type: none"> • None
3. Organizational Chart
<ul style="list-style-type: none"> • Provided
4. Litigation
<ul style="list-style-type: none"> • None indicated
5. Financial Viability
<ul style="list-style-type: none"> • Provided
6. Certificate of Insurance
<ul style="list-style-type: none"> • Provided, noting professional liability

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: Diskriter, Inc
DATE: October 31, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	22.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Proposed a team of experienced IT professionals responsible for system maintenance related to all hardware and software utilized by users • Noted maintenance process is transparent to customers and users, meaning software and hardware is available during maintenance • Offered dictation options within Transriter platform - standard tollfree access, digital portable software to upload to secure website, and handsfree dictation stations • Noted that, for past two years, it achieved server uptime of 99.999% • Proposed use of server farm in order to provide updates without service disruption • Proposed charging for time and materials at Bidder’s prevailing rates in cases where the cause of the issue is documented to be outside the realm of Bidder’s area of supply, control, responsibility, or authority • Offered the staffing list • Did not address updating the staffing list within required timeframe
B. Dictation System Requirements
<ul style="list-style-type: none"> • Offered a system that: <ul style="list-style-type: none"> ➢ Can be accessed by more than 20 health professionals 24/7/365 ➢ Has voice activated start/stop and playback, allowing for edit, play, pause, rewind, forward, quick rewind, quick forward ➢ Can automatically route dictation to another transcription facility or alternate transcription resources • Offered process flow chart • Provided a detailed description of maintenance process and capabilities • Proposed, in addition to two dedicated toll-free lines, a fluctuating pool of lines available for incoming dictation • Noted users can distinguish between normal and priority dictations • Provided detailed disaster recovery plan having:

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Diskriter, Inc

DATE: October 31, 2024

- More than one database server, redundant based on master-slave replication model
- Virtual servers – can automatically move in case of a disaster
- Internet available from multiple carriers
- Recovery process chart
- 23 concurrent call ports
- 24/7 IT and Network Operating Center
- Question why Database servers are running on Windows
- Proposed database servers running Windows 2003 and Redhat Enterprise Linux 4 – both of which are outdated

C. Medical Transcription Requirements

- Offered a turn-around-time (TAT) performance credit when number of out-of-TAT jobs exceed contractual agreement
- Proposed correcting errors at no charge within 24 hours and a quality performance standard minimum of 99%
- Noted it follows Association for Healthcare Documentation Integrity guidelines
- Provided minimum response to maintaining and updating transcription templates, Transcriptions demographics (Dictating Health Professional info, Claimant info, S22, etc.), and Transcription format.

D. Technical Requirements

- Over response was minimal lacking detail of deliverables

E. Training

- Did not acknowledge annual periodicity or HIPAA regulations as subject matter
- Did not address training within 5 days initial period or within 48hrs for newly added health professionals.
- Proposed a week of onsite training but did not indicate if substantive instructions for reference will be provided. Evaluation Team notes onsite training is not feasible given State’s rural makeup

F. Performance Measures

- Met requirement

G. Reports

- Provided minimum response

2. Staffing

- Did not provide job descriptions or minimum qualifications

3. Implementation - Work Plan

- Timeline chart indicates project duration of 12 days

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Diskriter, Inc

DATE: October 31, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV. Cost Proposal	30.00	30.00

Lowest Submitted Rate Per Line (based on sixty-five (65) characters)	÷	Rate Per Line (based on sixty-five (65) characters) of Proposal Being Scored	x	Score Weight	=	Score
\$0.0711	÷	\$0.0711	x	30 points	=	30.00

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: eScribers

DATE: November 6, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Shannon Courtois, Leslie Jeffers, Ann Joy, Samantha Gilman, Rupert White, Melanie Messina

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	10.00
Section III. Proposed Services	40.00	15.00
Section IV. Cost Proposal	30.00	21.33
<u>Total Points</u>	<u>100.00</u>	<u>46.33</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: eScribers

DATE: November 6, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: eScribers
DATE: November 6, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	10.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Established 2005 • 100 full time employees and a network of over 1000 transcribers • Currently provide court reporting and transcription service to over 250 jurisdictions • Provided three projects, though no project descriptions offered • One project supports Maine Judicial Branch
2. Subcontractors
<ul style="list-style-type: none"> • None
3. Organizational Chart
<ul style="list-style-type: none"> • Provided
4. Litigation
<ul style="list-style-type: none"> • None indicated
5. Financial Viability
<ul style="list-style-type: none"> • Provided, showing negative retained earnings and operating losses for three years
6. Certificate of Insurance
<ul style="list-style-type: none"> • Provided, noting professional liability

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: eScribers
DATE: November 6, 2024

**EVALUATION OF SECTION III
Proposed Services**

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

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Response focused on transcription not dictation • Proposed leveraging speech recognition technology, AI driven transcription tools, and secure cloud-based storage • Offered use of automated diagnostic tools for preventative maintenance • Proposed services/software do not support Department methodology or technology regarding DDS • Did not acknowledge time requirement for submitting a list of staff to the Department • Offered a list of staff to be assigned
B. Dictation System Requirements
<ul style="list-style-type: none"> • Proposed: <ul style="list-style-type: none"> ➢ Automated recorded answer message and prompting ➢ Simultaneous access for 20 health professionals 24/7/365 ➢ Playback/edit features ➢ A comprehensive disaster recovery and redundancy plan ➢ Various servers in multiple locations ➢ Data and dictations securely backed up (continuous and automated back up at regular intervals) ➢ A failover mechanism and seamless redirect without interruption to users • Is equipped to process large audio files
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Acknowledged turnaround time of 24 hours • Noted experience in meeting short turnaround time with other clients • Requires notification of errors via email • Indicates in order to make a change to the transcript the Bidder must agree with the error
D. Technical Requirements

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: eScribers

DATE: November 6, 2024

- Proposed an operations team composed of “suitability” cleared staff from SSA & Executive Office of Immigration Review
- Proposed many secure protocols but with adherence to Department specs
- Stated its infrastructure exceeds the minimum requirements of FIPS PUB 200
- Noted the 17 security elements it maintains
- Offered geo redundant storage
- Proposed routine maintenance in a manner that will not create outages
- Did not acknowledge requirement of Department approval for downtime for planned outages

E. Training

- Met requirement

F. Performance Measures

- Met requirement

G. Reports

- Met requirement

2. Staffing

- Provided names and titles of employees and descriptions of the work the employees will perform, but did not offer generic job descriptions
- Did not provide staffing plan

3. Implementation - Work Plan

- Did not specify the persons/positions responsible for tasks

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: eScribers

DATE: November 6, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV. Cost Proposal	30.00	21.33

Lowest Submitted Rate Per Line (based on sixty-five (65) characters)	÷	Rate Per Line (based on sixty-five (65) characters) of Proposal Being Scored	x	Score Weight	=	Score
\$0.0711	÷	\$0.10	x	30 points	=	21.33

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: NuScript Systems, Inc.

DATE: November 6, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Shannon Courtois, Leslie Jeffers, Ann Joy, Samantha Gilman, Rupert White, Melanie Messina

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	7.00
Section III. Proposed Services	40.00	11.00
Section IV. Cost Proposal	30.00	15.80
<u>Total Points</u>	<u>100.00</u>	<u>33.80</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: NuScript Systems, Inc.

DATE: November 6, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: NuScript Systems, Inc.
DATE: November 6, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	7.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • 23 years of experience • Delivers more than 1.2 million lines of transcription a month • Provides transcription for more than 2000 providers per day • Stated a 99 percent accuracy rate • Stated experience in providing transcription/dictation services in many specialized fields • Provided two projects within five-year timeframe and one project ending in 2016 • All projects related to RFP and included its use of WebChartMD, CoPath, and Infraware
2. Subcontractors
<ul style="list-style-type: none"> • Xelex Digital, owner of WebChartMD software
3. Organizational Chart
<ul style="list-style-type: none"> • Provided
4. Litigation
<ul style="list-style-type: none"> • None indicated
5. Financial Viability
<ul style="list-style-type: none"> • Indicates a heavy reliance on subcontractors, though this is not reflected in its subcontractor declaration • Negative retained earnings (2021 & 22) and operating losses (2021 & 23)
6. Certificate of Insurance
<ul style="list-style-type: none"> • Did not provide

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: NuScript Systems, Inc.
DATE: November 6, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	11.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Proposed using WebChartMD • Committed to ongoing technological upgrades and providing hardware and software maintenance
B. Dictation System Requirements
<ul style="list-style-type: none"> • Did not address start/stop dictations or site location • Proposed backup for both dictation numbers through Amazon Chime backbone, with zero downtime • Proposed geographic redundancy of entire system
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Proposed correspondence with Department via email • Proposed Department access through an online portal • Proposed submission through a “secure website”, but did not acknowledge submission through ERE
D. Technical Requirements
<ul style="list-style-type: none"> • Met requirement
E. Training
<ul style="list-style-type: none"> • Met requirement
F. Performance Measures
<ul style="list-style-type: none"> • Met requirement
G. Reports
<ul style="list-style-type: none"> • Met requirement
2. Staffing
<ul style="list-style-type: none"> • Did not provide job descriptions or minimum quals • Provided specific experience of current staff • Did not address subcontractor engagement

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: NuScript Systems, Inc.

DATE: November 6, 2024

- | |
|--|
| <ul style="list-style-type: none">• Plan provided for eight staff, but did not include staff of IT Vendor listed in Attachment 7• “Time allocation” is presented as business day working hours rather than an allocation of staff time on project |
|--|

3. Implementation - Work Plan

- | |
|---|
| <ul style="list-style-type: none">• Did not provide work plan |
|---|

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: NuScript Systems, Inc.

DATE: November 6, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV. Cost Proposal	30.00	15.80

Lowest Submitted Rate Per Line (based on sixty-five (65) characters)	÷	Rate Per Line (based on sixty-five (65) characters) of Proposal Being Scored	x	Score Weight	=	Score
\$0.0711	÷	\$0.135	x	30 points	=	15.80

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Transcription Plus, LLC

DATE: November 6, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Shannon Courtois, Leslie Jeffers, Ann Joy, Samantha Gilman, Rupert White, Melanie Messina

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	7.00
Section III. Proposed Services	40.00	5.00
Section IV. Cost Proposal	30.00	15.80
<u>Total Points</u>	<u>100.00</u>	<u>27.80</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Transcription Plus, LLC

DATE: November 6, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: Transcription Plus, LLC
DATE: November 6, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	7.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Founded in 1989 • Headquarters in South Carolina • Demonstrated comprehensive transcription experience in medical/EHR, legal, law enforcement, military, academic, and research, and general business communities • Did not demonstrate dictation capability • Provide services at all levels of government • Provided three projects, all related to RFP and offering bare minimum description
2. Subcontractors
<ul style="list-style-type: none"> • None
3. Organizational Chart
<ul style="list-style-type: none"> • Provided
4. Litigation
<ul style="list-style-type: none"> • None indicated
5. Financial Viability
<ul style="list-style-type: none"> • Did not provide
6. Certificate of Insurance
<ul style="list-style-type: none"> • Offered declaration page of insurance policy, not Accord Form • No professional liability noted

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128
RFP TITLE: Medical Transcription Services
BIDDER: Transcription Plus, LLC
DATE: November 6, 2024

**EVALUATION OF SECTION III
Proposed Services**

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

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Stated ownership of numerous toll-free digital dictation lines • Did not specify any proposed dictation system • Did not address ongoing upgrade of technology or maintenance plan
B. Dictation System Requirements
<ul style="list-style-type: none"> • Did not address: <ul style="list-style-type: none"> ➢ Automated recorded answer message ➢ Prompting requirements ➢ Simultaneous access for 20 health professionals 24/7/365 ➢ Automatic routing and back-up plan requirement • Offers only a call-in dictation system • Stated Transcription Gear to provide maintenance, though organization is not listed as a subcontractor • Did not respond to providing a Safeguard plan
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Did not provide information adhering to timeframes required for dictation completion or corrections • Did not address trouble calls • Offered corrections at no charge • Did not offer word processing software solution • Offered “to discuss” template changes with Department • Proposed maintaining documents indefinitely • Did not address five-day maintenance of dictation files • Did not acknowledge submission via ERE
D. Technical Requirements
<ul style="list-style-type: none"> • As Bidder uses only an FTP server, it is not able to meet many of the technical requirements

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Transcription Plus, LLC

DATE: November 6, 2024

- Did not address ensuring access to the ERE Website is submitted in “html”
- Did not address compliance with dictation, transcription, or documentation delivery process
- Differs to its use of secure FTP server and indicates it would use ERE website, if preferred by the Department
- Response did not address FIPS PUB 200, NIST, RPO, RTO, system outages, or available metric requirements
- Did not respond to ensuring a smooth transition

E. Training

- Response did not address HIPAA requirement or initial or ongoing training requirement

F. Performance Measures

- Met requirement

G. Reports

- Met requirement

2. Staffing

- Address skills of the current CEO and GM
- Did not provide generic job descriptions
- Provided an organization chart, not a staffing plan

3. Implementation - Work Plan

- Provided a summary of transcription services (workflow process), not an implementation work plan
- Timeline not provided

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: Transcription Plus, LLC

DATE: November 6, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV. Cost Proposal	30.00	15.80

Lowest Submitted Rate Per Line (based on sixty-five (65) characters)	÷	Rate Per Line (based on sixty-five (65) characters) of Proposal Being Scored	x	Score Weight	=	Score
\$0.0711	÷	\$0.135	x	30 points	=	15.80

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: ZyDoc® Medical Transcription, LLC

DATE: November 7, 2024

SUMMARY PAGE

Department Name: Health and Human Services

Name of RFP Coordinator: Stacy Martin

Names of Evaluators: Shannon Courtois, Leslie Jeffers, Ann Joy, Samantha Gilman, Rupert White, Melanie Messina

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	N/A	N/A
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	15.00
Section III. Proposed Services	40.00	12.00
Section IV. Cost Proposal	30.00	21.57
<u>Total Points</u>	<u>100.00</u>	<u>48.57</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: ZyDoc® Medical Transcription, LLC

DATE: November 7, 2024

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

N/A

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: ZyDoc® Medical Transcription, LLC

DATE: November 7, 2024

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

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	30.00	15.00

Evaluation Team Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • Established in 2005 • Provides dictation and transcription cloud platform • Uses TrackDoc Connect platform • States 10 million transcripts produced since 2005 • Provided services for medical, law enforcement, legal, government, business and educational organizations • States that 2020 Black Book Market Research ranks it 2nd for medical transcription services (survey of 203 hospitals and 2,263 physician practices) • Since 2005 10mil transcripts produced • Three projects provided, all currently ongoing and relevant to RFP • Demonstrated experience in dictation/transcription related to individual medical examinations and occupational health evaluations
2. Subcontractors
<ul style="list-style-type: none"> • One indicated
3. Organizational Chart
<ul style="list-style-type: none"> • Provided
4. Litigation
<ul style="list-style-type: none"> • None indicated
5. Financial Viability
<ul style="list-style-type: none"> • Provided, showing negative operating income and negative cash over past three years
6. Certificate of Insurance
<ul style="list-style-type: none"> • Provided

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: ZyDoc® Medical Transcription, LLC

DATE: November 7, 2024

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	40.00	12.00

Evaluation Team Comments:

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • Responded with “<i>ZyDoc has the capability of the above already in place.</i>” as it relates to proving a dictation system for health professionals • Did not address updating the staffing list requirement
B. Dictation System Requirements
<ul style="list-style-type: none"> • Responded with “<i>ZyDoc has the capability of the above already in place.</i>” as it relates to the dictation system capabilities • Indicates system does not require hardware/software maintenance • Proposed four toll-free telephone lines • Response did not propose a safeguard plan
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Did not acknowledge 24-hour timeframe requirements, Department approval requirement, dating the report when dictated and transcribed, or ERE submission requirement • Did not address error correction requirements
D. Technical Requirements
<ul style="list-style-type: none"> • States “<i>ZyDoc can easily interface with many systems.</i>” • Did not address notifying health professionals of pending transcriptions or submission of detailed log sheet • Provided minimum response to storing data in the U.S. • Proposed backing up every ten minutes • Provided minimum response to RTO and metric requirements
E. Training
<ul style="list-style-type: none"> • Proposed providing health professionals with TrackDoc Connect user manual and access to the 24/7/365 customer service desk • Proposed face-to-face training, manuals, and “presentations”
F. Performance Measures

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: ZyDoc® Medical Transcription, LLC

DATE: November 7, 2024

<ul style="list-style-type: none">• Met requirement
G. Reports
<ul style="list-style-type: none">• Met requirement
2. Staffing
<ul style="list-style-type: none">• Offered position titles but did not allocate time on the staffing plan
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided a summary of Bidder's process, but did not offer a work plan

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER: ZyDoc® Medical Transcription, LLC

DATE: November 7, 2024

**EVALUATION OF SECTION IV
Cost Proposal**

	<u>Points Available</u>	<u>Points Awarded</u>
Section IV. Cost Proposal	30.00	21.57

Lowest Submitted Rate Per Line (based on sixty-five (65) characters)	÷	Rate Per Line (based on sixty-five (65) characters) of Proposal Being Scored	x	Score Weight	=	Score
\$0.0711	÷	\$0.0989	x	30 points	=	21.57

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/14/2024, 10/17/2024, 10/19/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Service – CO Finance

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none"> • I - 35 years’ experience • I - Specializing in the healthcare industry • I - Partner with Deliver Health since 2013 • I - eScription One(eSOne) dictation & transcription platform “only solution providing on demand access” • P – Compatible with Electronic Record Express (ERE) • P – Compliant with HIPAA, HITECH, and HITRUST standards • I – 99.5% uptime • I – Partner with Solventum providing Fluency for Transcription platform since 2017 as emergency backup • N – Three projects provided, 1 which ended in 2021 and used WinScribe dictation platform. Did not include data on workloads for comparison purposes.
2. Subcontractors
<ul style="list-style-type: none"> • I – Deliver Health - Transcription platform • I – Medical Transcriptionists – To be determined – Will be provided two weeks prior to contract • I – Solventum – Back up transcription platform
3. Organizational Chart
<ul style="list-style-type: none"> • I – Provided, unclear if sub-contracted project team is included • I – Top three staff have same last name of Garde
4. Litigation
<ul style="list-style-type: none"> • I – States none
5. Financial Viability
<ul style="list-style-type: none"> • N – Negative retained earnings, operating losses that last two years
6. Certificate of Insurance

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/14/2024, 10/17/2024, 10/19/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Service – CO Finance

<ul style="list-style-type: none"> • I – Provided, Expires 6/10/25, \$1m Cyber Liability
Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • I – eScription One InTouch Telephone Dictation System • I – Record, Play, Stop, Rewind, Fast Forward, Insert & Overwrite, STAT, Canceling, or On Hold. • I – Cloud based software • I – Technology managed by DeliverHealth • I – Mobile App to allow flexibility
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements
B. Dictation System Requirements
<ul style="list-style-type: none"> • I – System can support over 20 Health Professionals, but does not state how many • I – Acknowledges adherence to these requirements • I – Able to emulate existing dictation system to ease transition
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements • I – Secure cloud centers with redundant infrastructure
<ul style="list-style-type: none"> • I – Will provide two lines, with nationwide access. • I – Each number will be back up for the other.
<ul style="list-style-type: none"> • I – Will provide 1 primary number and 1 backup number • I – Primary & back up servers in geographically separate secure data centers • I – Mobile App as an alternative to telephony systems w/ Wi-Fi or cell data • I – Acknowledges adherence to these requirements
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • I – InScribe transcription platform • I – QA review for critical documents, for corrections prior to delivery to client • I – Patient demographics imported directly • I – Use of AutoText to maintain consistency • I – Trouble calls handled through support desk. 30-60 minute response time for critical issues • I – Corrections are not billed if due to a transcriptionist's error
<ul style="list-style-type: none"> • I – InScribe will be used • I – Features customizable Document Templates & AutoText • I – Integrated Grammar & Spell Check, includes medical dictionary
<ul style="list-style-type: none"> • I – Proprietary “Structured Format” system

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/14/2024, 10/17/2024, 10/19/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Service – CO Finance

<ul style="list-style-type: none"> • I – Templates can emulate previous formats used • I – Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – Department to have access through InQuery file management portal • P – Transcripts maintained for length of agreement; Dictations maintained for 90 days which can be extended for 3 – 9 months.
<ul style="list-style-type: none"> • Q – InScribe platform integrates with “patient scheduling & Health Professional databases” allowing automatic population of name and address • I – Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements • I – Automated upload process prompted within workflow process
<p>D. Technical Requirements</p>
<ul style="list-style-type: none"> • Q – “Will implement” AES-256 encryption – No SSA experience? • I – Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – Department can access through InQuery web portal • I – InFax technology adheres to HIPAA compliant procedures • N – Does not acknowledge “Department written pre-approved”
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements • I – Offers use of InQuery portal in addition to required ERE Website
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements • I - Quality Assurance activities will be in US also.
<ul style="list-style-type: none"> • I – Compliance through HITRUST Certification • I – AES-256 encryption & risk management align with FIPS PUB 200
<ul style="list-style-type: none"> • I – HITRUST Certified eScriptionOne will meet all security requirements • I - Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – US Based Data Centers – Did not specify where
<ul style="list-style-type: none"> • I - Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I - Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I - Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I - Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – Collaborate with current vendor to develop a detailed transition plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Athreon Corp

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EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Service – CO Finance

<ul style="list-style-type: none">• I – Knowledge transfer phase to learn current operations• I – Phased transition approach• I – Provide support to Health Professionals
E. Training
<ul style="list-style-type: none">• I – Comprehensive annual HIPAA training• I - Weekly micro-training sessions• I – Response includes Cybersecurity training also.
<ul style="list-style-type: none">• I - Acknowledges adherence to these requirements• I – Access to online resources/YouTube Training videos
<ul style="list-style-type: none">• I - Acknowledges adherence to these requirements
F. Performance Measures
<ul style="list-style-type: none">• I - Acknowledges adherence to these requirements
G. Reports
<ul style="list-style-type: none">• I - Acknowledges adherence to these requirements
2. Staffing
<ul style="list-style-type: none">• I - Provided
<ul style="list-style-type: none">• I – Subcontractors and consultants are integrated into the project team• I – Project Manager provides direct oversight
<ul style="list-style-type: none">• I - Provided
3. Implementation - Work Plan
<ul style="list-style-type: none">• I - Provided
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">• I – A rate per line was provided, as requested. No other information offered

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/17/2024, 10/18/2024, 10/21/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination 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 Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P- 35 years in transcription for healthcare services• P- NIST and FIPS compliant• P- 3 projects for references given
2. Subcontractors
<ul style="list-style-type: none">• N- Deliverhealth uses AI
3. Organizational Chart
<ul style="list-style-type: none">• Meets requirements- chart provided
4. Litigation
<ul style="list-style-type: none">• P- no litigation issues currently
5. Financial Viability
<ul style="list-style-type: none">• N- Negative net income for 2 of 3 years• N- high \$ amount of long term liabilities and travel expenses
6. Certificate of Insurance
<ul style="list-style-type: none">• Met requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/17/2024, 10/18/2024, 10/21/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination Services

Part IV, Section III Proposed Services
1. Services to be Provided
Part II
A. General Requirements
<ul style="list-style-type: none"> • P- regular software upgrades and incorporating feedback given • I/Q- mobile app- does it work without a scheduling integration? • N- escription one uses AI
<ul style="list-style-type: none"> • Meets requirements- response indicates staff list to be provided within timeframe • Q- transcriptionist are IC's how is that different than staff? • Q- response indicates that they will keep health professions informed of personnel- unsure if this is necessary. • P real time updates of staffing list by project manager
B. Dictation System Requirements
<ul style="list-style-type: none"> • Meets requirements- response indicates all prompts will be available • P- default dictation functions on telephone keypad dictation can be customized • P- high concurrency-well in excess of 20 simultaneous professionals • Q -3M M Modal Fluency- is this AI? • P- well documented full emergency back up plan • I- emulation of existing dictation system for transition purposes.
<ul style="list-style-type: none"> • Meets requirements- response indicates that Arthreon will provide all maintenance of hardware and software- detailed approach documented. • Q- Will/how will the state be alerted when there are maintenance issues that do cause any downtime or delays • P- AES-256 standards met and regular security audits conducted.
<ul style="list-style-type: none"> • Meets requirements- response indicates 2 toll free lines will be provided. • P- high quality audio configuration
<ul style="list-style-type: none"> • Meets requirements- 2 toll free lines provided; response indicates multiple carriers and seamless routing of calls • P- real time backup of dictated files • P/N having 3M contingency plan but again questioning if 3M uses AI • P- regular disaster recovery drills
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Q- inscribe- AI? • Q- How many transcriptions are flagged for QA prior to completion • P- 24hr completion of errors • N/Q- What types of errors are billed to the department

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination Services

<ul style="list-style-type: none"> • Q- is log of corrections available to DDS if requested
<ul style="list-style-type: none"> • P- medical terminology support/medical dictionary • Q- Does inscribe use AI as it provides suggestions for corrections? • P- QA review • Q- Technology assisted workflow- optional; is this considered AI?
<ul style="list-style-type: none"> • Meets requirement; response indicates will use approved template and will submit for approval prior to changes • P- flexibility to emulate existing dictation system
<ul style="list-style-type: none"> • Meets requirements- retention is longer that minimum required • Q- InQuery portal- can department see all of the health professionals dictations/transcriptions.
<ul style="list-style-type: none"> • Meets requirements • P- can mark fields mandatory and have site code hard coded
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements- response stated they will use approved electronic formats to submit via ERE • P-experience with manual submission as completed reports will be sent individually to health professionals for review.
<p>D. Technical Requirements</p>
<ul style="list-style-type: none"> • Meets requiremenmts- response indicates bidder will comply with security protocol including AES-256 encryption and will collaborate with department and ERE team • P- plan to conduct testing • P dedicated technical support team
<ul style="list-style-type: none"> • Meets requirements- exceeds minimum requirement • I- technical support team available
<ul style="list-style-type: none"> • Meets requirements • I-InQuery portal as back up option
<ul style="list-style-type: none"> • Meets requirements- response indicates agreement to ERE website policies and acknowledgment for website access, complaint with Privacy Act Statement • P willingness to undergo audits
<ul style="list-style-type: none"> • Meets requirements- is able to use any browser specified in RFP
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Response indicates that they will use ERE

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination Services

<ul style="list-style-type: none"> • Q- are they prepared for manual ERE submission • I- optional use of inquiry portal with automated log generation • Q-How would inquiry portal do automatically delivery via ERE to eliminate manual steps?
<ul style="list-style-type: none"> • Meets requirements- will exclusively staff for US based personnel for both transcription and quality assurance
<ul style="list-style-type: none"> • Meets requirements- FIPS compliant, HITRUST certification
<ul style="list-style-type: none"> • Meets requirements-adheres to NIST security subsections a-n addressed in response
<ul style="list-style-type: none"> • Meets requirements- has US based data centers
<ul style="list-style-type: none"> • Meets requirements- response ensures will meet minimum RPO of 24hrs.
<ul style="list-style-type: none"> • Meets requirements- response ensures will meet minimum RPO of 24hrs.
<ul style="list-style-type: none"> • Meets requirements of planned outages
<ul style="list-style-type: none"> • Meets requirement- response indicated they will maintain uptime metrics
<ul style="list-style-type: none"> • Meets requirements- bidder indicated a comprehensive transition plan with minimal service interruption • N- does not provide details on how long each phase is anticipated being
<p>E. Training</p>
<ul style="list-style-type: none"> • Meets requirements- bidder has annual training program and ongoing education training in key areas • P- requires staff to certify understanding and compliance with employee accountability in place • P- willing to enter a Business Associate Agreement
<ul style="list-style-type: none"> • Bidder indicates they can meet this requirement • Q- live training sessions- scheduled more than once? • Q- step by step instructions printer friendly?
<ul style="list-style-type: none"> • Meets requirements- has multiple platforms for training needs
<p>F. Performance Measures</p>
<ul style="list-style-type: none"> • P/I- proactive load balancing • I real time auditing metrics on Inquiry
<p>G. Reports</p>
<ul style="list-style-type: none"> • Meets requirements
<p>2. Staffing</p>
<ul style="list-style-type: none"> • Meets requirement- provided documents

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination Services

<ul style="list-style-type: none">• Meets requirements- response indicates that Project manager will oversee all subcontractors
<ul style="list-style-type: none">• Q- expected lines per person/per shift x3 staff total is less than monthly line volume
3. Implementation - Work Plan
<ul style="list-style-type: none">• Q- contingencies in place if staff positions not filled?

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/16/2024 and 10/17/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • P – Over 35 years experience in transcription services in the healthcare industry. • I – Platform used by over 2,000 healthcare organizations and provides on-demand access. • P – provided 3 project examples that were relevant to the scope of work.
2. Subcontractors	<ul style="list-style-type: none"> • Intend on contracting with 3 organizations. Deliver Health, Solventum and medical transcriptionists TBD.
3. Organizational Chart	<ul style="list-style-type: none"> • Bidder provided an organization chart as requested.
4. Litigation	<ul style="list-style-type: none"> • They list no current litigation.
5. Financial Viability	<ul style="list-style-type: none"> • Appear to be operating in the red.
6. Certificate of Insurance	<ul style="list-style-type: none"> • Provided as requested.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/16/2024 and 10/17/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • They regularly implement software upgrades. • Their platform supports Electronic Record Express (ERE). • Software maintenance and updates are managed by subcontractor that provides proactive maintenance schedules. • They provide Telephony support for the dictation system that includes trouble shooting and technical assistance to health professionals. • I – Offer a HIPAA-compliant mobile app for dictation.
<ul style="list-style-type: none"> • They will provide a staffing list for Medical Transcription services within 2 weeks of the start of the initial period of performance. Updates will be communicated within 1 business day.
B. Dictation System Requirements
<ul style="list-style-type: none"> • Their automated recorded answer message identifies DDS dictation system upon connection. • System will have comprehensive prompts to guide Health Professionals through the identification process. • Allows for simultaneous access well in excess of 20 health professionals 24/7/365. • Users of InTouch Dictation System will be able to playback, edit and stop/start their dictations at any point. • They have the ability to provide automatic routing in the event that primary transcription services are unavailable. • They have a full emergency back-up plan which accesses the 3M M*Modal Fluency for Transcription platform as a contingency plan should their subcontractor’s infrastructure and their backup systems fail.
<ul style="list-style-type: none"> • All software updates, security patches and performance optimizations are applied promptly. Includes updates for new regulatory requirements and technology advancements. • P - Their technology and security team work to identify any potential issues before they impact services. • P – Use cloud based infrastructure minimizing need for onsite hardware maintenance. • They provide 24/7 technical support.
<ul style="list-style-type: none"> • They will establish 2 toll-free telephone lines. Lines will be available 24/7/365. There will be nationwide accessibility.
<ul style="list-style-type: none"> • They will provide a backup toll-free number.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: Athreon Corp

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EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> • Telephone dictation system is built on a redundant server architecture with primary and backup servers in place. • They have a comprehensive disaster recovery plan to ensure they system can be restored within 24 hours. • They conduct regular disaster recovery drills.
<p>C. Medical Transcription Requirements</p>
<ul style="list-style-type: none"> • Transcripts are prioritized in the work pool and handled based on urgency. Work is automatically allocated. • They are able to work on STAT requests to minimize turnaround time. • Identified errors are corrected at no cost and returned within 24 hours of notification. • They maintain a log of all corrections, allowing for performance tracking.
<ul style="list-style-type: none"> • They utilize InScribe which is a specialized word processing software designed for medical transcription. • Software comes with an integrates grammar and spellcheck tool which works in real-time to identify errors and suggestions for corrections. • Documents undergo a secondary QA review that checks for grammar, spelling and quality.
<ul style="list-style-type: none"> • They will ensure accuracy and consistency of all templates as specified by the Department using their structured editor. • They will submit all revised templates to the department for written approval.
<ul style="list-style-type: none"> • Transcripts are maintained for as long as an account is maintained. • Audio files are maintained online for 90 days and can be archived for additional 3-9 months.
<ul style="list-style-type: none"> • Name and address of the dictating health professional can automatically be populated into each transcription. • System can be configured to require certain fields, such as name, date of birth, and claim number. • Site information can be hard-coded into the template. • Initials of transcriptionist is automatically appended to each transcription. • Date of transcription is automatically captured.
<ul style="list-style-type: none"> • All transcriptions are typed and formatted to specifications. • Template settings automatically enforce single spacing. • Margins are automatically set to one inch. • Font and text size are pre-set within the system to ensure consistency.
<ul style="list-style-type: none"> • Transcripts can be exported in any approved electronic format.

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INDIVIDUAL EVALUATION NOTES**

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EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> • Their team is experienced in uploading completed documents manually and through interfaces. • Their workflow includes automated prompts and verification steps to ensure that each transcription is submitted to the ERE website.
<p>D. Technical Requirements</p>
<ul style="list-style-type: none"> • They will work directly with IT and ERE teams to establish a secure interface that meets all required specifications.
<ul style="list-style-type: none"> • They will implement AES-256 encryption to safeguard data during transmission to the ERE platform. Documents will be available 24/7/365.
<ul style="list-style-type: none"> • They will ensure that completed transcripts are available on demand through a web portal. • In addition to portal access, they are prepared to fax all completed transcripts directly. • Their InFax technology adheres to HIPPA-compliant procedures.
<ul style="list-style-type: none"> • They agree to ERE website policies. All personnel accessing the ERE site will agree to and comply with the Acknowledgement for website access. • They will ensure all personally identifiable information is handled in accordance with the Privacy Act. • They agree to submit to an audit by the department via their compliance team.
<ul style="list-style-type: none"> • The 4 specified internet browsers are supported. All browsers will comply with SSA/ERE requirements.
<ul style="list-style-type: none"> • They will register promptly to obtain a PIN and password for the ERE website. Registration will be completed by the Program Manager and other authorized personnel to ensure only verified team members have access.
<ul style="list-style-type: none"> • Access requests will be submitted exclusively in HTML format. They will ensure compatibility and proper integration with the system.
<ul style="list-style-type: none"> • DHHS will have the option to edit and sign transcribed reports as submitted to the ERE website. • Final reports will include a detailed log sheet. • Health professionals will be promptly notified of completed transcriptions. • They are willing to maintain manual notifications.
<ul style="list-style-type: none"> • They will work exclusively with US Based transcriptionists and QA personnel. • QA activities are overseen and managed by their US based operations team.
<ul style="list-style-type: none"> • They ensure that all computer systems used meet or exceed minimum security requirements outlines in FIPS PUB 200. • They utilize HITRUST Certification, which includes security requirements listed in FIPS PUB 200.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

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EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> • They perform periodic risk assessments, system monitoring and implement security controls to protect confidentiality, integrity and availability of federal information.
<ul style="list-style-type: none"> • Propose to leverage subcontractor’s HITRUST-certified eScriptionOne platform which adheres to NIST 800-53 Rev 5.
<ul style="list-style-type: none"> • eScriptionOne is hosted exclusively in secure, US based data centers. • Data centers provide redundant infrastructure to ensure continuous availability and to prevent data loss in the event of an incident.
<ul style="list-style-type: none"> • They confirm that maximum potential data loss will not exceed 24 hours.
<ul style="list-style-type: none"> • Note their disaster recovery plan is designed to meet this requirement. • Recovery to full operational status will not exceed 24 hours.
<ul style="list-style-type: none"> • Routine maintenance will be scheduled in advance and they will seek departmental approval. • Commit to 1 outage per month through the business week.
<ul style="list-style-type: none"> • They commit to this target and hope to exceed it.
<ul style="list-style-type: none"> • Will collaborate with current vendor to develop detailed transition plan. • Additionally suggest a knowledge transfer from current vendor. • Focus on minimizing service disruption with a phased approach and a dedicated transition team.
<p>E. Training</p>
<ul style="list-style-type: none"> • They conduct annual HIPAA and cybersecurity training that is mandatory for all staff. • They provide weekly micro-training sessions to reinforce key concepts. • They perform regular audits.
<ul style="list-style-type: none"> • Will conduct live training sessions. • All health professionals will receive training within 5 business days of the start of the performance period. • New resources will be trained within 48 hours.
<ul style="list-style-type: none"> • They offer live, virtual training sessions that are on-demand. • They provide access to recorded training sessions.
<p>F. Performance Measures</p>
<ul style="list-style-type: none"> • They commit to achieving the performance measures.
<p>G. Reports</p>
<ul style="list-style-type: none"> • Commit to timely submission of reporting.
<p>2. Staffing</p>
<p>a. Provide position titles and job descriptions, including minimum qualifications, for all project staff including the project lead (include as Attachment 7).</p>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/16/2024 and 10/17/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none">• Met the requirement.
<ul style="list-style-type: none">• The Project Manager will be the primary point of contact for subcontractors.• Subcontractors provide regular reporting to the project manager.• They have an internal quality assurance process prior to releasing work to DHHS.
<ul style="list-style-type: none">• Met the requirement.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Met the requirement.

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/14/2024, 10/17/24, 10/21/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

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Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Prior and current experience providing medical transcription services.• Provided 3 projects, 2 of which are ongoing.
2. Subcontractors
<ul style="list-style-type: none">• Deliver Health provides eScription platform – Q -Artificial intel• Solventum – Q AI• Transcriptionists – to be determined
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Financials submitted
6. Certificate of Insurance
<ul style="list-style-type: none">• Submitted and current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/14/2024, 10/17/24, 10/21/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • eScription One in TouchTelephone Dictation System • N; DeliverHealth uses Artificial Intelligence – Q&A question • Will provide maintenance on hardware and software.
<ul style="list-style-type: none"> • As changes un staffing arise due to workload adjustments or personnel changes, updated staffing list will be provided as required. • Project manager will maintain accurate records and timely communication
B. Dictation System Requirements
<ul style="list-style-type: none"> • eScription One In Touch telephone dictation system-automated recorded answer message that identifies DDS dictation system upon connection. • B- One Touch-simultaneous access well in excess of 20 health professionals. • C- will comply • D- Full emergency back-up-3M Model fluency- Q is this Artificial Intelligence ? (Q&A #18 Does the Dept have an interest in leveraging human-monitored AI as part of the transcription process to help improve efficiency, enhance accuracy, and lower costs? Answer – no).
<ul style="list-style-type: none"> • Software eScription platform supported by Deliver Health- ?AI • Hardware – will provide maintenance
<ul style="list-style-type: none"> • Will establish 2 toll free telephone lines for health professional referred by the department to dictate medical reports. Toll-free lines will be directly connected to the eScription dictation system.
<ul style="list-style-type: none"> • B. Redundant server back-up hosted in geographic separate secure data centers Q- did not provide location. • C-Disaster recovery – backup AI (Solventum 3M M Model fluency) • Q – built in capabilities to automatically route dictations where? Alternative capacity? Solventum AI • Preparedness for Disaster- regular disaster recovery drills are conducted.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Q-Inscribe transcription platform within the eScription One system, AI • Support desk 30-60 min for critical issues; corrections returned in 24 hours from receipt • Each correction case referred to QA-cause of error,correction logged for audit, resolve issues for demographics, transcription error, template incorrect.
<ul style="list-style-type: none"> • Q-eScription One AI;

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INDIVIDUAL EVALUATION NOTES**

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DATE: 10/14/2024, 10/17/24, 10/21/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none"> • N-- Structured format system – content boxes – linked to specific headers “History of Present Illness or Physical examination.” Structured editor -update relevant section. Every document looks the same. Dept has multiple providers dictate differently. • Q – Template flexibility – more information needed regarding “platform provides flexibility and user satisfaction, while leveraging our advanced structured format for consistency.” AI?
<ul style="list-style-type: none"> • Agrees to comply with requirements
<ul style="list-style-type: none"> • Agrees to comply with requirements
<ul style="list-style-type: none"> • Agrees to comply with requirements
<ul style="list-style-type: none"> • Agrees to comply with requirements • N-InScribe Platform AI
<p>D. Technical Requirements</p>
<ul style="list-style-type: none"> • Will implement – Technical team in conjunction with DeliverHealth (AI) will work with Dept IT and ERE teams to establish secure interface. • N- AI
<ul style="list-style-type: none"> • Meets -All transcription documents are transmitted using AES-256 encryption. • Q – eScriptionOne platform HITRUST Implemented i1- details not provided.
<ul style="list-style-type: none"> • Will comply with requirements • I- InQuery portal access to obtain transcriptions - DDS security limits in place for portals outside of SSA
<ul style="list-style-type: none"> • P-states will comply with requirements including audit.
<ul style="list-style-type: none"> • P -Will comply with requirements
<ul style="list-style-type: none"> • P- will comply
<ul style="list-style-type: none"> • P- will comply with requirements
<ul style="list-style-type: none"> • Q- Upon signature in InQuery...reports can be delivered to ERE website – only approved platform as stated is SSA ERE. Unclear what process is
<ul style="list-style-type: none"> • P- Athreon will exclusively staff US Based transcriptionist and QA personnel for this project.
<ul style="list-style-type: none"> • Ensures all computer systems used in the performance of medical transcription services meet or exceed the minimum security requirements • Compliance is supported by DeliverHealth,
<ul style="list-style-type: none"> • P-acknowledges DeliverHealth HITRUST eScriptionOne platform ensures adherence to NIST 800-53 Rev 5 security and privacy controls at a level appropriate to the impact level of the data. Acknowledges A-N specifically will be met. Q- states DeliverHealth’s HITRUST certification aligns with many of the security control requirements specified by NIST-“many” meaning not all?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/14/2024, 10/17/24, 10/21/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none"> • P- Will comply
<ul style="list-style-type: none"> • Bidder states current processes ensures stated requirements
<ul style="list-style-type: none"> • Bidder states current processes ensures stated requirements •
<ul style="list-style-type: none"> • Will comply with requirements
<ul style="list-style-type: none"> • Will comply with requirements
<ul style="list-style-type: none"> • Will comply
E. Training
<ul style="list-style-type: none"> • Mandatory annual training in place
<ul style="list-style-type: none"> • Will comply with requirements
<ul style="list-style-type: none"> • Will comply with requirements
F. Performance Measures
<ul style="list-style-type: none"> • Will comply
G. Reports
<ul style="list-style-type: none"> •
2. Staffing
<ul style="list-style-type: none"> • Provided
<ul style="list-style-type: none"> • Provided
<ul style="list-style-type: none"> • Transcriptionists to be determined
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Provided

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/15/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • 35 years in transcription services • Used in over 2000 healthcare organizations • They have a contingency backup • Dedicated program manager • Provided 3 valid projects
2. Subcontractors	<ul style="list-style-type: none"> • Deliver Health • Medical Transcriptionists • Solventum
3. Organizational Chart	<ul style="list-style-type: none"> • Chart with names on some of them
4. Litigation	<ul style="list-style-type: none"> • None
5. Financial Viability	<ul style="list-style-type: none"> • Appear viable, not sure what numbers represent
6. Certificate of Insurance	<ul style="list-style-type: none"> • Professional and Cyber Liability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/15/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Will provide the eScription One InTouch telephone dictation system – seamless and user friendly • Partnership with DeliverHealth – to ensure the platform is continuously updated to meet evolving DDS dictation needs • Platform is cloud based, all software maintenance is managed by DeliverHealth, proactive maintenance schedule. Telephone support provided. Athreon technology and security lead works with DeliverHealth to regulate system health. • HIPAA compliant mobile app
<ul style="list-style-type: none"> • Will provide staffing list within 2 weeks of start of initial period • Listed staff involved in the project • Project MGR will provide updates within 1 business day
B. Dictation System Requirements
<ul style="list-style-type: none"> • eScription has an automated recorded message to identify upon connection • provides comprehensive prompts through the identification process • Provides access to over 20 health professionals 24/7/365 • Have full control over their dictations • Automatically routes to another transcription facility in case of unavailability • Full emergency back up plan • Built in redundancy to minimize disruption • 24/7 technical support
<ul style="list-style-type: none"> • Software updates-patching – supported by DeliverHealth • System is monitored 24/7 • Cloud based – ensures high availability and scalable performance
<ul style="list-style-type: none"> • Will establish 2 toll free telephone lines available 24/7/365 • Available across the USA
<ul style="list-style-type: none"> • The backup toll free number is the other toll free line not a true backup number • Built on primary and backup servers for the telephone dictation system • Comprehensive recovery plan to be able to restore within 24 hours • Solventum provides access to a 3rd contingency plan to access the 3M M*Modal Fluency for Transcription platform • Have access to a HIPAA compliant mobile app
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Athreon utilizes InScribe transcription platform – to reduce time spent on tasks

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/15/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

<ul style="list-style-type: none"> • Uses InScribe’s rating and feedback tools – QA checks • Patient demographics are imported automatically reducing risk of missing or incorrect information. • Transcriptions are prioritized in the work pool – standard and stat requests. • Maintains a log of all corrections
<ul style="list-style-type: none"> • Uses InScribe transcription platform with eScription One – InScribe is specialized word processing software. Integrated grammar and spell check, real time error detection
<ul style="list-style-type: none"> • They will use their proprietary “Structured Format” system – all templates will be submitted to the department for approval
<ul style="list-style-type: none"> • Will maintain for a minimum of 1 year and provide access to the department to the Inquiry file management portal. • Audio files are retained online for 90 days and can be archived offline for additional 3 to 9 months.
<ul style="list-style-type: none"> • Automatic population from demographic data • Mandatory fields • Dictation prompts for accuracy • Site location (s22) can be hard coded • Initials of transcriptionist are automatically appended to each transcription • Automatic time stamping
<ul style="list-style-type: none"> • Using InScribe – every dictation is typed • Single spaced • Pre-defined template margins • Arial Font and size
<ul style="list-style-type: none"> • Transcriptions can be automatically formatted and exported in any electronic format requested • They also have custom export options
<p>D. Technical Requirements</p>
<ul style="list-style-type: none"> • Will work with department to capture requirements and create a secure electronic interface for delivering medical transcription • AES-256 encryption
<ul style="list-style-type: none"> • All transcription documents are transmitted using AES-256 • HiTrust certification
<ul style="list-style-type: none"> • Can access via web portal • Use infax – hipaa compliant
<ul style="list-style-type: none"> • Fully committed to meet these requirements
<ul style="list-style-type: none"> • Will meet this requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

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BIDDER NAME: Athreon Corp

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EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will submit everything via html
<ul style="list-style-type: none"> • Will meet these requirements, will send via the eRE website, email alerts, eliminate any manual steps.
<ul style="list-style-type: none"> • US based work force • All US based work sites, employees
<ul style="list-style-type: none"> • Will meet or exceed these security requirements
<ul style="list-style-type: none"> • Full compliance – they listed each one and can meet NIST requirements
<ul style="list-style-type: none"> • No outside the USA is used for any data
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will limit to 1 time per month
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will work closely to ensure a smooth transfer
E. Training
<ul style="list-style-type: none"> • Mandatory training is required plus weekly micro training sessions
<ul style="list-style-type: none"> • Will provide comprehensive training for health professionals using the dictation system
<ul style="list-style-type: none"> • Will provide this training
F. Performance Measures
<ul style="list-style-type: none"> • Will meet this requirement
G. Reports
<ul style="list-style-type: none"> • Will meet these report requests and on the time schedule
2. Staffing
<ul style="list-style-type: none"> • Provided
<ul style="list-style-type: none"> • Established a comprehensive oversight and management structure
<ul style="list-style-type: none"> • Provided
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Provided, appears realistic
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/16/2024 and 10/17/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none"> • P – In existence >35 Years •
2. Subcontractors	
	<ul style="list-style-type: none"> • Q – requires more information regarding DeliverHealth – Germany based? • Q – requires more information regarding Solventum ? AI – not allowed
3. Organizational Chart	
	<ul style="list-style-type: none"> • Provided.
4. Litigation	
	<ul style="list-style-type: none"> • None listed
5. Financial Viability	
	<ul style="list-style-type: none"> • Met requirement
6. Certificate of Insurance	
	<ul style="list-style-type: none"> • Certificates provided / Current

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/16/2024 and 10/17/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Q – Dictation system appears to use AI as part of the service which is not acceptable.
<ul style="list-style-type: none"> • Meets requirement
B. Dictation System Requirements
<ul style="list-style-type: none"> • Q – Backup facility is AI based.
<ul style="list-style-type: none"> • Provided by 3rd party
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Requirement met
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets all requirements
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Exceeds requirement
<ul style="list-style-type: none"> • Provided
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Requirement met
D. Technical Requirements
<ul style="list-style-type: none"> • Will meet requirement
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Will meet requirement
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Yes – meets requirement
<ul style="list-style-type: none"> • Yes – Meets/exceeds requirement
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Yes
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • Requirement met
<ul style="list-style-type: none"> • As required

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Medical Transcription Services

BIDDER NAME: Athreon Corp

DATE: 10/16/2024 and 10/17/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Requirement met
<ul style="list-style-type: none">• Requirement met
E. Training
<ul style="list-style-type: none">• P – Training process
<ul style="list-style-type: none">• Requirement met
<ul style="list-style-type: none">• Requirement met
F. Performance Measures
<ul style="list-style-type: none">• yes
G. Reports
<ul style="list-style-type: none">• Requirement met
2. Staffing
<ul style="list-style-type: none">• Met
<ul style="list-style-type: none">• Met, fairly robust
<ul style="list-style-type: none">• Met
3. Implementation - Work Plan
<ul style="list-style-type: none">• Met – go live 1/1
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/19/24

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• I – National leader in providing medical transcription services• P – Current vendor since 2015• I – Over 30 years of experience transcribing medical & psychological records• I – 3 relevant projects provided, 1 being the State of Maine
2. Subcontractors
<ul style="list-style-type: none">• I – None
3. Organizational Chart
<ul style="list-style-type: none">• I – Provided
4. Litigation
<ul style="list-style-type: none">• I – None Stated
5. Financial Viability
<ul style="list-style-type: none">• I – Provided, appears financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• I – Provided, Expires 11/4/24, Prof Liability of \$1m

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/19/24

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • I – Continue with current system, WebChart MD • I - Can now work with MacIntosh users • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
B. Dictation System Requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • P – All dictations are recorded on two servers, simultaneously, to ensure capture in case one server fails, eliminating the need to use another system.
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Currently provide 3 lines, one used as back up.
<ul style="list-style-type: none"> • I – Acknowledged adherence to (a) and (b). • I – Can dictate via digital hand-held recorders or smartphones. • N – WebChartMD disaster recovery plan available upon request.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Does not charge client for troubleshooting and issue resolution
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Utilize Stedman’s Medical Speller Software
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I - Archived reports available via WebCHartMD 24/7/365
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
D. Technical Requirements
<ul style="list-style-type: none"> • I – Will continue current practice, if selected vendor.
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Utilizes Sfax by Scrypt, Inc HIPAA compliant platform
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/19/24

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

<ul style="list-style-type: none"> • I -Will request new credentials, if necessary
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I - They never offshore, but do not specify where in US
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Internal security measures: cloud based Sfax by Script, Inc.; cloud based Sharefile by CITRIX; • I – WebChartMD sweeps and purges user’s temp files and purges audio files when transcription is completed, maintaining shadow copy for 5 days that is then purged
<ul style="list-style-type: none"> • I – WebChartMD relies on Amazon Web Service (AWS) which does not make available a NIST 800-53 Rev 5 audit
<ul style="list-style-type: none"> • I – Data is stored in N Virginia and Ohio
<ul style="list-style-type: none"> • I – Active passive location projected by Amazon to be 20 minutes.
<ul style="list-style-type: none"> • I – Active passive location projected by Amazon to be 20 minutes.
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – No planned outages in past 12 months
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – 99.995% on last report
<ul style="list-style-type: none"> • I – Not Applicable, Current vendor
<p>E. Training</p>
<ul style="list-style-type: none"> • I – Continue to provide training via Steri-Safe Compliance Solutions
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Provides live phone/email support M-F, 8-4:30 • I - WebChartMD’s helpdesk is staffed 24/7/365
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<p>F. Performance Measures</p>
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<p>G. Reports</p>
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<p>2. Staffing</p>
<ul style="list-style-type: none"> • I - Provided
<ul style="list-style-type: none"> • I - Not Applicable
<ul style="list-style-type: none"> • I - Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/19/24

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

3. Implementation - Work Plan
<ul style="list-style-type: none">• I – Not Applicable

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">• I – A rate per line was provided, as requested. No other information offered

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/21/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination 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 Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none"> • P- current vendor since 2015 • P-30 years transcription services • P- provided 3 current contracts for reference 	
2. Subcontractors	
<ul style="list-style-type: none"> • P- no subcontractors used 	
3. Organizational Chart	
<ul style="list-style-type: none"> • Meets requirements- chart provided 	
4. Litigation	
<ul style="list-style-type: none"> • P- no litigation issues 	
5. Financial Viability	
<ul style="list-style-type: none"> • P- net operating income is positive 	
6. Certificate of Insurance	
<ul style="list-style-type: none"> • Meets requirements- document provided 	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/21/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination Services

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Meets requirement- bidder indicates continual upgrades and will be providing all maintenance on hardware/software • P- Webchart MD does not use AI • Q- mobile app
<ul style="list-style-type: none"> • Meets requirement-staffing list will be provided and updated
B. Dictation System Requirements
<ul style="list-style-type: none"> • Meets requirements- bidder will continue to meet dictation minimum requirements for prompting, and simultaneous access • P-simultaneous records on 2 servers and daily backups, not needing a secondary backup platform
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements- has more than minimum requirements with 2 dedicated lines and a back up line.
<ul style="list-style-type: none"> • Meets requirement for back up dictation number and having redundant phone server • N/Q- disaster recovery plan not provided unless requested.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Meets requirements- bidder indicated will continue to meet completion deadlines • Q “only errors for which the awarded bidder is responsible” unclear what this means. • P- not billing for trouble calls and providing a high level of customer service
<ul style="list-style-type: none"> • Meets requirements • P- medical speller software
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Bidder indicated they will meet requirements
<ul style="list-style-type: none"> • Meets requirements • Q- how is this being ensured?
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements- will use approved electronic format • P- familiar with ERE website
D. Technical Requirements
<ul style="list-style-type: none"> • Meets requirements • P- familiar with ERE website

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/21/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination Services

<ul style="list-style-type: none"> • Meets requirements- will use AES 256 encryption
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements for browser
<ul style="list-style-type: none"> • Meets requirements- already registered ERE user
<ul style="list-style-type: none"> • Meets requirements- already registered and successful ERE user
<ul style="list-style-type: none"> • Meets requirements • P currently successful with ERE website and notification to the health professionals
<ul style="list-style-type: none"> • Meets requirements- never offshore
<ul style="list-style-type: none"> • Meets requirements-uses BAAs • P FIPS compliant • P secure faxing/encrypted email
<ul style="list-style-type: none"> • Does not meet- unable to provide NIST 800-53 Rev 5 audit as requested
<ul style="list-style-type: none"> • Meets requirements- data stored in US in 2 data sites.
<ul style="list-style-type: none"> • Q- activation of passive location 20 min? • N- disaster recovery plan not discussed further
<ul style="list-style-type: none"> • Q- activation of passive location 20 min • N- disaster recovery plan not discussed further
<ul style="list-style-type: none"> • Meets requirements • P- no planned outages in 12 months
<ul style="list-style-type: none"> • Meets requirements- exceeded uptime
<ul style="list-style-type: none"> • N/A- is current vendor for this service
E. Training
<ul style="list-style-type: none"> • Meets requirements- provides annual staff training.
<ul style="list-style-type: none"> • Meets requirements-bidder indicates that training provided by deadlines listed above
<ul style="list-style-type: none"> • Meets requirements
F. Performance Measures
<ul style="list-style-type: none"> • Meets requirements- bidder indicates will meet metrics and submit data to support.
G. Reports
<ul style="list-style-type: none"> • Meets requirements- bidder will complete reports as required within expected timeframe
2. Staffing
<ul style="list-style-type: none"> • Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/21/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination Services

<ul style="list-style-type: none">• P- no subcontractors
<ul style="list-style-type: none">• P- detailed task list/work flow provided• P 12 transcriptionists available• N- discrepancy with MTs who fall below 98 or 99%
3. Implementation - Work Plan
<ul style="list-style-type: none">• Meets requirements

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/17/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none">• They are the current vendor.• Have provided transcription services for over 30 years.• 3 project examples provided are relevant to the service.• I – experience transcribing specialties.
2. Subcontractors	<ul style="list-style-type: none">• I – will not utilize subcontractors.
3. Organizational Chart	<ul style="list-style-type: none">• Bidder met the requirement.
4. Litigation	<ul style="list-style-type: none">• Cite no litigation in the timeframe.
5. Financial Viability	<ul style="list-style-type: none">• Appear financially viable.
6. Certificate of Insurance	<ul style="list-style-type: none">• Bidder met the requirement. Expire prior to the contract start date.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/17/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Will continue to utilize WebChart MD. • They will ensure technology upgrades on an ongoing basis. • They take responsibility for all maintenance associated with hardware and software for the service.
<ul style="list-style-type: none"> • Bidder met the requirement.
B. Dictation System Requirements
<ul style="list-style-type: none"> • Will provide automated message identifying the system and prompting for the necessary information. • Will provide simultaneous access for up to 20 health professionals available 24/7/365 that can be scaled. • All dictations simultaneously recorded on 2 servers. • Entire data center is backed up with a sister data center daily.
<ul style="list-style-type: none"> • They will be responsible for all maintenance.
<ul style="list-style-type: none"> • Bidder met the requirement. They provide 3 lines which includes a backup line.
<ul style="list-style-type: none"> • Will provide a backup number. Provided by 2 separate phone carriers to safeguard against outages. • There is a redundant phone server that can be routed to with a flip of a switch. • Q – defer to WebChartMD disaster recovery plan. Do not speak to 24 hr recovery.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • They will complete transcriptions within 24 hours of Dictation. • Corrections are resolved through first line of customer service. They also have a trouble shooting process. • Typical response time to customer enquiry is 1 hour.
<ul style="list-style-type: none"> • Will use MS Word and Stedman’s Medical Speller software.
<ul style="list-style-type: none"> • They will maintain and update all templates with Departmental approval.
<ul style="list-style-type: none"> • Electronic dictation files are maintained for at least 5 business days post transcription.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
D. Technical Requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/17/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> • They have been meeting this requirement since 2015 and will continue to do so.
<ul style="list-style-type: none"> • They will continue to ensure all transmission documents are encrypted to AES-256 and are available 24/7/365.
<ul style="list-style-type: none"> • They will utilize cloud based, HIPAA compliant faxing platform Sfax.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • They note that they will continue to use their registered PIN and password for the ERE website.
<ul style="list-style-type: none"> • They will ensure all submissions are in HTML format.
<ul style="list-style-type: none"> • They will comply with the Dictation, Transcription and documentation delivery process.
<ul style="list-style-type: none"> • They indicate that they never offshore.
<ul style="list-style-type: none"> • They have internal security measures outside of WebChartMD utilizing HIPAA compliant faxing, file sharing and email transmissions. • Audio files are purged from transcriptionists computers once transcription complete and all PHI is purged from the users Temp directory.
<ul style="list-style-type: none"> • Q - They note reliance on AWS for external audits. They note that AWS does not make available NIST 800-53 Rev 5 compliance audits.
<ul style="list-style-type: none"> • They confirm all data is stored within the continental US.
<ul style="list-style-type: none"> • They have a disaster recovery plan and a passive location in the event of an outage.
<ul style="list-style-type: none"> • They note a passive location in the event of an outage to be 20 minutes.
<ul style="list-style-type: none"> • There have been no planned outages over the past 12 months. They will seek approval for any future downtime.
<ul style="list-style-type: none"> • They note they are currently exceeding this requirement.
<ul style="list-style-type: none"> • As the current vendor, they note this will not be applicable if they are awarded.
<p>E. Training</p>
<ul style="list-style-type: none"> • They will continue to provide annual training on HIPAA regulations.
<ul style="list-style-type: none"> • They will provide user manuals, and a custom dictation instruction sheet. They also provide live phone and email support through business hours.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Repeated training will be provided as necessary.
<p>F. Performance Measures</p>
<ul style="list-style-type: none"> • They will meet all performance targets and submit data in the requested format.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/17/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

G. Reports
<ul style="list-style-type: none">• They will track all information necessary to complete the reporting and submit during the required timeline.
2. Staffing
<ul style="list-style-type: none">• Q – provided this information. Embedded and not included as an attachment.• They will not utilize subcontractors.
<ul style="list-style-type: none">• Q – provided this information. Embedded and not included as an attachment.
3. Implementation - Work Plan
<ul style="list-style-type: none">• They reference conference calls that were held during initial onboarding to their systems in 2015.• They will continue to onboard new Health Professional with DDS approval.• Q - They note that the requirements are not applicable to them as the current vendor.

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/21/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • P: 30+ years of experience with Medical Transcription and longevity with vendors • P: Excellent quality • P: Rapid delivery of reports well before required turnaround times. submissions of reports (exceeds) • Expertise in general and legal correspondence with Independent Medical Evaluations, orthopedic ratings, which are relative to DDS.
2. Subcontractors	<ul style="list-style-type: none"> • Brown and Meyers are the prime contractor • No subcontractors
3. Organizational Chart	<ul style="list-style-type: none"> • Provided
4. Litigation	<ul style="list-style-type: none"> • None
5. Financial Viability	<ul style="list-style-type: none"> • Provided
6. Certificate of Insurance	<ul style="list-style-type: none"> • Current-meets

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/21/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Will provide same Dictation System currently in place, WebChartMD. Upgrades are continually added to keep up with demands.
<ul style="list-style-type: none"> • Meets requirements
B. Dictation System Requirements
<ul style="list-style-type: none"> • P-State-of-the-art dictation system can scale to accommodate as many dictating professionals as necessary. • P-Automated routing in place - WebChartMD -simultaneously recorded on Two database servers to ensure voice capture if one server fails. All data is written to two database servers simultaneously through SQL mirror setup. • P-Entire data is backed up with a sister data daily.
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Provides 3 backup lines
<ul style="list-style-type: none"> • P-Meets and explained - backup numbers provided-2 different carriers • P-Redundant phone server in place, and backup with other options explained should those fail. • Disaster recovery plan in place and available.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Ensures medical transcription errors, which may include but are not limited to i.-ix are corrected and returned within 24 hours at no charge. • Trouble calls answered on first ring, and errors are immediately fixed and returned back to provider. • Same process is in place when provider contacts by email, or fax. • B&M does not charge for client troubleshooting process •
<ul style="list-style-type: none"> • P-meets – uses Stedmans medical speller and software • High accuracy rate proven
<ul style="list-style-type: none"> • Meets and is current process.
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets and is current process
<ul style="list-style-type: none"> • Meets and current process
<ul style="list-style-type: none"> • Meets and current process
D. Technical Requirements
<ul style="list-style-type: none"> • Prior and current procedure utilizing ERE. • Current account with ERE

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/21/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none"> • Meets requirements currently and will continue to meet •
<ul style="list-style-type: none"> • Meets requirements • SFaxby Scrypt explained Q#10
<ul style="list-style-type: none"> • Meets and will continue to meet
<ul style="list-style-type: none"> • Meets currently and will continue to meet
<ul style="list-style-type: none"> • Currently has PIN
<ul style="list-style-type: none"> • Meets and will continue to meet
<ul style="list-style-type: none"> • P current process and will continue to meet. • Does not offshore.
<ul style="list-style-type: none"> • P-Experience and provided detailed plan Sfax Script • Business Assoc agreements in place with Scrypt and Citrix
<ul style="list-style-type: none"> • WebChart MD Amazon Web Services for external audits. AWS over 200 compliance attestations regarding system security including aSOC 2 and ISO 287001.
<ul style="list-style-type: none"> • P- US East- N Virginia, and US East Ohio •
<ul style="list-style-type: none"> • Meets – Activation of passive location with outage at current loc estimated to be 20 min. Disaster plan available.
<ul style="list-style-type: none"> • Meets – Activation of passive location with outage at current loc estimated to be 20 min. Disaster plan available.
<ul style="list-style-type: none"> • Has had no planned outages in over 12 months • Will comply with written approval
<ul style="list-style-type: none"> • P Exceeds with 99.99% last quarter submitted
<ul style="list-style-type: none"> • N/A current vendor
<p>E. Training</p>
<ul style="list-style-type: none"> • Met and will continue to meet
<ul style="list-style-type: none"> • Met and will continue to meet
<ul style="list-style-type: none"> • Meets and will continue to meet.
<p>F. Performance Measures</p>
<ul style="list-style-type: none"> • Will comply
<p>G. Reports</p>
<ul style="list-style-type: none"> • Meets
<p>2. Staffing</p>
<ul style="list-style-type: none"> • Submitted
<ul style="list-style-type: none"> • None

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/18/2024, 10/21/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Meets
3. Implementation - Work Plan
<ul style="list-style-type: none">• Current vendor

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10-18-2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Current vendor for the State of Maine• 30 years as a transcription provider• Provided 3 projects
2. Subcontractors
<ul style="list-style-type: none">• None listed
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• None listed
5. Financial Viability
<ul style="list-style-type: none">• Appear financially viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10-18-2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Will provide same system that is in place • Will ensure upgrades are done to meet dds needs • Will be responsible for all maintenance required
<ul style="list-style-type: none"> • Will provide a list of staff
B. Dictation System Requirements
<ul style="list-style-type: none"> • They will meet or exceed these expectations and currently meet these requirements
<ul style="list-style-type: none"> • They are responsible for all maintenance
<ul style="list-style-type: none"> • They will provide 2, currently provide 3.
<ul style="list-style-type: none"> • They can meet these requirements, and currently meet them
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Will meet the table requirements • Will fix errors within 24 hours at no charge • High accuracy rate • Policy to answer on first ring
<ul style="list-style-type: none"> • They use word and medical speller software
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will ensure that all of these are listed on the transcription
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will meet this requirement
D. Technical Requirements
<ul style="list-style-type: none"> • Have done this since 2015
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • They use Sfax cloud based hipaa compliant
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will meet all browser requirements
<ul style="list-style-type: none"> • Will use their registered pin
<ul style="list-style-type: none"> • Will meet requirement
<ul style="list-style-type: none"> • Will meet requirement
<ul style="list-style-type: none"> • Everything is in the USA
<ul style="list-style-type: none"> • Will meet the requirement
<ul style="list-style-type: none"> • They use AWS – can meet soc2 and iso27001. No audit for NIST
<ul style="list-style-type: none"> • All data is within the USA

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10-18-2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

<ul style="list-style-type: none">• AWS can route to backup site in 20 min
<ul style="list-style-type: none">• Can be up in 20 min
<ul style="list-style-type: none">• No planned outages
<ul style="list-style-type: none">• Met 99.995% uptime
<ul style="list-style-type: none">• Not applicable if they remain the provider
E. Training
<ul style="list-style-type: none">• Will meet requirement
<ul style="list-style-type: none">• Will meet requirement
<ul style="list-style-type: none">• Will meet requirement
F. Performance Measures
<ul style="list-style-type: none">• Will meet the requirements
G. Reports
<ul style="list-style-type: none">• Will provide the reports as requested
2. Staffing
<ul style="list-style-type: none">• Provided – didn't include as a separate attachment
<ul style="list-style-type: none">• They do not use any
<ul style="list-style-type: none">• Provided – didn't include as a separate attachment
3. Implementation - Work Plan
<ul style="list-style-type: none">• They are currently the provider, there is no work plan
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/17/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none">• P – 30+ years experience and is the current provider. References to other projects provided.
2. Subcontractors	
	<ul style="list-style-type: none">• None to be utilized.
3. Organizational Chart	
	<ul style="list-style-type: none">• Provided
4. Litigation	
	<ul style="list-style-type: none">• None noted
5. Financial Viability	
	<ul style="list-style-type: none">• Provided
6. Certificate of Insurance	
	<ul style="list-style-type: none">• Provided - Expires 10/25/24 & 11/4/24

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/17/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Met requirements
<ul style="list-style-type: none"> • Met requirements
B. Dictation System Requirements
<ul style="list-style-type: none"> • P – redundant data centers with daily replication. • P – Does not use an alternative provider in a disaster
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • P – exceeds requirement
<ul style="list-style-type: none"> • Meets requirements
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • P – first ring answer policy
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets/exceeds requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
D. Technical Requirements
<ul style="list-style-type: none"> • As the current vendor, this is already completed.
<ul style="list-style-type: none"> • Requirement is met, encryption is as specified
<ul style="list-style-type: none"> • Meets expectation
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Will continue / meets requirement
<ul style="list-style-type: none"> • yes
<ul style="list-style-type: none"> • yes
<ul style="list-style-type: none"> • Yes – no offshore
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • AWS security is robust
<ul style="list-style-type: none"> • P AWS east 1 and 2
<ul style="list-style-type: none"> • AWS ~ 20 Minutes
<ul style="list-style-type: none"> • AWS ~ 20 Minutes
<ul style="list-style-type: none"> • Track record is 0 outages in 12 months

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Brown & Meyers Reporting

DATE: 10/17/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none"> • P in 7 months, 13+ minutes of downtime total.
<ul style="list-style-type: none"> • Not applicable, current vendor
E. Training
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets expectation
<ul style="list-style-type: none"> • Meets expectation
F. Performance Measures
<ul style="list-style-type: none"> • Meets requirement
G. Reports
<ul style="list-style-type: none"> • Will meet requirement
2. Staffing
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • No subcontractors
<ul style="list-style-type: none"> • P able to backfill if volume increases when needed
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Onboarding process for providers is good.
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/18/2024, 10/19/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • I – Formed in 2008 from merger of 3 agencies • I – 30 years of experience • I – 3 relevant projects provided
2. Subcontractors	<ul style="list-style-type: none"> • I – Arrendale Associates – Dictation/Translation platform
3. Organizational Chart	<ul style="list-style-type: none"> • I – Provided, does not distinguish project team
4. Litigation	<ul style="list-style-type: none"> • I – None stated
5. Financial Viability	<ul style="list-style-type: none"> • I – Provided, Appear financially viable
6. Certificate of Insurance	<ul style="list-style-type: none"> • I Provided, expires 4/1/25, \$1m Professional Liability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/18/2024, 10/19/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • I – TA+ platform • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I - Acknowledges names will be provided and updates will be made, but does not include reference to specified time limits
B. Dictation System Requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements • I – TA+ system includes standby back up system
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements • I – State they will provide two unique, not dedicated, lines
<ul style="list-style-type: none"> • I – Safeguarded by a secure, third party data center • N – Does not address specific requirements (a), (b), or (c).
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements for (a) and (b) • N – Does not address “responses will be accommodated procedurally and billed”.
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • N - Does not acknowledge receiving written approval by the Department prior to utilization
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements • I – Stores audio files for 6 months
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
D. Technical Requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Only employs medical transcriptionists in the US

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/18/2024, 10/19/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Security policies will cover requirements listed above • N – Does not acknowledge NIST 800-53 Rev 5
<ul style="list-style-type: none"> • I – Data Center located in Flexential Data Center in Charlotte, NC
<ul style="list-style-type: none"> • I – Incremental backups daily, full backups weekly • I – Full recovery typically better than 24 hours
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
E. Training
<ul style="list-style-type: none"> • I – Provides annual training and testing for all staff on HIPAA
<ul style="list-style-type: none"> • I – Written, video, and in-person training available at any time.
<ul style="list-style-type: none"> • I – Will provide one-on-one training
F. Performance Measures
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
G. Reports
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
2. Staffing
<ul style="list-style-type: none"> • I – Provided
<ul style="list-style-type: none"> • I – Director of Operation requires 1 less year of executive experience than Transcription Coordinator and QA Supervisor
<ul style="list-style-type: none"> • I – CEO will provide oversight to consultant for TA+ platform
<ul style="list-style-type: none"> • I – Provided, Does not include time allocation of positions
3. Implementation - Work Plan
<ul style="list-style-type: none"> • I - Provided

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> • I – A rate per line was provided, as requested. No other information offered

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/18/2024, 10/20/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination 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 Facilitator for this RFP.*

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• P- total 30 years experience in transcription services• P- provided 3 projects
2. Subcontractors
<ul style="list-style-type: none">• P- 1 subcontractor within US
3. Organizational Chart
<ul style="list-style-type: none">• Provided vague org chart
4. Litigation
<ul style="list-style-type: none">• P- no litigation issues
5. Financial Viability
<ul style="list-style-type: none">• Meets requirements- provided 3 years
6. Certificate of Insurance
<ul style="list-style-type: none">• Meets requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/18/2024, 10/20/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: Disability Determination Services

<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
E. Training
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • P- written, video, in person training options
<ul style="list-style-type: none"> • P- ease of requesting training
F. Performance Measures
<ul style="list-style-type: none"> • Meets requirements
G. Reports
<ul style="list-style-type: none"> • Meets requirements
2. Staffing
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Does not meet- does not indicate time allocation
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Meets requirements
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/17/2024 and 10/18/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • Formed in 2008 with the merger of 3 transcription service companies. They claim over 30 years of experience. • Projects examples are relevant to the scope of work.
2. Subcontractors	<ul style="list-style-type: none"> • Will subcontract with Arrendale Associates for their dictation/transcription platform.
3. Organizational Chart	<ul style="list-style-type: none"> • Bidder met the requirement.
4. Litigation	<ul style="list-style-type: none"> • They indicate no litigation in the timeframe.
5. Financial Viability	<ul style="list-style-type: none"> • Appear to be finically viable.
6. Certificate of Insurance	<ul style="list-style-type: none"> • Bidder met the requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/17/2024 and 10/18/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Their dictation system, TA+ is constantly upgraded. Regular maintenance is monitored, scheduled and deployed.
<ul style="list-style-type: none"> • Q – They commit to providing the staffing list and updating, but do not speak to the required timelines aside from “upon award”.
B. Dictation System Requirements
<ul style="list-style-type: none"> • Their platform allows for customized message that will identify DDS Dictation System and all necessary voice prompts. • The platform can support greater than 20 simultaneous users and is available 24/7/365. • There are standard keypad commands and customizable features. • Has a standby backup dictation system option.
<ul style="list-style-type: none"> • They will provide ongoing maintenance.
<ul style="list-style-type: none"> • They will provide 2 unique toll-free numbers.
<ul style="list-style-type: none"> • Their platform is safeguarded by a 3rd party data center with a backup dictation system, additional phone carriers and disaster recovery services. • Q - Do not speak to the 24 hour recovery timeline.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Bidder indicates that they will ensure full coverage staffing for the turnaround time requested. • They provide customer service and help desk availability 24/7/365.
<ul style="list-style-type: none"> • Their TA+ systems include standard word processing features including medical dictionaries, grammar and spellcheck.
<ul style="list-style-type: none"> • Bidder will utilize, update and maintain all required templates. • Do not speak to requesting written approval from the Department.
<ul style="list-style-type: none"> • Will retain transcripts for 1 year. • They store audio files for minimum of 6 months.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder will ensure format requirements are met.
<ul style="list-style-type: none"> • Bidder will provide final documents in the required format and submit to ERE.
D. Technical Requirements
<ul style="list-style-type: none"> • Bidder and the TA+ technical team will work to create, test and deploy the interface to deliver the completed reports.
<ul style="list-style-type: none"> • Will meet the technical requirement and provide an automated delivery system.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/17/2024 and 10/18/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> • Bidder will securely fax all reports or use alternate, pre-approved method if ERE is down. There will be no additional fees.
<ul style="list-style-type: none"> • Bidder will meet the requirements of the ERE website and perform audits as required.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder will ensure access to ERE is in html format.
<ul style="list-style-type: none"> • Bidder will create this workflow. They will submit initial reports for review, submit finals with log sheets and send notices for completion to Health Professionals.
<ul style="list-style-type: none"> • Bidder only employs medical transcriptionists from the US
<ul style="list-style-type: none"> • Bidder indicates all PC workstations and servers comply with FIPS PUB 200.
<ul style="list-style-type: none"> • Bidder indicates that the information security policies for themselves and their subcontractor will comply with these requirements.
<ul style="list-style-type: none"> • Their platform is located in Charlotte, NC.
<ul style="list-style-type: none"> • Their platform performs daily incremental backups, and weekly full system backups. Backups are replicated offsite. Anticipate recovery typically better than a 24 hour restore point.
<ul style="list-style-type: none"> • Backup and recovery procedures are designed to be less than 24 hours.
<ul style="list-style-type: none"> • Planned downtime for maintenance will not exceed 1 time per month. They will request pre-approval in writing.
<ul style="list-style-type: none"> • Q - Bidder will ensure up time but does not speak to meeting the 99.5% target.
<ul style="list-style-type: none"> • Bidder will work with incumbent to create a smooth transition, including data transfer.
<p>E. Training</p>
<ul style="list-style-type: none"> • Bidder provider annual training and testing for all staff on HIPAA.
<ul style="list-style-type: none"> • Bidder will provide complete instruction for use of the dictation system.
<ul style="list-style-type: none"> • Written, video and in-person training will be provided at any time. Do not speak to specific timeline.
<ul style="list-style-type: none"> • Will provide one-on-one training at anytime through their customer service.
<p>F. Performance Measures</p>
<ul style="list-style-type: none"> • Bidder commits to the timelines and will utilize the template provided.
<p>G. Reports</p>
<ul style="list-style-type: none"> • Bidder commits to the timeline.
<p>2. Staffing</p>
<ul style="list-style-type: none"> • Bidder met the requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/17/2024 and 10/18/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none">• Bidder has a service level agreement with their single subcontractor. Subcontractor will provide technical support and interface development. Bidder's CEO will provide oversight and management.
<ul style="list-style-type: none">• Q - Bidder provided plan but did not speak to time allocation.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Bidder met the requirement.

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/19/24, 10/20/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none">• Experience 2008
2. Subcontractors	<ul style="list-style-type: none">• Yes
3. Organizational Chart	<ul style="list-style-type: none">• Yes
4. Litigation	<ul style="list-style-type: none">• None
5. Financial Viability	<ul style="list-style-type: none">• Submitted
6. Certificate of Insurance	<ul style="list-style-type: none">• Submitted

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/19/24, 10/20/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • Will comply
B. Dictation System Requirements
<ul style="list-style-type: none"> • N-Unclear of backup
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • N- Need clarity, lacking details
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • States will exceed requirements-
<ul style="list-style-type: none"> • Trouble calls handled immediately; after hours 1-2 hours
<ul style="list-style-type: none"> • Q-TA+ does not provide information
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Q- controlled access to stored files will be permitted- details not provided
<ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Will meet
<ul style="list-style-type: none"> • Will meet
D. Technical Requirements
<ul style="list-style-type: none"> • Q- TA+ technical team - unclear
<ul style="list-style-type: none"> • N- No information on current transmission criteria
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • N -States meets. Details not provided
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Current process not provided
<ul style="list-style-type: none"> • Meets – Stored in N.C.
<ul style="list-style-type: none"> • Meets – details not provided
<ul style="list-style-type: none"> • Will comply

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/19/24, 10/20/24

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Will comply
<ul style="list-style-type: none">• Will comply
<ul style="list-style-type: none">• Will comply
E. Training
<ul style="list-style-type: none">• Meets- Current process
<ul style="list-style-type: none">• Will comply
<ul style="list-style-type: none">• Will comply 1:1 via email or phone
F. Performance Measures
<ul style="list-style-type: none">• Will comply
G. Reports
<ul style="list-style-type: none">• Will comply
2. Staffing
<ul style="list-style-type: none">• Met
<ul style="list-style-type: none">• Q- voice recognition
<ul style="list-style-type: none">• Info not clear or detailed; had to refer to subcontractor form which mentions TA+ platform
<ul style="list-style-type: none">• Submitted
3. Implementation - Work Plan
<ul style="list-style-type: none">• Submitted

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10-18-2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none">• Formed in 2008 by merger of 3 transcription service companies• 30 years experience in industry combined• Provided 3 contracts
2. Subcontractors	<ul style="list-style-type: none">• List one contractor – Arrendale Associates Inc – provide the platform
3. Organizational Chart	<ul style="list-style-type: none">• Provided high level, no names
4. Litigation	<ul style="list-style-type: none">• None
5. Financial Viability	<ul style="list-style-type: none">• Provided, appears viable
6. Certificate of Insurance	<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10-18-2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Will provide access to their TA+ platform dictation system • Reg maintenance is monitored, scheduled • Will provide
B. Dictation System Requirements
<ul style="list-style-type: none"> • System can accommodate over 20 simultaneous users • 99.9% up time • Includes a backup system
<ul style="list-style-type: none"> • They will provide all ongoing maintenance • They will provide 2 unique lines
<ul style="list-style-type: none"> • 3rd party data center • Additional carriers •
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Will meet requirements listed above • Uses standard and medical dictionaries • Will meet requirement • Will retain for 1 year, and they keep audio for 6 months • Will meet requirements • Will meet requirements • Will meet requirements
D. Technical Requirements
<ul style="list-style-type: none"> • Will work with DDs/SSA/ERE to deliver completed reports to ERE • Will meet requirements for interfaces • Will meet this requirement • Will meet all requirements of ERE • Will only use approved browsers • Will obtain a pin • Will keep everything html • Will create and test the required workflow process and submit for review • Only employees within the USA • All pc work stations and servers comply • They will meet these requirements – no detail provided • Data center is in charlotte NC – no redundant DC listed

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10-18-2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

<ul style="list-style-type: none"> • Can restore within 24 hours or sooner
<ul style="list-style-type: none"> • Less than 24 hours
<ul style="list-style-type: none"> • Will meet requirement
<ul style="list-style-type: none"> • Will meet this up time
<ul style="list-style-type: none"> • Will work with incumbent vendor including transfer of all data
E. Training
<ul style="list-style-type: none"> • They will meet this request
<ul style="list-style-type: none"> • Will provide training and complete instructions
<ul style="list-style-type: none"> • Will provide in person training, etc – request to customer service
F. Performance Measures
<ul style="list-style-type: none"> • Will meet requirements for reporting
G. Reports
<ul style="list-style-type: none"> • Will establish and meet report requirements
2. Staffing
<ul style="list-style-type: none"> • Provided in attachment 7
<ul style="list-style-type: none"> • CEO will provide oversight and mgmt – subcontractor will provide all technical support and development
<ul style="list-style-type: none"> • Provided in attachment 8
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Short implementation plan – might be too short, spelling errors
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/18/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
• Requirement met	
2. Subcontractors	
• Requirement met	
3. Organizational Chart	
• Requirement met	
4. Litigation	
• None	
5. Financial Viability	
• Met requirements	
6. Certificate of Insurance	
• Expires 4/2025	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/18/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Requirement met • Agrees to provide
B. Dictation System Requirements
<ul style="list-style-type: none"> • Meets requirements , standby dictation facility available • Will provide • provided • Will provide required items
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Immediate handling of problems during business hours • Yes, standard • Meets requirement • Meets requirement • Requirement met • Requirement met • Requirement met
D. Technical Requirements
<ul style="list-style-type: none"> • Requirement met • Requirement met • Requirement met • Meets requirement • Meets requirements • Meets requirement • Meets requirement • Requirement met • Requirement met • Requirement met • Vendor agrees to meet requirements • Yes • Meets requirement • Meets requirement • Meets requirement • Meets requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Celerity Solutions Group, LLC

DATE: 10/18/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Meets requirement
E. Training
<ul style="list-style-type: none">• Meets requirement
<ul style="list-style-type: none">• Meets requirement
<ul style="list-style-type: none">• Meets requirement
F. Performance Measures
<ul style="list-style-type: none">• Meets requirement
G. Reports
<ul style="list-style-type: none">• Meets requirement
2. Staffing
<ul style="list-style-type: none">• Meets requirement
<ul style="list-style-type: none">• Meets requirement
<ul style="list-style-type: none">• Meets requirement
3. Implementation - Work Plan
<ul style="list-style-type: none">• Meets requirement, work plan is detailed
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/19/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Service – CO Finance

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

Individual Evaluator Comments:

Authorized Signature on File 1 documents looks like a snippet pasted from another document.

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none">• N – Did not provide statement of qualifications or history of organization• I – Provided names for 3 projects• N – Did not provide description of projects	
2. Subcontractors	
<ul style="list-style-type: none">• I – None Stated	
3. Organizational Chart	
<ul style="list-style-type: none">• N – Did not provide	
4. Litigation	
<ul style="list-style-type: none">• I – None Stated	
5. Financial Viability	
<ul style="list-style-type: none">• N – Did not provide	
6. Certificate of Insurance	
<ul style="list-style-type: none">• N – Did not provide	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/19/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Service – CO Finance

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • I – Will provide a dictation system • N – Does not acknowledge (a) or (b)
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
B. Dictation System Requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – provided a phone number: 212-372-7731
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • I – Acknowledged “proper handling” of trouble calls, protocols in place, & transparent billing. • N – Did not acknowledge 1(a) or (b) and time limits
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Will store documents for 1 year • N – Did not acknowledge (a)
<ul style="list-style-type: none"> • I – Stated “Yes, we ensure”
<ul style="list-style-type: none"> • I – Stated “Yes, we ensure”
<ul style="list-style-type: none"> • I – Stated “Yes, we ensure”
D. Technical Requirements
<ul style="list-style-type: none"> • I – Stated “Yes”
<ul style="list-style-type: none"> • I – Stated “Yes, we ensure”
<ul style="list-style-type: none"> • I – Stated “Yes, we ensure”
<ul style="list-style-type: none"> • I – Stated “Yes, we will meet all requirements”
<ul style="list-style-type: none"> • I – Stated “Yes”
<ul style="list-style-type: none"> • I – Stated “Yes”
<ul style="list-style-type: none"> • I – Stated “Yes”
<ul style="list-style-type: none"> • I – Stated “Yes”
<ul style="list-style-type: none"> • I – Stated “Yes”
<ul style="list-style-type: none"> • I – Stated “Yes”
<ul style="list-style-type: none"> • I – Stated “Yes, all listed items will be provided”
<ul style="list-style-type: none"> • I – Stated “Yes”
<ul style="list-style-type: none"> • I – Stated “Yes, we ensure”

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/19/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Service – CO Finance

<ul style="list-style-type: none"> • I – Stated “Yes, we ensure”
<ul style="list-style-type: none"> • I – Stated “Yes, we ensure”
<ul style="list-style-type: none"> • I – Benchmark of 99.8 for 21 years
<ul style="list-style-type: none"> • I – Stated “Yes”
E. Training
<ul style="list-style-type: none"> • I – Acknowledged adherence to the requirement
<ul style="list-style-type: none"> • I – Stated “Yes”
<ul style="list-style-type: none"> • I – Stated “Yes”
F. Performance Measures
<ul style="list-style-type: none"> • I – Stated “Yes”
G. Reports
<ul style="list-style-type: none"> • I – Stated “Yes”
2. Staffing
<ul style="list-style-type: none"> • I – Stated “ok”
<ul style="list-style-type: none"> • I – Stated “ok”
<ul style="list-style-type: none"> • I – Stated “ok”
3. Implementation - Work Plan
<ul style="list-style-type: none"> • I – Stated “Yes”
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> • I – A rate per line was provided, as requested. No other information offered

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/27/2024, 10/29/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Headquarters in Florida• No statement or overview of organization provided• 3 project names without any description of project and none are current• REQUIREMENTS NOT MET
2. Subcontractors
<ul style="list-style-type: none">• No subcontractors listed
3. Organizational Chart
<ul style="list-style-type: none">• Not provided• REQUIREMENTS NOT MET
4. Litigation
<ul style="list-style-type: none">• No litigation issues
5. Financial Viability
<ul style="list-style-type: none">• Not provided• REQUIREMENTS NOT MET
6. Certificate of Insurance
<ul style="list-style-type: none">• Not provided• REQUIREMENTS NOT MET

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/27/2024, 10/29/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • REQUIREMENTS NOT MET response failed to address ongoing technology upgrades and also failed to address the requirement for providing all associated maintenance • Proposed implementing a dictation system • Meets stated requirements
B. Dictation System Requirements
<ul style="list-style-type: none"> • Proposed to have automatic prompts, simultaneous access for 20 professionals 24/7365, with playback and editing. • Proposed automatic routing to an alternative facility will be in place./ • Will ensure ongoing maintenance
<ul style="list-style-type: none"> • REQUIREMENTS NOT MET • Only 1 number listed and it is not clear if this is a toll free line
<ul style="list-style-type: none"> • Response indicates there will be a backup number, redundant phone server, and ensure recovery withing 24hrs.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • REQUIREMENTS NOT MET- response does not speak to timelines of report delivery timelines, does not speak to delivery timeline for corrections. Proposed response also does not specify how trouble calls/corrects are handled and billed only that it will be transparent.
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • REQUIREMENTS NOT MET- Will maintain electronic transcription documents for one year but does not address the requirement for electronic dictation file to be maintained for 5 days.
<ul style="list-style-type: none"> • Meets requirements- proposed response indicates this will be ensured
<ul style="list-style-type: none"> • Meets requirements- proposed response indicates this will be ensured
<ul style="list-style-type: none"> • Meets requirements- proposed response indicates this will be ensured
D. Technical Requirements
<ul style="list-style-type: none"> • Meets requirements- proposed response indicates this will be ensured
<ul style="list-style-type: none"> • Meets requirements- proposed response indicates this will be ensured
<ul style="list-style-type: none"> • Meets requirements- proposed response indicates this will be ensured
<ul style="list-style-type: none"> • Meets requirements- proposed response indicates requirements will be met
<ul style="list-style-type: none"> • Meets requirements- proposed response "yes"
<ul style="list-style-type: none"> • Meets requirements- proposed response "yes"

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/27/2024, 10/29/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

<ul style="list-style-type: none"> Meets requirements- proposed response "yes"
<ul style="list-style-type: none"> Meets requirements- proposed response "yes"
<ul style="list-style-type: none"> Meets requirements- proposed response "yes"
<ul style="list-style-type: none"> Meets requirements- proposed response "yes"
<ul style="list-style-type: none"> Meets requirements- proposed response "yes"
<ul style="list-style-type: none"> Meets requirements- proposed response "yes"
<ul style="list-style-type: none"> Meets requirements- proposed response indicates this will be ensured
<ul style="list-style-type: none"> Meets requirements- proposed response indicates this will be ensured
<ul style="list-style-type: none"> Meets requirements- proposed response indicates this will be ensured
<ul style="list-style-type: none"> Meets requirements Current benchmark is 99.8% on average for 21 years.
<ul style="list-style-type: none"> Proposed Yes response.
E. Training
<ul style="list-style-type: none"> REQUIREMENTS NOT MET- Proposed training on regular intervals rather than the annual requirement.
<ul style="list-style-type: none"> Proposed response is yes
<ul style="list-style-type: none"> Proposed response is yes
F. Performance Measures
<ul style="list-style-type: none"> Proposed response is yes
G. Reports
<ul style="list-style-type: none"> Proposed response is yes
2. Staffing
<ul style="list-style-type: none"> REQUIREMENTS NOT MET- no attachment provided
<ul style="list-style-type: none"> No subcontractors
<ul style="list-style-type: none"> REQUIREMENTS NOT MET- no attachment provided
3. Implementation - Work Plan
<ul style="list-style-type: none"> REQUIREMENTS NOT MET- no attachment provided

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/18/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none">• N – No statement provided. No description of any projects.
2. Subcontractors	
	<ul style="list-style-type: none">• Bidder indicated not applicable.
3. Organizational Chart	
	<ul style="list-style-type: none">• N - Not provided.
4. Litigation	
	<ul style="list-style-type: none">• Bidder indicated no litigation.
5. Financial Viability	
	<ul style="list-style-type: none">• N – Not provided.
6. Certificate of Insurance	
	<ul style="list-style-type: none">• N – Not provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/18/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • N - Bidder does not speak to these requirements. • Bidder met the requirement.
B. Dictation System Requirements
<ul style="list-style-type: none"> • System will include automatic prompts capturing necessary information. • System will support up to 20 health professionals 24/7/365. • Bidder met the requirement. • Q – they provided a single phone number. Do not speak to the requirement. • Bidder commits to providing a backup number. • Their system will include a redundant phone server. • Bidder indicates a recovery plan will be in place for 24 hour recovery.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Q – Bidder does not speak to the timeline requirements. • Bidder indicates they will handle trouble calls, correct errors they are responsible for. They do not speak to the timeline. • Q – Bidder indicates they will use advanced word processing software with grammar and spell check, but they indicate it will be by human. • Bidder met the requirement. • Bidder will maintain medical transcription documents for one year. • N – They do not speak to the retention requirements of dictation files. • Bidder ensures will meet the requirement. • Bidder ensures will meet the requirement. • Bidder ensures will meet the requirement.
D. Technical Requirements
<ul style="list-style-type: none"> • N – Bidder only indicates yes. There is no description. • Q - Bidder ensures will meet the requirement. There is no description. • Q - Bidder ensures will meet the requirement. There is no description. • Q - Bidder indicates they will meet the requirement. • N – Bidder only indicates Yes. • N – Bidder only indicates Yes. • N – Bidder only indicates Yes. • N – Bidder only indicates Yes. • N – Bidder only indicates Yes. • N – Bidder only indicates Yes.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/18/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> • N – Bidder only indicates all items will be provided.
<ul style="list-style-type: none"> • N – Bidder only indicates Yes.
<ul style="list-style-type: none"> • N – Bidder only indicates Yes and ensures.
<ul style="list-style-type: none"> • N – Bidder only indicates Yes and ensures.
<ul style="list-style-type: none"> • N – Bidder only indicates Yes and ensures.
<ul style="list-style-type: none"> • Bidder indicates their benchmark is 99.8 on average over 21 years.
<ul style="list-style-type: none"> • N – Bidder only indicates Yes.
E. Training
<ul style="list-style-type: none"> • Bidder indicates they provide HIPAA training on regular intervals. Abbreviation cited is incorrect.
<ul style="list-style-type: none"> • N – bidder only indicates Yes.
<ul style="list-style-type: none"> • N – bidder only indicates Yes.
F. Performance Measures
<ul style="list-style-type: none"> • N – bidder only indicates Yes.
G. Reports
<ul style="list-style-type: none"> • N – bidder only indicates Yes.
2. Staffing
<ul style="list-style-type: none"> • N – bidder only indicates ok. No attachment.
<ul style="list-style-type: none"> • N – bidder only indicates ok.
<ul style="list-style-type: none"> • N – bidder only indicates ok. No attachment.
3. Implementation - Work Plan
<ul style="list-style-type: none"> • N – bidder only indicates yes. No attachment.

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: October 20, 2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none">• N-three projects submitted-not current. No description of jobs submitted
2. Subcontractors	
	<ul style="list-style-type: none">• None
3. Organizational Chart	
	<ul style="list-style-type: none">• N – not submitted
4. Litigation	
	<ul style="list-style-type: none">• None
5. Financial Viability	
	<ul style="list-style-type: none">• Not submitted
6. Certificate of Insurance	
	<ul style="list-style-type: none">• Not submitted

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: October 20, 2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Will implement a 24/7 dictation system with automated prompts. • Did not mention upgrades • Did not mention maintenance of hardware and software.
<ul style="list-style-type: none"> • Will provide list within 2 weeks of start of contract
B. Dictation System Requirements
<ul style="list-style-type: none"> • System will feature automated prompts capturing necessary identifying information. • System will support simultaneous access up to 20 professionals; will have playback, edit, will have automatic routing of dictations to alternative transcription facilities, and will have emergency backup plan for disaster recovery.
<ul style="list-style-type: none"> • Ensures ongoing maintenance
<ul style="list-style-type: none"> • Provided 1 phone number
<ul style="list-style-type: none"> • Agrees to do a,b,c- no details given regarding phone server or disaster /failure details.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Agrees to all. Does not describe how trouble calls will be handled, or provide any details regarding what the structured response protocols are that will be in place.
<ul style="list-style-type: none"> • Will use advanced word processing software with grammar and spell check capabilities by human, ensuring high-quality outputs..
<ul style="list-style-type: none"> • Agrees to comply with this.
<ul style="list-style-type: none"> • Will be kept securely for one year.
<ul style="list-style-type: none"> • Ensures
<ul style="list-style-type: none"> • Ensures
<ul style="list-style-type: none"> • Ensures
D. Technical Requirements
<ul style="list-style-type: none"> • States
<ul style="list-style-type: none"> • Ensures
<ul style="list-style-type: none"> • Ensures
<ul style="list-style-type: none"> • Will meet requirements
<ul style="list-style-type: none"> • Responded yes
<ul style="list-style-type: none"> • Responded yes
<ul style="list-style-type: none"> • Responded yes

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: October 20, 2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Responded yes
<ul style="list-style-type: none">• Responded yes
<ul style="list-style-type: none">• Responded yes all items will be provided
<ul style="list-style-type: none">• Responded yes
<ul style="list-style-type: none">• Yes, ensures
<ul style="list-style-type: none">• Yes ensures
<ul style="list-style-type: none">• Yes, ensures
<ul style="list-style-type: none">• Average is 99.8 for 21 years.
<ul style="list-style-type: none">• States "yes"
E. Training
<ul style="list-style-type: none">• States yes training on regular intervals with 100% HIPPA compliance.
<ul style="list-style-type: none">• yes
<ul style="list-style-type: none">• yes
F. Performance Measures
<ul style="list-style-type: none">• yes
G. Reports
<ul style="list-style-type: none">• yes
2. Staffing
<ul style="list-style-type: none">• Responded OK
<ul style="list-style-type: none">• Responded OK
<ul style="list-style-type: none">• Responded OK
3. Implementation - Work Plan
<ul style="list-style-type: none">• Responded yes
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10-21-2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• They provided nothing for information about their organization• Listed 3 projects with no details, no dates•
2. Subcontractors
<ul style="list-style-type: none">• None listed
3. Organizational Chart
<ul style="list-style-type: none">• Not provided
4. Litigation
<ul style="list-style-type: none">• States None
5. Financial Viability
<ul style="list-style-type: none">• Nothing Provided
6. Certificate of Insurance
<ul style="list-style-type: none">• Nothing provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10-21-2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Does not say it can meet DDS dictation needs • No detail on what type of system it is • No info provided on maintenance
<ul style="list-style-type: none"> • States they will meet the requirements of this request
B. Dictation System Requirements
<ul style="list-style-type: none"> • Not sure if they will provide everything under a. • Does not discuss stop/start ability • States they will do automatic routing
<ul style="list-style-type: none"> • They will ensure oingong maintenance
<ul style="list-style-type: none"> • They listed 1 number in the answer
<ul style="list-style-type: none"> • State they will meet all of these minimums
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Does not answer the first question • Does not answer in any detail about corrections and states billing will be transparent
<ul style="list-style-type: none"> • States they use word processing software with spell and grammar
<ul style="list-style-type: none"> • States they will meet this request
<ul style="list-style-type: none"> • They will store everything for one year • Does not specify anything different except for 1 year
<ul style="list-style-type: none"> • Said yes for their answer
<ul style="list-style-type: none"> • Said yes for their answer
<ul style="list-style-type: none"> • Said yes for their answer
D. Technical Requirements
<ul style="list-style-type: none"> • Responded with Yes
<ul style="list-style-type: none"> • Responded with yes
<ul style="list-style-type: none"> • Responded with yes
<ul style="list-style-type: none"> • Responded with yes
<ul style="list-style-type: none"> • Responded with yes
<ul style="list-style-type: none"> • Responded with yes
<ul style="list-style-type: none"> • Responded with yes
<ul style="list-style-type: none"> • Responded with yes
<ul style="list-style-type: none"> • Responded with yes
<ul style="list-style-type: none"> • Responded with yes

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10-21-2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

• Responded with yes
• Responded with yes
• Responded with yes
• Responded with yes
• Responded with yes
• Said their average for 21 years is 99.8
• Responded with yes
E. Training
• Responded with yes
• Responded with yes
• Responded with yes
F. Performance Measures
• Responded with yes
G. Reports
• Responded with yes
2. Staffing
• Said yes but no attachment 7 included
• Said ok
• Said yes but no attachment 8 included
3. Implementation - Work Plan
• Said ok but no attachment 9 included
Part IV, Section IV. Cost Proposal
•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/18/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none">• N – No Overview, No current projects
2. Subcontractors	
	<ul style="list-style-type: none">• None
3. Organizational Chart	
	<ul style="list-style-type: none">• N – No Org Chart
4. Litigation	
	<ul style="list-style-type: none">• None
5. Financial Viability	
	<ul style="list-style-type: none">• N – Nothing submitted
6. Certificate of Insurance	
	<ul style="list-style-type: none">• N – Nothing submitted

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/18/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
• Will meet requirement
• Will meet requirement
B. Dictation System Requirements
• Will meet requirement
• Will meet requirement
• Response does not make sense
• Will meet requirement
C. Medical Transcription Requirements
• Will meet requirement
• Meets requirement
• Meets requirement
• N – dictation files not specified in response
• Met requirement
• Meets requirement
• Will meet requirement
D. Technical Requirements
• Will meet requirement
• Will meet requirement
• Meets requirement
• Will meet requirement
• Meets requirement
• Meets requirement
• Meets requirement
• Meets requirement
• Meets requirement
• Will meet requirement
• Meets requirement
• Will meet all listed items
• Meets requirement
• Will meet requirement
• Will meet requirement
• Meets requirement
• Meets requirement /99.8 for 20 yrs

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Datalyst

DATE: 10/18/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Meets requirement
E. Training
<ul style="list-style-type: none">• Meets requirement
<ul style="list-style-type: none">• Will meet requirement
<ul style="list-style-type: none">• Will meet requirement
F. Performance Measures
<ul style="list-style-type: none">• Meets requirement
G. Reports
<ul style="list-style-type: none">• Meets requirement
2. Staffing
<ul style="list-style-type: none">• N – no details – Attachment not included
<ul style="list-style-type: none">• N – no details – Attachment not included
<ul style="list-style-type: none">• N – no details – Attachment not included
3. Implementation - Work Plan
<ul style="list-style-type: none">• N – no details – Attachment not included
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/21/24

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • I – In business since 1947, 76 years of experience • I – Transcription services for 20 years • I – Headquartered in Pittsburgh • I – Experience providing services to Consultative Examiner (CE) providers for DDS programs in five other states, currently providing to Connecticut and North Carolina • I – Provided 3 projects • N - Did not provide description of projects
2. Subcontractors	<ul style="list-style-type: none"> • I – None
3. Organizational Chart	<ul style="list-style-type: none"> • I – Provided
4. Litigation	<ul style="list-style-type: none"> • I – None
5. Financial Viability	<ul style="list-style-type: none"> • I – Provided, appear financially viable
6. Certificate of Insurance	<ul style="list-style-type: none"> • I – Provided, expires 5/11/25, Professional Liability \$2m

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/21/24

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • I – Transriter Platform • I – Voice activate start/stop, automatic “hunt” system • I – Maintenance is performed without interruption of services • I – Proposes weekly operations and technical meetings for 1st few months • I – Reserves the right to charge for time & materials at their prevailing rates, if cause of issue is outside their area of “supply, control, responsibility, or authority”
<ul style="list-style-type: none"> • I – Provided a list of all staff, not just transcriptionists. • N – Did not acknowledge (a)
B. Dictation System Requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Dedicated dictation station (analog) • I – Stations w/ or w/o barcode readers • I – Digital portable devices • Q – CE can select 1 of 5 MSS templates • I – Automatic “hunt” system
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Maintenance is performed without interruption of services
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • Q – “Will transmit copies of CE and MSS transcriptions and daily logs to Hospital regional offices” – Copied from prior RFP response? • N – Included repetitive information from previous responses that is not related to this question
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • P – Provided detailed disaster recovery plan
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Will provide performance credit if the number of out-of-TAT jobs exceeds contractual limits
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Guidelines of Association of Healthcare Documentation Integrity (ADHI)
<ul style="list-style-type: none"> • I – “Diskriter understand and agreed”
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – “Diskriter understand and will agree”

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/21/24

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

<ul style="list-style-type: none"> • I – “Diskriter understand and will agree”
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Response included “Report delivery” section that is also provided as answer to D2
<p>D. Technical Requirements</p>
<ul style="list-style-type: none"> • I – Already have a secure interface with ERE system established
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Can deliver reports securely via SFTP, Secure Email, Web-based report delivery system, & Fax • I – Network secured by IDS/IPS hardware providing firewall and VPN services • I - Complies with all HIPAA & HITECH Act security requirements
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements • I – Response included delivering completed reports to “Kane Regional Center’s electronic record system” • I – Response included “Report delivery” section that is also provided as answer to D2
<ul style="list-style-type: none"> • I – Currently providing services for Connecticut & North Carolina using the ERE • I – Will continue to adhere to requirements and will submit to audits by Dept or SSA
<ul style="list-style-type: none"> • I – “Diskriter understand and complies”
<ul style="list-style-type: none"> • I – Stated they are already a user of the ERE system
<ul style="list-style-type: none"> • I – “Diskriter understand and complies”
<ul style="list-style-type: none"> • I – “Diskriter understand and complies”
<ul style="list-style-type: none"> • I – State they only use onshore US workforce but does not state where, specifically
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – “Diskriter understand and will comply”
<ul style="list-style-type: none"> • I – “Diskriter understand and will comply”
<ul style="list-style-type: none"> • I – “Diskriter understand and will comply”
<ul style="list-style-type: none"> • I – “Diskriter understand and will comply”
<ul style="list-style-type: none"> • I – “Diskriter understand and will comply”
<ul style="list-style-type: none"> • I – Acknowledged adherence to requirement
<ul style="list-style-type: none"> • I – Acknowledged adherence to requirements (a) and (b)
<p>E. Training</p>
<ul style="list-style-type: none"> • I – State they have a “very rigorous training program” but does not specify for HIPAA.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/21/24

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

<ul style="list-style-type: none"> • I – Response provided contained 3 paragraphs regarding system security repeated from D2. • I – Provided thorough outline of their HIPAA and ePHI Security policy
<ul style="list-style-type: none"> • I – Will provide a week of on-site end-user training, including a DHHS person to assist with further training
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
F. Performance Measures
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
G. Reports
<ul style="list-style-type: none"> • I – “Diskriter understand and will agree”
2. Staffing
<ul style="list-style-type: none"> • I – Provided description of their recruiting process • I – Provided list of names (First & Last initial) of staff working on the project • I – Can provide detailed profiles upon request
<ul style="list-style-type: none"> • I – Do not intend to subcontract any work related to RFP • I – Provided email for any subcontractor/consultant to contact them.
<ul style="list-style-type: none"> • I – Provided • Q – Dedicated Account manager and Quality Control manager?
3. Implementation - Work Plan
<ul style="list-style-type: none"> • I – Provided a chart, totaling 12 days, noting high level tasks and agency responsible

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> • I – A rate per line was provided, as requested. No other information offered

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/27/2024, 10/29/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• 50+ years in business• Provides transcription services multiple DDS offices- currently 2 state DDS's• Has been registered for ERE• Projects- provided 3, all 3 are ongoing, 2 of which are DDS specific
2. Subcontractors
<ul style="list-style-type: none">• Completes projected independently without subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• Provided- Meets requirements
4. Litigation
<ul style="list-style-type: none">• None- meets requirements
5. Financial Viability
<ul style="list-style-type: none">• Provided meets requirements
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, including professional liability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/27/2024, 10/29/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Dictation options within Transiter platform- standard tollfree access, digital portable software to upload to secure website, and handsfree dictation stations. • P-Has provided full service medical transcription for nearly 20 years • Provides all system maintenance • P- all software and hardware are available during system maintenance • P- achieved server uptime of 99.999% in last couple years
<ul style="list-style-type: none"> • I- Staff list provided in proposal • Does not speak to the staffing list 1 day update requirement
B. Dictation System Requirements
<ul style="list-style-type: none"> • Proposed central dictation system, continuously accessible 24/7/365 • Can be accessed by more than 20 health professionals • P- Automatic routing requirement met
<ul style="list-style-type: none"> • Meets requirements- will perform all maintenance
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Does not indicate if there is a separate backup dictation number • Meets requirements for redundant phone servers and 24 hr disaster recovery • More than one database server which are redundant based on master-slave replication model • Internet available from multiple carriers • P- disaster recovery chart included
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Meets requirements • P- Offers TAT performance credit when number of out- of- TAT jobs exceed contractual agreement • Errors will be corrected at no charge within 24 hours. • P Quality performance standard minimum is 99%
<ul style="list-style-type: none"> • Meets requirements • Follows Association for Healthcare Documentation Integrity
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements- will submit via ERE

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/27/2024, 10/29/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

<ul style="list-style-type: none"> • P has other methods for submission- though Department unable to utilize
D. Technical Requirements
<ul style="list-style-type: none"> • P- already has ERE access
<ul style="list-style-type: none"> • Meets requirements • P- though department will not utilize, Diskriter offers multiple ways for report delivery
<ul style="list-style-type: none"> • Meets requirements • P- though department will not utilize, Diskriter offers multiple ways for report delivery
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements- already has ERE PIN/account
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements • Utilizes only onshore US workforce for all aspects
<ul style="list-style-type: none"> • Meets requirements- Will comply with FIPS PUB 200
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
E. Training
<ul style="list-style-type: none"> • Rigorous training and education program for staff for HIPAA, HITRUST, and a ePHI security policy- however does not clearly indicate if HIPAA training is annually
<ul style="list-style-type: none"> • Does not meet requirements-proposed week of onsite training; does not indicate if substantive instructions for reference will be provided. • Does not meet requirement for providing training within 5 days initial period or within 48hrs for newly added health professionals.
<ul style="list-style-type: none"> • Meets requirements
F. Performance Measures
<ul style="list-style-type: none"> • Meets requirements- agrees

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/27/2024, 10/29/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

G. Reports
<ul style="list-style-type: none">• Meets requirements- agrees
2. Staffing
<ul style="list-style-type: none">• Job descriptions and minimum qualifications not provided.• Did list current staff name and title• N/A no subcontractors
<ul style="list-style-type: none">• Meets requirements
3. Implementation - Work Plan
<ul style="list-style-type: none">• Meets requirements
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/18/2024 and 10/23/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none"> • Bidder claims 76 + years of industry experience. • P - Bidder indicates they currently provide transcription services for Connecticut and North Carolina DDS. • Q – Projects appear to be relevant but there is no description.
2. Subcontractors	
	<ul style="list-style-type: none"> • Bidder indicates N/A and that they can complete the project independently.
3. Organizational Chart	
	<ul style="list-style-type: none"> • Bidder met the requirement.
4. Litigation	
	<ul style="list-style-type: none"> • Bidder indicates no litigation within the time frame.
5. Financial Viability	
	<ul style="list-style-type: none"> • Appear to be financially viable.
6. Certificate of Insurance	
	<ul style="list-style-type: none"> • Bidder met the requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/18/2024 and 10/23/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • They have a team of experienced IT professionals who are responsible for system maintenance related to all hardware and software utilized by their users. • They indicate that their maintenance process is transparent to their customers and users, meaning software and hardware is available during maintenance.
<ul style="list-style-type: none"> • They provided the list of staff who would be performing services. • They do not speak to the timelines regarding updates.
B. Dictation System Requirements
<ul style="list-style-type: none"> • They have automated recorded answer messages that would identify the DDS Dictation system and prompt for the requested identifiers. • System can be accessed by more than 20 health professionals 24/7/365. • System has voice activated start/stop and playback. Their system allows for edit, play, pause, rewind, forward, quick rewind, quick forward. • They can automatically route dictation to another transcription facility or alternate transcription resources when needed.
<ul style="list-style-type: none"> • Their team of certified IT professionals are responsible to perform system maintenance. • All software and hardware is available during maintenance.
<ul style="list-style-type: none"> • They will provide 2 dedicated toll-free lines. • They have a fluctuating pool of lines available for incoming dictation. • Users can distinguish between normal and priority dictations.
<ul style="list-style-type: none"> • Answer is generally a copy of the answer to the prior question. • They will ensure recovery within 24 hours after a disaster or failure. • P – they provided a copy of their disaster recovery procedure.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • They will ensure that transcriptions are delivered to health professionals within the required timeline. • Their average turnaround for STAT request is 4 hours. • They offer a performance credit if they are exceeding the agreed upon turnaround time. • They will make corrections, at no charge, within 24 hours of notification. • Their quality performance standard is of 99% accuracy.
1. Perform Medical Transcription utilizing a word processing software with grammar and spell check resources.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/18/2024 and 10/23/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> • Their transcriptions and reports will be grammatically correct to include punctuation, proper tense. • Their dictation system is equipped with advanced features including word processing software with grammar and spell check resources.
<ul style="list-style-type: none"> • They understand and agree.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • They understand and will agree.
<ul style="list-style-type: none"> • They understand and will agree.
<ul style="list-style-type: none"> • Bidder met the requirement.
<p>D. Technical Requirements</p>
<ul style="list-style-type: none"> • Bidder indicates that they currently have secure interface to ERE.
<ul style="list-style-type: none"> • Bidder met the requirement. • Bidder described in detail alternate delivery options available should the Department have the need for alternate method.
<ul style="list-style-type: none"> • Bidder met the requirement. • They described alternate delivery options in detail
<ul style="list-style-type: none"> • Bidder notes that they are currently providing services for Connecticut and North Carolina DDS and have registered users actively using ERE website. • They comply fully with all policies and procedures outlines on the ERE website. • They will submit to an audit.
<ul style="list-style-type: none"> • Bidder understands and complies.
<ul style="list-style-type: none"> • Bidder notes that they care currently utilizing ERE website. • They do not speak to having a PIN and password. We are to assume as their operations align with security and procedurally standards established by SSA.
<ul style="list-style-type: none"> • Bidder understands and complies.
<ul style="list-style-type: none"> • Bidder understands and complies.
<ul style="list-style-type: none"> • Bidder understands and complies. • Bidder utilizes only onshore US workforce for all aspects of business.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder understands and will comply.
<ul style="list-style-type: none"> • Bidder understands and will comply.
<ul style="list-style-type: none"> • Bidder understands and will comply.
<ul style="list-style-type: none"> • Bidder understands and will comply.
<ul style="list-style-type: none"> • Bidder understands and will comply.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/18/2024 and 10/23/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> Bidder spoke to the requirement that was amended out.
E. Training
<ul style="list-style-type: none"> Bidder does not speak to the annual timeline for training. They sign an annual confidentiality agreement. They note a rigorous training program and that they comply with HIPAA security requirements. They have a HIPAA Privacy and security officer.
<ul style="list-style-type: none"> Bidder indicates will provide on-site end-user training program. Training will be for 1 week initially and than as needed. They do not address the 5 business day / 48 hour timelines.
<ul style="list-style-type: none"> They will provide repeated training as needed.
F. Performance Measures
<ul style="list-style-type: none"> Bidder met the requirement.
G. Reports
<ul style="list-style-type: none"> Bidder understands and will agree.
2. Staffing
<ul style="list-style-type: none"> They describe their staffing process. They provide job titles but not full job descriptions.
<ul style="list-style-type: none"> Bidder will not subcontract the work.
<ul style="list-style-type: none"> Bidder met the requirement.
3. Implementation - Work Plan
<ul style="list-style-type: none"> Bidder provided but simplified. All tasks appear within 4 days.
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: October 20, 2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
• Past and current experience with state DDS	
2. Subcontractors	
• None	
3. Organizational Chart	
• Meets	
4. Litigation	
• None	
5. Financial Viability	
• Provided	
6. Certificate of Insurance	
• Meets	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: October 20, 2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Meets-clearly describes the history an process
<ul style="list-style-type: none"> • Meets - List provided
B. Dictation System Requirements
<ul style="list-style-type: none"> • Q- Automatic routing to another transcription facility; who transcribes
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • I-flowchart
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • Meets – very detailed
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • Agrees
<ul style="list-style-type: none"> • Will meet
<ul style="list-style-type: none"> • Will meet
<ul style="list-style-type: none"> • Has met requirements with ERE and will continue to meet
D. Technical Requirements
<ul style="list-style-type: none"> • Current ERE account and has experience
<ul style="list-style-type: none"> • 76 years experience and transcribes for state agencies.
<ul style="list-style-type: none"> • I- Diskwriter transscript secured behind IDS/IPS/ASA/VPN5
<ul style="list-style-type: none"> • Meets – fax server
<ul style="list-style-type: none"> • Current DDS accounts – meets and will continue to meet
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • Has current pin already
<ul style="list-style-type: none"> • Does meet currently and complies
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • Meets – no offshore.
<ul style="list-style-type: none"> • Currently meets/will continue to meet
<ul style="list-style-type: none"> • Currently meetsl
<ul style="list-style-type: none"> • Meets
<ul style="list-style-type: none"> • Meets

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: October 20, 2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Meets
<ul style="list-style-type: none">• Agrees
<ul style="list-style-type: none">• Will ensure smooth transition
E. Training
<ul style="list-style-type: none">• Meets -m detailed
<ul style="list-style-type: none">• Onsite end user training
<ul style="list-style-type: none">• meets
F. Performance Measures
<ul style="list-style-type: none">• Understands and will submit
G. Reports
<ul style="list-style-type: none">• Understands and will agree to submit the data
2. Staffing
<ul style="list-style-type: none">• Provided
<ul style="list-style-type: none">• Does not intend to subcontract
<ul style="list-style-type: none">• Provided attachment
3. Implementation - Work Plan
<ul style="list-style-type: none">• Provided

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/21/2024, 10/25/2024, 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • Been in business since 1947 • HQ in Pittsburgh, PA • List multiple states where they are the provider • Seasoned staff – certified • Listed 3 projects – no details
2. Subcontractors	<ul style="list-style-type: none"> • None listed
3. Organizational Chart	<ul style="list-style-type: none"> • Provided, detailed, with names
4. Litigation	<ul style="list-style-type: none"> • None listed
5. Financial Viability	<ul style="list-style-type: none"> • Appear viable
6. Certificate of Insurance	<ul style="list-style-type: none"> • Provided, valid

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/21/2024, 10/25/2024, 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Listed in detail all of the updates etc that they perform • They provide all updates, have a server farm so they can update without disruption to services
<ul style="list-style-type: none"> • Provided a list of staff • Did not address updating staffing list as needed or providing updates to the department within 1 business day
B. Dictation System Requirements
<ul style="list-style-type: none"> • Can carry 23 concurrent calls, over 200 ports • Fully dedicated lines • Full backup with automatic routing to another facility • Met all requirements
<ul style="list-style-type: none"> • They provide everything
<ul style="list-style-type: none"> • Will provide but have a pool of numbers
<ul style="list-style-type: none"> • Provide 23 concurrent call ports – well over 20 ports • All virtual servers – can automatically move in case of a disaster • 24/7 IT and NOC center in case of issues of a disaster
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Will provide customized reports • Average stat report is 4 hours
<ul style="list-style-type: none"> • Advanced word processing software
<ul style="list-style-type: none"> • Will meet – no details
<ul style="list-style-type: none"> • Will meet
<ul style="list-style-type: none"> • Will meet
<ul style="list-style-type: none"> • Will meet
<ul style="list-style-type: none"> • Will meet
D. Technical Requirements
<ul style="list-style-type: none"> • Provided details, will meet
<ul style="list-style-type: none"> • Provided details, will meet
<ul style="list-style-type: none"> • Can fax using their fax server or be able to mail if necessary
<ul style="list-style-type: none"> • Will meet
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Already use ERE
<ul style="list-style-type: none"> • Will comply

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/21/2024, 10/25/2024, 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Group - DHHS

<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Only onshore USA
<ul style="list-style-type: none"> • Minimum will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will comply
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will ensure a smooth transition and 7 years of data
E. Training
<ul style="list-style-type: none"> • Will provide, provided in detail
<ul style="list-style-type: none"> • Very rigorous training
<ul style="list-style-type: none"> • Will provide, detailed
F. Performance Measures
<ul style="list-style-type: none"> • Will provide
G. Reports
<ul style="list-style-type: none"> • Will provide
2. Staffing
<ul style="list-style-type: none"> • Provided in attachment 7, didn't provide job descriptions
<ul style="list-style-type: none"> • Do not intend to subcontract
<ul style="list-style-type: none"> • Provided in attachment 8, provided times but not dates
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Provided in attachment 9, not sure it just says days
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/18/2024 – 10/19/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none">• P – currently handles other DDS sites, NC, CT
2. Subcontractors	<ul style="list-style-type: none">• None
3. Organizational Chart	<ul style="list-style-type: none">• Meets requirement
4. Litigation	<ul style="list-style-type: none">• None
5. Financial Viability	<ul style="list-style-type: none">• Appears healthy, audited financials
6. Certificate of Insurance	<ul style="list-style-type: none">• Provided certificate

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

DATE: 10/18/2024 – 10/19/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> Meets requirements, server uptime 99.999%, extensive support and maintenance processes
<ul style="list-style-type: none"> Met requirement, list provided
B. Dictation System Requirements
<ul style="list-style-type: none"> Meets requirements
<ul style="list-style-type: none"> Meets requirements, uses server farm 99.999 uptime
<ul style="list-style-type: none"> Yes, robust system for handling dictation
<ul style="list-style-type: none"> meets requirements , all systems are redundant, redundant PRI, uses DID/DNIS to determine who the caller is without pin codes. Active monitoring of port usage and is proactive. DR plan refers to old versions of operating systems. DR plan included
C. Medical Transcription Requirements
<ul style="list-style-type: none"> Meets requirement, good quality performance checks
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Meets requirement
D. Technical Requirements
<ul style="list-style-type: none"> Meets requirement, current experience with ERE with a secure interface.
<ul style="list-style-type: none"> Meets requirement, current experience with ERE
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Actively using ERE for two DDSs
<ul style="list-style-type: none"> Meets requirement, experience with ERE
<ul style="list-style-type: none"> Meets requirement, experience with ERE
<ul style="list-style-type: none"> Meets requirement, experience with ERE
<ul style="list-style-type: none"> Meets requirement, experience with ERE
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Meets requirement
<ul style="list-style-type: none"> Meets requirement
12. Store all data within the Continental United States.
<ul style="list-style-type: none"> Meets requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Medical Transcription Services

BIDDER NAME: Diskriter

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EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • No downtime due to maintenance strategy (99.999 system availability)
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
E. Training
<ul style="list-style-type: none"> • Meets requirement, strong training regimen
<ul style="list-style-type: none"> • Onsite training for health professionals? Train the DDS trainer.
<ul style="list-style-type: none"> • Meets requirement
F. Performance Measures
<ul style="list-style-type: none"> • Meets requirement
G. Reports
<ul style="list-style-type: none"> • Meets requirement
2. Staffing
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement, does not plan to use subcontractors
<ul style="list-style-type: none"> • Meets requirement
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Meets requirement
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/21/2024, 11/3/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none"> • I – Dedicated team of more than 100 staff • I – Network of over 1000 transcribers, court reporters, and proof readers • I – Established in 2005 • I – Clients from local municipalities to large federal agencies • I – Provided 3 projects, but did not provide descriptions
2. Subcontractors	
	<ul style="list-style-type: none"> • I – None
3. Organizational Chart	
	<ul style="list-style-type: none"> • I – Provided
4. Litigation	
	<ul style="list-style-type: none"> • I – None stated
5. Financial Viability	
	<ul style="list-style-type: none"> • N – Negative retained earnings, operating losses that last three years
6. Certificate of Insurance	
	<ul style="list-style-type: none"> • I – Provided, expires 1/1/25, Professional Liability \$5m

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/21/2024, 11/3/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • I – Dedicated account within eScribers for each DHHS “caseworker” • I – Transcribers selected specific to each “caseworker’s project” • I – Transcript requirements included in “clients” account • I – Customized templates • I – Mobile app or dial-in dictation system • N – Tech enhancements ensure full compatibility with “DDS dictation platform” instead of proposing a dictation system • I – User friendly interfaces to submit dictation files • I - Ongoing training provided to maximize the efficiency of dictation software • I – Automated diagnostic tools for preventive maintenance • N – Response focused on transcription rather than dictation system
<ul style="list-style-type: none"> • I – Provided the names of resources assigned to project • I – All transcribers are human and US Citizens • N – Did not acknowledge providing names within 2 weeks or updates within 1 day requirements
B. Dictation System Requirements
<ul style="list-style-type: none"> • Q – The system “may” as for identifying information • I – Request type of report being provided • I – Load balancing to prevent any 1 server from becoming overwhelmed • I – Multiple servers in various geographic location in the US • I – Continuous & automatic backups • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – real-time monitoring tools to track health and performance of the system • I – automated diagnostic tools
<ul style="list-style-type: none"> • I – Two toll free lines and a dictation app from any device
<ul style="list-style-type: none"> • I will provide two back-up numbers • Acknowledges adherence to all requirements
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • I - will return transcripts within 24 hours • I – require email notification of errors • I – errors will be corrected, if QA agrees, at no charge • N – Does not specifically acknowledge all items in i through ix or trouble calls
<ul style="list-style-type: none"> • I – will build a dictionary from list of commonly used terms or names
<ul style="list-style-type: none"> • I – Acknowledge adherence to the requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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BIDDER NAME: eScribers

DATE: 10/21/2024, 11/3/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

<ul style="list-style-type: none"> • I - Transcription & Dictation files will be maintained for a minimum of 1 year • I – Will get permission from Department before destroying
<ul style="list-style-type: none"> • I – Will include all items in templates
<ul style="list-style-type: none"> • I – Acknowledge adherence to all requirements when creating templates
<ul style="list-style-type: none"> • I – normal format is searchable pdf • I – Acknowledges adherence to all requirements
<p>D. Technical Requirements</p>
<ul style="list-style-type: none"> • I – Will adhere to this requirement • Q – Operations team consists of “suitability” cleared staff from SSA & Executive office of Immigration Review?
<ul style="list-style-type: none"> • I – Will work with DHHS to develop a secure API or integration system • I – SFTP HTTPS, or FTPS w/ encryption compliant with AES-256 • AWS, Azure, or Google Cloud to ensure 24/7/365 availability
<ul style="list-style-type: none"> • I – State they will fax or “alternative” plans • N – Does not acknowledge “Department pre-approval” or “no additional cost”
<ul style="list-style-type: none"> • I – State they will adhere to these requirements
<ul style="list-style-type: none"> • I – Will adhere to this requirement
<ul style="list-style-type: none"> • I - Will adhere to this requirement
<ul style="list-style-type: none"> • I - Will adhere to this requirement
<ul style="list-style-type: none"> • I - Will adhere to these requirements
<ul style="list-style-type: none"> • I - Will adhere to this requirement
<ul style="list-style-type: none"> • I – Current infrastructure exceeds the minimum requirements of FIPS PUB 200 • I – Provided 17 security elements they maintain
<ul style="list-style-type: none"> • I – State they will adhere to this requirement. • I – Responded to all but g. and n. in previous response
<ul style="list-style-type: none"> • I – State they will adhere but does not specify where in US
<ul style="list-style-type: none"> • I – Automated daily backups, stored on-site and off-site • I – Utilizes geo-redundant storage
<ul style="list-style-type: none"> • I – Ensures adherence to this requirement
<ul style="list-style-type: none"> • I – State they will limit planned outages to once per month during the “business week” • N – Does not acknowledge preapproved by the Department • I – State maintenance will be scheduled as to never impact the client
<ul style="list-style-type: none"> • I – Ensures availability of 99.5%
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/21/2024, 11/3/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
E. Performance Measures
<ul style="list-style-type: none"> • I – Workflow system will be programmed to provide quarterly reports • N – Does not acknowledge the 24 hour time period for a. or b.
F. Reports
<ul style="list-style-type: none"> • I – Reports will be submitted 30 days following quarter
2. Staffing
<ul style="list-style-type: none"> • I – Provided 3 names of Director of Special Ops, Dictation Services Contract Manager, and IT Project manager with their bios
<ul style="list-style-type: none"> • I - None
<ul style="list-style-type: none"> • N – Provided a statement that they can provide whatever staff is needed
3. Implementation - Work Plan
<ul style="list-style-type: none"> • I – Provided • N – Does not specify person or position responsible
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> • I – A rate per line was provided, as requested • I – Used old form w/ \$0 for Minimum System/Service Access Charge

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/27/2024, 11/3/2024, 11/04/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none">• Headquartered in Arizona• Experience in handling large scale assignments.• Large staff ensuring nationwide coverage• Currently provides court reporting and transcription services to 250+ jurisdictions and agencies nationwide, producing nearly 6million pages of legal, medical and general transcription annually.• Established in 2005 (20 years service)• Provides 3 ongoing projects but did not provide descriptions
2. Subcontractors	<ul style="list-style-type: none">• None noted
3. Organizational Chart	<ul style="list-style-type: none">• Does not meet requirements- only indicates ME DHHS project manager, no other information for this project
4. Litigation	<ul style="list-style-type: none">• None noted
5. Financial Viability	<ul style="list-style-type: none">• Net comprehensive loss x3 years
6. Certificate of Insurance	<ul style="list-style-type: none">• Provided including professional liability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/27/2024, 11/3/2024, 11/04/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • -scribers fully customized secure end to end work flow system, with proprietary template wizard. • Offers dial in system and mobile app • N leverages speech recognition, AI driven transcription tools • P- prioritizes user friendly interfaces • Hardware and software maintenance will be performed • P- advanced automated diagnostic tools to detect errors and system issues.
<ul style="list-style-type: none"> • Management staff list provided • N-did not speak to the timeframe of when staff list of transcriptionists will be provided
B. Dictation System Requirements
<ul style="list-style-type: none"> • Will have Automated recorded answer message and prompting as needed • Will have simultaneous access for 20 health professionals 24/7/365 • P- is equipped to handle large audio files. • Will have playback/edit features • P-comprehensive disaster recovery and redundancy plan to remain operational <ul style="list-style-type: none"> ○ Various servers in multiple locations ○ Data and dictations securely backed up ○ Continuous and automated back up at regular intervals ○ Ensures no data last in event of primary server failure ○ Failover mechanism ○ Seamless without interruption to users
<ul style="list-style-type: none"> • Will provide maintenance for hardware and software
<ul style="list-style-type: none"> • Offers 2 toll free lines dedicated to DDS in additional to use of the dictation app
<ul style="list-style-type: none"> • Will provide dedicated line and an alternate line with identical capabilities • Redundant servers and phone lines used • P guarantees complete recovery within 24hours of disaster
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Will meet turn around time of 24 hours • P-has experience in meeting short turn around time with other clients • N “we must agree with the error in order to make a change to the transcript”
<ul style="list-style-type: none"> • P- builds dictionary for our agency of common terms and names.
<ul style="list-style-type: none"> • Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/27/2024, 11/3/2024, 11/04/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

<ul style="list-style-type: none"> • Meets requirements • Will also maintain dictation files for 1 year • Will verify at 1 year for permanent destruction
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Normal delivery is PDF, but will submit in preferred format and will submit via ERE.
<p>D. Technical Requirements</p>
<ul style="list-style-type: none"> • Meets requirement • Will offer many secure protocols but will adhere to agency specs
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Indicates exceeds FIPS PUB 200 • Their basic framework includes risk management, the application of security controls, continuous monitoring, and reporting; • Provided detailed list of minimum requirements
<ul style="list-style-type: none"> • eScribers' proposed solution achieves compliance with NIST 800-53 Rev 5
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Automatic daily backups scheduled during non-peak hours • Will not exceed RPO of 24hrs.
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<p>E. Training</p>
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Health professionals will be given instruction brochures and online tutorials for toll free dictation and mobile app • Will provide training within 5days and hold Q&A period • Will provide newly added health professional training within 48hrs

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/27/2024, 11/3/2024, 11/04/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

<ul style="list-style-type: none">• Meets requirements
F. Performance Measures
<ul style="list-style-type: none">• P- automated quarterly reports
G. Reports
<ul style="list-style-type: none">• Meets requirements
2. Staffing
<ul style="list-style-type: none">• Does not meet;• N- staff bios are included for 3 staff- but there is no job description and minimum quals.
<ul style="list-style-type: none">• N/A
<ul style="list-style-type: none">• Does not meet• No titles and time allocation provided
3. Implementation - Work Plan
<ul style="list-style-type: none">• provided
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/24/2024 and 10/25/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • Established in 2005. Expertise in large-scale assignments. • Have dedicated team of 100 full time employees and a network of over 1000 transcribers. • Currently provide court reporting and transcription service to over 250 jurisdictions. • Projects are current but offer no descriptions.
2. Subcontractors	<ul style="list-style-type: none"> • No subcontractors
3. Organizational Chart	<ul style="list-style-type: none"> • Bidder met the requirement
4. Litigation	<ul style="list-style-type: none"> • No litigation in the timeframe
5. Financial Viability	<ul style="list-style-type: none"> • Appear financially viable
6. Certificate of Insurance	<ul style="list-style-type: none"> • Bidder met the requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/24/2024 and 10/25/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • They leverage speech recognition technology, AI driven transcription tools and secure cloud-based storage. • Their systems are regularly monitored and updated to ensure optimal performance. • They use automated diagnostic tools for preventative maintenance.
<ul style="list-style-type: none"> • Bidder provided the list of staff that they anticipate will be working on the project initially. • They note use of humans and only US citizens for transcription and proofreading • They do not speak to the timelines. They indicate key personnel will be updated as necessary and permanent substitutions will be offered to the Department.
B. Dictation System Requirements
<ul style="list-style-type: none"> • Their system features automated recorded answer message designed to guide health professionals through their system. Automated message will prompt for the required information. • System allows for access by up to 20 health professionals 24/7/365. • System allows for playback, edit and stop/start. • They use multiple servers across the US. They incorporate a failover mechanism that automatically switches to an alternate server in event of an outage or disaster.
<ul style="list-style-type: none"> • They implement preventative maintenance practices. • They ensure all software is regularly updated. • They use real time monitoring tools to track health of all software and hardware.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • They note they will always have a backup line available that ensures the same functionality and capacity. • Redundant phone servers are used as the second and emergency line. Switching between servers is seamless, usually without user knowledge. • They guarantee recovery within 24 hours, anticipating it to be faster than 24 hours.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • They will ensure delivery within the required turnaround times.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/24/2024 and 10/25/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> • They have a process in place to make corrective action. • They note that they “must agree with the error” to change the transcript and may enlist the help of the health professional.
<ul style="list-style-type: none"> • Met the requirement.
<ul style="list-style-type: none"> • Met the requirement.
<ul style="list-style-type: none"> • Met the requirement.
<ul style="list-style-type: none"> • Met the requirement.
<ul style="list-style-type: none"> • Met the requirement.
<ul style="list-style-type: none"> • They will deliver in Department’s preferred format and submit electronically to ERE.
<p>D. Technical Requirements</p>
<ul style="list-style-type: none"> • Their IT team will collaborate with the Department to create a secure electronic interface. • They will ensure a seamless process through constant contact.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • They do not speak to the no additional cost.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • They indicate that their infrastructure exceeds these minimum requirements.
<ul style="list-style-type: none"> • Bidder indicates that their proposed solution achieves compliance with the NIST 800-53 Rev 5 standard.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • They implement automated daily backups of all critical data to ensure no more than 24 hours of data is at risk of loss. • They utilize geo-redundant storage to ensure backups are kept in physically separate locations to reduce the risk of loss.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • They indicate that routine maintenance is scheduled to ensure that it does not affect operations.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<p>E. Training</p>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/24/2024 and 10/25/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none">• Bidder met the requirement.
<ul style="list-style-type: none">• They will supply instruction brochure and online tutorials.• Training sessions will be scheduled according to the required timelines.
<ul style="list-style-type: none">• Bidder met the requirement.
F. Performance Measures
<ul style="list-style-type: none">• Bidder met the requirement.
G. Reports
<ul style="list-style-type: none">• Bidder speaks to the timeline only.
2. Staffing
<ul style="list-style-type: none">• They provide the name and titles of the employees. They provide descriptions of the work the employees are performing but they are not providing generic job descriptions.
<ul style="list-style-type: none">• They do not intend to use subcontractors.
<ul style="list-style-type: none">• They speak to their flexible approach but have not provided a staffing plans that lists the titles and time allocation required.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Bidder met the requirement.
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: October 20, 2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">Established 2005Current court reporting and transcription servicesListed 3 current projects - ME DHHS contract – Maine Judicial Branch
2. Subcontractors
<ul style="list-style-type: none">None
3. Organizational Chart
<ul style="list-style-type: none">Provided
4. Litigation
<ul style="list-style-type: none">None
5. Financial Viability
<ul style="list-style-type: none">Finance info provided
6. Certificate of Insurance
<ul style="list-style-type: none">Yes

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: October 20, 2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Dictation system not specified • Speech recognition and AI; integrating advanced tools and innovative software • Dictation hardware and software updates, continuous monitoring • Diagnostic tools detect issues- ? security patches; performs routine integrity checks •
<ul style="list-style-type: none"> • Uses only humans and US citizens • List provided are court based although states medical.
B. Dictation System Requirements
<ul style="list-style-type: none"> • Meets all a, b, c and d.
<ul style="list-style-type: none"> • Will provide maintenance – uses real time monitoring tools to track health and performance of hardware and software.
<ul style="list-style-type: none"> • Will provide
<ul style="list-style-type: none"> • Has back up, redundant services are used as the second and emergency lies. Each line no matter the server offers the user the same information. Switching between lines will take place seamlessly. Guaranteed complete recovery within 24hours.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • N-needs email listing issue and will resolve within 24 hours. Audio and transcript sent to quality control for immediate consideration. They must agree with the error to fix it. They may enlist help of health professional – N-long process
<ul style="list-style-type: none"> • Ask for commonly used terms to build dictionary.Uses grammar and spellcheck but doesn't specify software.
<ul style="list-style-type: none"> • Project manager creates templates
<ul style="list-style-type: none"> • Will maintain 1 year and then verify destruction with agency prior to permanent destruction.
<ul style="list-style-type: none"> • Agrees-will build in to template
<ul style="list-style-type: none"> • Agrees
<ul style="list-style-type: none"> • Agrees
D. Technical Requirements
<ul style="list-style-type: none"> • Will offer details of capabilities and offer many secure protocols but will adhere to specs of the agency. •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: October 20, 2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none"> • agrees
<ul style="list-style-type: none"> • agrees
<ul style="list-style-type: none"> • Agrees
<ul style="list-style-type: none"> • Agrees
<ul style="list-style-type: none"> • Agrees
<ul style="list-style-type: none"> • Agrees
<ul style="list-style-type: none"> • Agrees
<p>Agrees eScribers requires unique user IDs for all personnel, using MFA, and verifies the identity of all users attempting to access federal information systems.</p> <ul style="list-style-type: none"> •
<ul style="list-style-type: none"> • Proposed solution achieves compliance with NIST 800-53 Rev 5. The level of implementation will depend on the impact level of the data as determined by the dept.
<ul style="list-style-type: none"> • Yes- done and stored in US
<ul style="list-style-type: none"> • Automated daily backups scheduled during non peak hours – uses geo-redundant storage backups that are kept in physically separate locations.
<ul style="list-style-type: none"> • Ensures 24 hours
<ul style="list-style-type: none"> • will restrict planned system outages during the business week to a maximum of once per month.
<ul style="list-style-type: none"> • Will ensure
<p>eScribers will work with the prior vendor to ensure a smooth transition with no interruption in service. eScribers will ensure the transfer of all data required by the DDS to our secure system for storage.</p> <ul style="list-style-type: none"> •
<p>E. Training</p>
<ul style="list-style-type: none"> • Provides annual training
<ul style="list-style-type: none"> • Will have instruction brochures provided; will train within 5 days of start of new contract ; will have Q&A session
<ul style="list-style-type: none"> • Will provided training within 48 hrs of newly added providers
<p>F. Performance Measures</p>
<ul style="list-style-type: none"> • Workflow system will be programmed automatically. Current clients require quarterly reports and system in place currently.
<p>G. Reports</p>
<ul style="list-style-type: none"> • Ensures will comply with due date.
<p>2. Staffing</p>

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

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BIDDER NAME: eScribers

DATE: October 20, 2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Provided Dif of Special Ops, Dictation Services contract manager, IT project manager.
<ul style="list-style-type: none">•
<ul style="list-style-type: none">• Lists skilled transcribers, project managers, QA personnel, and tech support- no time allocation and will recruit new hires if further resources needed.
3. Implementation - Work Plan
<ul style="list-style-type: none">• Timeline given (kickoff meeting 1/2/2025; begin transition with current vendor 1/2/25' training 1/2/25)

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Large scale team• Provide services to the SOM• Established in 2005• Are court transcribers – not medical• Provided 3 current projects, no details
2. Subcontractors
<ul style="list-style-type: none">• None listed
3. Organizational Chart
<ul style="list-style-type: none">• Provided overview – not separated out for project
4. Litigation
<ul style="list-style-type: none">• None listed
5. Financial Viability
<ul style="list-style-type: none">• Provided, appear viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided, no cyber policy?

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Systems seems to be less medically focused • States they can meet all DDS dictation needs • Automatic diagnostic tool to check for issues, file integrity • They will provide all maintenance necessary
<ul style="list-style-type: none"> • Provided a list in their response
B. Dictation System Requirements
<ul style="list-style-type: none"> • Provided in detail • Geo-redundant for emergency backup plan
<ul style="list-style-type: none"> • They use rea-time monitoring tools • They will provide all maintenance and keep everything updated
<ul style="list-style-type: none"> • Will provide • Also have a DSS dictation app
<ul style="list-style-type: none"> • Will provide • Redundant phone server is for 2nd line and emergency lines • Can recover well within 24 hours
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Will ensure within 24 hours, or less • Will fix any errors within 24 hours at no charge
<ul style="list-style-type: none"> • Will build a dictionary for medical and common terms
<ul style="list-style-type: none"> • Will provide and maintain all templates and get written approval from SOM
<ul style="list-style-type: none"> • Will maintain everything for 1 year
<ul style="list-style-type: none"> • Will ensure they meet these requirements
<ul style="list-style-type: none"> • Will adhere to these specifics
<ul style="list-style-type: none"> • Will deliver in any format and will submit electronically to the ERE
D. Technical Requirements
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will meet, everything ins encrypted both in transit and at rest
<ul style="list-style-type: none"> • Will meet requirements
<ul style="list-style-type: none"> • Will meet all requirements
<ul style="list-style-type: none"> • Can use all approved browsers
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will meet this requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • They exceed minimum requirements for FIPS PUB 200
<ul style="list-style-type: none"> • Their solution meets NIST 800-53 Rev 5
<ul style="list-style-type: none"> • Will ensure everything is in the USA
<ul style="list-style-type: none"> • Will ensure an RPO of 24 hours, minimal data loss
<ul style="list-style-type: none"> • Ensure a RTO of 24 hours
<ul style="list-style-type: none"> • Will restrict to max of once per month, routine maint will not create any outages
<ul style="list-style-type: none"> • Ensures at least 99.5% uptime
<ul style="list-style-type: none"> • Will work with prior vendor to ensure smooth transition
E. Training
<ul style="list-style-type: none"> • They will meet this requirement
<ul style="list-style-type: none"> • Will provide and meet this requirement
<ul style="list-style-type: none"> • Will provide
F. Performance Measures
<ul style="list-style-type: none"> • Will be automatic with the quarterly reports
G. Reports
<ul style="list-style-type: none"> • Will provide within 30 days
2. Staffing
<ul style="list-style-type: none"> • Provided project staff but not job descriptions or minimum qualifications
<ul style="list-style-type: none"> • Does not intend to use subcontractors
<ul style="list-style-type: none"> • Provided but just said they would hire more staff as necessary
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Provided, lists some of what will be done, not in any detail
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/19/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none">• Meets requirement, currently supports the Maine Judicial Branch
2. Subcontractors	
	<ul style="list-style-type: none">• None used
3. Organizational Chart	
	<ul style="list-style-type: none">• Meets requirement
4. Litigation	
	<ul style="list-style-type: none">• None reported
5. Financial Viability	
	<ul style="list-style-type: none">• Provided
6. Certificate of Insurance	
	<ul style="list-style-type: none">• Meets requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/19/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Uses AI in the process (speech recognition tools) • Meets requirement
B. Dictation System Requirements
<ul style="list-style-type: none"> • Meets requirement • Meets requirement • Meets requirement • Meets requirement • Geographically diverse data centers
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Meets requirement • Asks for dictionary of common terms • Meets requirement • Meets requirement • Meets requirement • Meets requirement • Meets requirement
D. Technical Requirements
<ul style="list-style-type: none"> • Meets requirement but not sure they understand the ERE requirement • Meets requirement • Requirement met • Meets requirement • Requirement met • Requirement met • Requirement met • Requirement met • Requirement met • Requirement met • Requirement met • Requirement met • Meets requirements • Meets requirement • Requirement met • Geo diverse backup storage, said it is a minimum of 24 hours not maximum for RPO • Requirement met

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: eScribers

DATE: 10/19/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

• Requirement met
• Requirement met
• Meets requirement
E. Training
• Meets requirement
• Meets requirement
• Meets requirement
F. Performance Measures
• Meets requirement
G. Reports
• Meets requirement
2. Staffing
• Requirement met
• Meets requirements
• No details
3. Implementation - Work Plan
• Meets requirement
Part IV, Section IV. Cost Proposal
•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 11/05/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services - CO Finance

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • I – 23 years of experience • I – over 2000 providers per day, 1.2m lines per month • I – experience in many specialized fields • I – 99% accuracy rate • I – Provided 3 relevant projects, 1 ended in 2016, 2 ongoing, noting three different platforms, WebChartMD, CoPath, and Infracore
2. Subcontractors	<ul style="list-style-type: none"> • I – Xelex – WebChartMD platform
3. Organizational Chart	<ul style="list-style-type: none"> • I – Provided • N – Does not distinguish project team
4. Litigation	<ul style="list-style-type: none"> • I – None stated
5. Financial Viability	<ul style="list-style-type: none"> • I – Provided • N – Negative retained earnings for 2021 & 2022, w/ operating losses for 2021 & 2023 • I – Common stock sold for \$50k in 2023
6. Certificate of Insurance	<ul style="list-style-type: none"> • N – Did not provide

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

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RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 11/05/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services - CO Finance

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • I – Will implement WebCHartMD for dictation system • I – Acknowledge adherence to a. & b.
<ul style="list-style-type: none"> • I – Acknowledge adherence to these requirements
B. Dictation System Requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements, except v. Site location (S22)
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Backup for both numbers through Amazon Chime backbone w/ 0% downtime • I – Geographic redundancy of entire system • I – Acknowledges adherence to all requirements
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements but does not specifically state i. through ix.
<ul style="list-style-type: none"> • I – Microsoft Word w/ text expanders and specialized dictionaries
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements • I – Access provided through online portal
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to the format requirement • N – Submitted via a “secure website”. Does not acknowledge ERE specifically
D. Technical Requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to these requirements but does not specify DDS/SSA/ERE software
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 11/05/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services - CO Finance

<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement but does not specify where
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to both requirements
E. Training
<ul style="list-style-type: none"> • I – live training & modules to accommodate learning styles
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
F. Performance Measures
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
G. Reports
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
2. Staffing
<ul style="list-style-type: none"> • I – Provided list of 11 people with their qualifications minimal job description
<ul style="list-style-type: none"> • I – None at this time
<ul style="list-style-type: none"> • I – Provided for 8 people, did not include 3 IT Vendor people listed in a. • N – Time allocation is available hours instead of time on project
3. Implementation - Work Plan
<ul style="list-style-type: none"> • N – Stated they will provide, Attachment 9 not included
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> • I – A rate per line was provided, as requested • I – Used old form w/ \$100 for Minimum System/Service Access Charge

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 11/3/2024, 11/04/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • 23 Years experience in healthcare documentation • Delivers 1.2millions lines per month- transcribing medical reports more than 2000 providers daily • Team consists of medical language specialists and clinical documentation analysts with wide range of specialties • Multitiered quality control process • 3 projects provided- with descriptions, all 3 related to transcription RFP; 2 are ongoing.
2. Subcontractors	<ul style="list-style-type: none"> • Xelex Digital dba WebChartMD uses as dictation platform
3. Organizational Chart	<ul style="list-style-type: none"> • Provided
4. Litigation	<ul style="list-style-type: none"> • None
5. Financial Viability	<ul style="list-style-type: none"> • Provided- partial balance sheets for 2021 and 2022 compared to what was provided for 2023 • Q- Subcontractor fees foreign entity
6. Certificate of Insurance	<ul style="list-style-type: none"> • Not provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 11/3/2024, 11/04/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Will implement use of WebChartMD dictation system • Response indicates will provide ongoing technology upgrades and all maintenance.
<ul style="list-style-type: none"> • Meets requirements
B. Dictation System Requirements
<ul style="list-style-type: none"> • Automated answer message and prompts will be utilized • Will support 20 health professional 24/7/365 ensuring simultaneous use • Will have playback and edit capabilities • Automated routing to backup transcription facility • Will maintain emergency back up plan to guarantee uninterrupted service.
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements- will provide 2 dedicated toll free lines
<ul style="list-style-type: none"> • P- both numbers run through Amazons Chime backbone with 0% downtime • Meets requirement for redundant phone server and recovery protocol timeframe
C. Medical Transcription Requirements
Describe in detail how the Bidder will:
<ul style="list-style-type: none"> • P Automated tracking of dictations ensuring efficient processing from submission to delivery. • P dedicated support hotline or email • N/Q- Billing: Only services rendered outside of the agreed-upon terms will incur charges--
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Uses productivity tools such as text expanders, specialized dictionaries
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Q/N- department access through portal only?
<ul style="list-style-type: none"> • Meets requirements- will be systematically included in every report
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirements
D. Technical Requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • AES-256 encryption will be used
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 11/3/2024, 11/04/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • P-robust backup strategy that includes regular intervals for data backups, ensuring minimal data loss
<ul style="list-style-type: none"> • P- IT support team to execute predefined recovery protocols to restore services promptly
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
E. Training
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • P-provides certificates of completion to participants to track training compliance
<ul style="list-style-type: none"> • Detail user manual and quick reference guides provided with step by steps and troubleshooting tips.
<ul style="list-style-type: none"> • Will meet RPF timeframes for training
<ul style="list-style-type: none"> •
F. Performance Measures
<ul style="list-style-type: none"> • Meets requirements Meets requirements
G. Reports
<ul style="list-style-type: none"> • Meets requirements
2. Staffing
<ul style="list-style-type: none"> • Requirements not met • Job descriptions and minimum quals not provided • Did provide the specific experience each current staff has
<ul style="list-style-type: none"> • Q- response indicate "if" subcontractors are used then, they will describe interaction
<ul style="list-style-type: none"> • Unclear if requirement is met
<ul style="list-style-type: none"> • Meets requirement
3. Implementation - Work Plan

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 11/3/2024, 11/04/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

- | |
|---|
| <ul style="list-style-type: none">• Not provided• Response indicates “We will provide a comprehensive work plan as Attachment 9 for implementing the program throughout the first contract period” |
|---|

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/25/2024 and 10/28/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Cite 23 years of experience.• Claim to deliver 1.2 million lines monthly service over 2,000 providers daily.• Claim a 99% accuracy rate that exceeds the industry standard.• 2 current project examples are current. All appear relevant.
2. Subcontractors
<ul style="list-style-type: none">• Will utilize WebChartMD
3. Organizational Chart
<ul style="list-style-type: none">• Bidder met the requirement.
4. Litigation
<ul style="list-style-type: none">• No litigation within the timeframe.
5. Financial Viability
<ul style="list-style-type: none">• Do not appear viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Not provided.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/25/2024 and 10/28/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Propose using dictation system WebChartMD. • They commit to ongoing technological upgrades. • They will provide all hardware and software maintenance.
<ul style="list-style-type: none"> • Bidder met the requirement.
B. Dictation System Requirements
<ul style="list-style-type: none"> • System will greet users with automated message and will prompt for necessary identifying information. All are referenced except for the site location. • System supports up to 20 simultaneously with 24/7/365 availability. • System allows for playback, edit and management of dictations to allow real-time adjustments. Do not speak to start/stop. • Dictations are automatically routed to backup facility in the event of a system failure. They maintain a comprehensive backup plan.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Back up appears to be the alternate to primary number. • They implement a redundant phone server capable of routing calls through either primary or backup carrier. • They will implement recovery measures to restore operations within 24 hours.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • They have a dedicated support line and accept trouble calls through email. Each report is logged and tracked to ensure resolution. • They have a dedicated team for corrections. Account manager will contact health professional upon completion of the correction. • Corrections within the control of the bidder are not billed.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • They do not appear able to submit .mdi or .tif and do not speak to submission via ERE specifically.
D. Technical Requirements
<ul style="list-style-type: none"> • Will conduct a technical assessment, develop secure APIs and test and validate to establish the secure electronic interface.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/25/2024 and 10/28/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none">• Time allocation is provided on a weekly basis.
3. Implementation - Work Plan
<ul style="list-style-type: none">• They indicated that they will provide the information requested but failed to do so.

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/20/2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none">• 23 years' experience; transcribes med reports for over 2000 providers daily.• 3 projects, 2 are current. Multiple specialties
2. Subcontractors	<ul style="list-style-type: none">• Xelex Digital/WebChartMD
3. Organizational Chart	<ul style="list-style-type: none">• Provided
4. Litigation	<ul style="list-style-type: none">• None
5. Financial Viability	<ul style="list-style-type: none">• Provided
6. Certificate of Insurance	<ul style="list-style-type: none">• Not provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/20/2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Dictation system WebChartMD- will meet upgrades, maintenance hardware/software.
<ul style="list-style-type: none"> • Will provide list within 2 weeks of initial period of performance. Agrees to maintain staffing roster, and notify Dept of changes within 1 day.
B. Dictation System Requirements
<ul style="list-style-type: none"> • Meets a,b,c, D. If failure states will automatically be routed to a backup transcription facility; will maintain comprehensive emergency backup plan.
<ul style="list-style-type: none"> • Ensure hardware and software used for transcription will be maintained.
<ul style="list-style-type: none"> • Two lines will be established.
<ul style="list-style-type: none"> • Plan- provide backup, both numbers run through Amazon’s Chime backbone (0% downtime). Have “active-passive” configuration with servers in two different locations; both rely on the same SIP trunk infrastructure • Every client given primary and back-up call-in from different enterprise class business to business telephone services company. • Geographic redundancy – entire system infrastructure is replicated at a disaster recovery data center separate from primary data center. • Disaster recovery -will implement recovery to restore operations within 24 hours.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Delivery of transcription will comply with timeframes listed in table 1. • Errors will be corrected and returned to the Dept within 24 hours of notification. Error categories include but not limited to the items listed in C1b. • Services rendered outside of the agreed terms will be charged.
<ul style="list-style-type: none"> • WebChartMD. Use text expanders, specialized dictionaries. Patient identifiers and other metadata auto populate within templates. Platform works with text editing apps.
<ul style="list-style-type: none"> • Will be reviewed with Dept and approved by Dept.
<ul style="list-style-type: none"> • Policy to maintain all electronic medical transcription documents for minimum of 1 year. • Dictation files maintained at least 5 days. • N - Dept will have access to secure online portal
<ul style="list-style-type: none"> • Will be systematically included
<ul style="list-style-type: none"> • Formatting guidelines reiterated and will be met.
<ul style="list-style-type: none"> • Agree and have ability to comply with formats listed.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/20/2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

D. Technical Requirements
<ul style="list-style-type: none"> • Will work with Department to establish secure interface with SSA ERE system. • Described process and analysis will be conducted for interfaces. **Appears not to have read or gone to ERE site.
<ul style="list-style-type: none"> • States will be transmitted as listed in requirement and describes. .
<ul style="list-style-type: none"> • If ERE non-operational, transcriptions will be faxed or sent by agreed upon alternative method.
<ul style="list-style-type: none"> • Will strictly adhere to all requirements in ERE website and policy. Listed out audit preparedness, final submission and electronic notifications.
<ul style="list-style-type: none"> • Agrees
<ul style="list-style-type: none"> • Will register for PIN. Ensures secure access and compliance with authentication protocols.
<ul style="list-style-type: none"> • Will be submitted in html.
<ul style="list-style-type: none"> • Will ensure compliance (listed a. b. and c.)
<ul style="list-style-type: none"> • Yes
<ul style="list-style-type: none"> • Will establish and maintain security controls that meet or exceed federal requirements.
<ul style="list-style-type: none"> • States proposed solution will meet the NIST standards.
<ul style="list-style-type: none"> • Agree
<ul style="list-style-type: none"> • Ensures and backup strategy-impliment a robust backup strategy includes regular intervals for data backups, ensuring minimal data loss.
<ul style="list-style-type: none"> • Will ensure- Our OIT support team will execute predefined recovery protocols to restore services promptly.
<ul style="list-style-type: none"> • Agree to limit outages to 1 time per month with advanced notice.
<ul style="list-style-type: none"> • Agree
<ul style="list-style-type: none"> • Agrees to a. • Agrees to b.
E. Training
<ul style="list-style-type: none"> • Will provide annual training. Mix of live and online modules, Provide certificates of completion to all participants,
<ul style="list-style-type: none"> • a. User manual and quick reference guides, troubleshooting tips. • b. training within 5 days of the start of the initial period of performance. • c. Will provide training to new providers within 48 hrs of notification.
<ul style="list-style-type: none"> • Will provide in person or virtual at provider's convenience.
F. Performance Measures
<ul style="list-style-type: none"> • Agrees a, b and agrees to submit performance measures quarterly.
G. Reports

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/20/2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Agrees to submit all required reports in the required timeframes.
2. Staffing
<ul style="list-style-type: none">• Provided attachment 7 as required
<ul style="list-style-type: none">• If subcontractors are utilized• Oversight management provided.• Communications protocols provided.
<ul style="list-style-type: none">• Provided
3. Implementation - Work Plan
<ul style="list-style-type: none">• Not provided.
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• 23 years experience• Deliver over 1.2 million lines a month• Provide transcription for over 2000 providers a day• 99% accuracy rate• Provided 3 relevant projects, one is not current
2. Subcontractors
<ul style="list-style-type: none">• Xelex Digital for dictation software
3. Organizational Chart
<ul style="list-style-type: none">• Provided, minimal, not project related
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Does not appear financially viable, shows negative net income
6. Certificate of Insurance
<ul style="list-style-type: none">• Did not provide – did not meet requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Will provide WebChartMD • Will ensure it meets current and future DDS dictation needs • Will provide all maintenance
<ul style="list-style-type: none"> • Will meet this requirement
B. Dictation System Requirements
<ul style="list-style-type: none"> • Will provide automated recorded message • Will support up to 20 health professionals • Will provide a comprehensive backup plan
<ul style="list-style-type: none"> • Will maintain everything
<ul style="list-style-type: none"> • Will provide 2 dedicated telephone lines
<ul style="list-style-type: none"> • Will provide a backup but both numbers run through Amazon chime for 0% downtime • Fully redundant phone server • Every client has primary and backup number • Can restore within 24 hours
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Will meet all requested time schedules • Will provide all corrections free of charge within 24 hours
<ul style="list-style-type: none"> • Uses Microsoft word as a text editor with specialized dictionaries
<ul style="list-style-type: none"> • Will regularly maintain and update templates • Will wait for written approval from SOM before using new templates
<ul style="list-style-type: none"> • Will maintain all electronic documents for a year • Will retain electronic dictation files for at least 5 days
<ul style="list-style-type: none"> • These are included automatically on each transcription
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Cannot do .tif and .mdi but can do the rest • Said will be submitted via secure website, not ERE website
D. Technical Requirements
<ul style="list-style-type: none"> • Will conduct an analysis to identify integration • Will develop secure API's • Implement a robust testing phase
<ul style="list-style-type: none"> • Will meet – end to end AES-256 encryption
<ul style="list-style-type: none"> • Can meet these requirements
<ul style="list-style-type: none"> • They will meet this requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

<ul style="list-style-type: none"> • Will ensure access through all requested browsers
<ul style="list-style-type: none"> • Will register for a pin
<ul style="list-style-type: none"> • Will ensure it's html
<ul style="list-style-type: none"> • They will comply and meet these requirements
<ul style="list-style-type: none"> • Everything is done within the continental united states
<ul style="list-style-type: none"> • Will ensure they meet this requirement
<ul style="list-style-type: none"> • Will meet these requirements
<ul style="list-style-type: none"> • All data is in the continental united states
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will ensure and meet this requirement
<ul style="list-style-type: none"> • Will limit planned outages to 1 time per month and get pre-approval
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will work with current vendor and transfer 7 years of data
E. Training
<ul style="list-style-type: none"> • Will provide annual training
<ul style="list-style-type: none"> • Will meet this requirement
<ul style="list-style-type: none"> • Will provide repeated training sessions as needed
F. Performance Measures
<ul style="list-style-type: none"> • Will meet this requirement
G. Reports
<ul style="list-style-type: none"> • Will submit and track and meet this requirement
2. Staffing
<ul style="list-style-type: none"> • Included in attachment 7, doesn't include job descriptions or minimum qualifications
<ul style="list-style-type: none"> • Will provide this as necessary
<ul style="list-style-type: none"> • Included in attachment 8 – didn't meet the requirement – listed their hours available not what hours would be towards the project and time allocation
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Not provided – did not meet this requirement
<ul style="list-style-type: none"> • Stated they can provide it during the first contract period
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/21/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none">Meets requirements except in references, 2 out of 3, one is expired
2. Subcontractors	<ul style="list-style-type: none">Uses subs - WebChartMD
3. Organizational Chart	<ul style="list-style-type: none">Provided
4. Litigation	<ul style="list-style-type: none">None
5. Financial Viability	<ul style="list-style-type: none">Income stmt shows heavy use of subcontractors (listed as foreign entity)
6. Certificate of Insurance	<ul style="list-style-type: none">N - Missing

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/21/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> No real detail on process Will meet requirement
B. Dictation System Requirements
<ul style="list-style-type: none"> Appears all is in the future, no existing systems? no examples / detail Will meet requirement SIP trunk is not redundant
C. Medical Transcription Requirements
<ul style="list-style-type: none"> Will meet requirement Meets requirement Meets requirement Offers online access Meets requirement Meets requirement Meets requirement
D. Technical Requirements
<ul style="list-style-type: none"> Not sure if they understand the ERE requirements Meets requirement Meets requirement Meets requirement Meets requirement Meets requirement Not sure if they understand that all communication is via ERE. Meets requirement Meets requirement Will meet requirement Will meet requirement Will meet requirement Will meet requirement Will meet requirement Will meet requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: NuScript Systems, Inc.

DATE: 10/21/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Will meet requirement
E. Training
<ul style="list-style-type: none">• Meets requirement
<ul style="list-style-type: none">• Will meet requirement
<ul style="list-style-type: none">• Will meet requirement, offers online training
F. Performance Measures
<ul style="list-style-type: none">• Will meet requirement
G. Reports
<ul style="list-style-type: none">•
2. Staffing
<ul style="list-style-type: none">• Met requirement
<ul style="list-style-type: none">• According to financials there is heavy reliance on subcontractors
<ul style="list-style-type: none">• Will meet requirement. Staffing time is mostly based on Central time.
3. Implementation - Work Plan
<ul style="list-style-type: none">• No work plan, Missing
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/05/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
<ul style="list-style-type: none"> • I – Woman owned small business • I – Founded in 1989 • I – Experience fulfilling federal, state, and local government • I – Provided 3 relevant projects with minimal descriptions 	
2. Subcontractors	
<ul style="list-style-type: none"> • I – None 	
3. Organizational Chart	
<ul style="list-style-type: none"> • I – Provided but does not specify project team 	
4. Litigation	
<ul style="list-style-type: none"> • I – None stated 	
5. Financial Viability	
<ul style="list-style-type: none"> • N – Not provided but will once a contract is awarded if there is a “valid and/or legal” reason 	
6. Certificate of Insurance	
<ul style="list-style-type: none"> • I – Provided, expires 4/25/25, No professional liability 	

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/05/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • I – Owns numerous toll-free digital dictation lines • N – Does not specify dictation system in use • N – Do not acknowledge a. and b.
<ul style="list-style-type: none"> • I – Will provide a list of all transcriptionists once a contract is signed • N – Does not acknowledge a.
B. Dictation System Requirements
<ul style="list-style-type: none"> • N – Did not acknowledge 1a., b., or d. • I – Acknowledged ability to playback, edit, and stop/start dictations. • I – 60 minute time limit per record
<ul style="list-style-type: none"> • I – Transcription Gear will provide all maintenance • N – Not listed as sub-contractor
<ul style="list-style-type: none"> • I – Owns several phone lines • I – Will add more if needed
<ul style="list-style-type: none"> • I – Transcription Gear will provide all maintenance • N – Not listed as sub-contractor
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • I – 100% absolutely accurate guarantee w/ editing free of charge • N – Does not acknowledge any other requirements
<ul style="list-style-type: none"> • I – 99.9% accuracy • N – Does not acknowledge use of word processing software
<ul style="list-style-type: none"> • I – All template changes discussed with CEO, GM, and Client
<ul style="list-style-type: none"> • I – All documents are archived indefinitely • N – Does not acknowledge retention of dictation files
<ul style="list-style-type: none"> • N – Does not acknowledge requirements, specifically. • I – State they will adhere to template format provided by client
<ul style="list-style-type: none"> • N – Does not acknowledge requirements, specifically. • I – State they will adhere to template format provided by client
<ul style="list-style-type: none"> • I – Acknowledges adherence to electronic format • N – Does not acknowledge usage of ERE Website
D. Technical Requirements
<ul style="list-style-type: none"> • I – Transcription Gear will be used as FTP host • N – Not listed as sub-contractor • N – Does not acknowledge crating interface to ERE system
<ul style="list-style-type: none"> • I – Transcription Gear will be used as FTP host

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/05/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

<ul style="list-style-type: none"> • N – Not listed as sub-contractor • N – Does not acknowledge creating interface to ERE system
<ul style="list-style-type: none"> • N - The department can access files when the ERE is not operational
<ul style="list-style-type: none"> • I – Will submit to an audit • N – Does not acknowledge ERE requirements
<ul style="list-style-type: none"> • I – Transcriptionists are required to have up to date browser • N – Does not acknowledge a. through d. specifically
<ul style="list-style-type: none"> • I – Will complete when contract is signed
<ul style="list-style-type: none"> • I – Will complete when contract is signed
<ul style="list-style-type: none"> • I – All work is stored in their secure FTP site • I – Will submit using clients preferred method, including ERE
<ul style="list-style-type: none"> • I – Acknowledges this requirement
<ul style="list-style-type: none"> • I – Transcription Gear will be used as FTP host • N – Not listed as sub-contractor • N – Does not acknowledge FIPS PUB 200
<ul style="list-style-type: none"> • I – Transcription Gear will be used as FTP host • N – Not listed as sub-contractor • N – Does not acknowledge NIST 800-53 Rev 5 or a. through n.
<ul style="list-style-type: none"> • I – Transcription Gear data centers in US, but does not specify where
<ul style="list-style-type: none"> • I – 99.98% uptime • N – Does not acknowledge restoration of data
<ul style="list-style-type: none"> • I – 99.98% uptime • N – Does not acknowledge Recovery Time Objective
<ul style="list-style-type: none"> • I – 99.98% uptime • N – Does not acknowledge planned outages or preapproval from the Department
<ul style="list-style-type: none"> • I – Available 24/7/365
<ul style="list-style-type: none"> • N – Did not provide answer stating the question was removed per amendment
<p>E. Training</p>
<ul style="list-style-type: none"> • I – Will provide written instructions on dictation system • N – Does not acknowledge HIPAA training
<ul style="list-style-type: none"> • I – Will provide written instructions on dictation system • N Does not acknowledge b. & c.
<ul style="list-style-type: none"> • I – Instructions can be sent as often as needed
<p>F. Performance Measures</p>
<ul style="list-style-type: none"> • I – Able to track all metrics required by client

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/05/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

<ul style="list-style-type: none">• N – Does not acknowledge submission or timelines
G. Reports
<ul style="list-style-type: none">• I – Able to track all metrics required by client
2. Staffing
<ul style="list-style-type: none">• I – Provided names and summary of CEO and GM, not positions and qualifications
<ul style="list-style-type: none">• I – State none will ever be used
<ul style="list-style-type: none">• N – Provided org chart instead of staffing plan
3. Implementation - Work Plan
<ul style="list-style-type: none">• N – Provided workflow process
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">• I – A rate per line was provided, as requested. No other information offered

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/04/2024, 11/05/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Headquartered in South Carolina• Women owned, small business• Founded in 1989 (35 years)• Comprehensive experience in medical/HER, legal, law enforcement, military, academic, and research, and general business communities• 3 projects provided, all are ongoing multiyear long; descriptions are related to RFP
2. Subcontractors
<ul style="list-style-type: none">• No subcontractors
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• none
5. Financial Viability
<ul style="list-style-type: none">• Declined to provide
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided home business policy-

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/04/2024, 11/05/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Does not meet requirements • Does not speak to ensuring ongoing technology upgrades or providing maintenance
<ul style="list-style-type: none"> • N- does not specifically agree to the timeframe requested
B. Dictation System Requirements
<ul style="list-style-type: none"> • Requirement not met- does not speak to <ul style="list-style-type: none"> ○ Automated recorded answer message ○ Prompting requirements ○ Simultaneous access for 20 health professionals 24/7/365 ○ Automatic routing and back up plan requirement
<ul style="list-style-type: none"> • Does not meet requirement- “ensures all services are working all the time and updated as needed” this does not clearly indicate they will or will not be providing maintenance
<ul style="list-style-type: none"> • Q- are these lines dedicated for the department
<ul style="list-style-type: none"> • Requirement not met: does not address <ul style="list-style-type: none"> ○ Back up number ○ Redundant phone server ○ Recovery period of 24hrs
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Requirement not met: does not address <ul style="list-style-type: none"> ○ Timeframe for delivering report to health professional ○ How trouble calls or corrections are handled procedurally. • P- any editing of the completed document is done free of charge
<ul style="list-style-type: none"> • Requirement not met: does not address <ul style="list-style-type: none"> ○ Word processing software with grammar and spell check resources •
<ul style="list-style-type: none"> • Requirement not met: does not address <ul style="list-style-type: none"> ○ Maintaining templates ○ Written approval of changes (response indicates “would be discussed”) •
<ul style="list-style-type: none"> • Requirement not met: does not address <ul style="list-style-type: none"> ○ Electronic dictation file storage requirements- only indicates transcriptions to be stored.
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/04/2024, 11/05/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

<ul style="list-style-type: none"> • Requirement not met: does not address <ul style="list-style-type: none"> ○ Submission via ERE
D. Technical Requirements
<ul style="list-style-type: none"> • Requirement not met- response discussed safeguards for HIPAA
<ul style="list-style-type: none"> • Requirement not met- response discussed safeguards for HIPAA but does not indicate if AES-256 encryption is used.
<ul style="list-style-type: none"> • Requirement not met- does not say they will fax or use other approved methods
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Does not meet requirements- does not speak to HTML format
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • P 100% US based staff and offices
<ul style="list-style-type: none"> • Q- unclear if this meets FIPS PUB 200
<ul style="list-style-type: none"> • Provided identical response to prior question
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Does not meet requirements <ul style="list-style-type: none"> ○ Doesn't indicate minimum RPO
<ul style="list-style-type: none"> • Does not meet requirements <ul style="list-style-type: none"> ○ Doesn't indicate minimum RPO
<ul style="list-style-type: none"> • Does not meet requirements <ul style="list-style-type: none"> ○ Does not indicate if they can limit planned outages to 1 per month during business week.
<ul style="list-style-type: none"> • Did not answer in this question, however previous responses indicate 99.98% uptime guarantee
<ul style="list-style-type: none"> • Did not address the smooth transition with current vendor portion of the question.
E. Training
<ul style="list-style-type: none"> • Does not meet requirements
<ul style="list-style-type: none"> • Provides detailed written instructions but does not address the specified timeframes in the RFP.
<ul style="list-style-type: none"> • Meets requirement
F. Performance Measures
<ul style="list-style-type: none"> • Meets requirement
G. Reports
<ul style="list-style-type: none"> • Meets requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/04/2024, 11/05/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

2. Staffing
<ul style="list-style-type: none">• Provided current staff descriptions, and job description of medical transcription• n/a
<ul style="list-style-type: none">• Staffing plan states all transcriptionists will be assigned to account. Org charg provided again; does not speak to time allocation
3. Implementation - Work Plan
<ul style="list-style-type: none">• Does not meet requirements- no timeline or chart provided work flow summary provided but not work plan for implementation of services.
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 10/28/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none">• Woman owned small business founded in 1989.• Experience in medical/EHR, legal, law enforcement, military, academic, research and general business community.• Projects are current and appear relevant. Limited descriptions are provided.
2. Subcontractors	<ul style="list-style-type: none">• Do not intend to subcontract.
3. Organizational Chart	<ul style="list-style-type: none">• Bidder met the requirement.
4. Litigation	<ul style="list-style-type: none">• Appendix is blank. We are to assume no litigation.
5. Financial Viability	<ul style="list-style-type: none">• Bidder did not meet the requirement.
6. Certificate of Insurance	<ul style="list-style-type: none">• Bidder met the requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 10/28/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • They did not speak to the requirements.
<ul style="list-style-type: none"> • They indicate that he list will be made available once a contract is signed and do not speak to the specific timelines.
B. Dictation System Requirements
<ul style="list-style-type: none"> • Appear to have provided the instruction card for their dictation system. • Do not speak to the desired prompts, the simultaneous access requirement. • Some of the controls appear to be available. • Do not speak to the automatic routing requirement.
<ul style="list-style-type: none"> • They defer to Transcription Gear as FTP host and 1-800 call in service provider. We assume they provide the maintenance.
<ul style="list-style-type: none"> • They indicate they own many toll-free lines and will add more if required. • Do not speak to the requirement directly.
<ul style="list-style-type: none"> • They defer to Transcription Gear as FTP host and 1-800 call in service provider. We assume they provide the safeguards. • They do not speak to each requirement directly.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • They do not speak to the timelines, specifically.
<ul style="list-style-type: none"> • They do not speak to the requirement to utilize word processing software with spelling and grammar check. They claim 9939% accuracy
<ul style="list-style-type: none"> • They do not speak to requesting written departmental approval.
<ul style="list-style-type: none"> • They do not speak to the retention timeline needed for electronic dictation files.
<ul style="list-style-type: none"> • Bidder suggests that the department submit a template or questionnaire according to our preferred format and that the transcript will be produced in the same manner.
<ul style="list-style-type: none"> • Bidder suggests that the department submit a template or questionnaire according to our preferred format and that the transcript will be produced in the same manner.
<ul style="list-style-type: none"> • Bidder met the requirement.
D. Technical Requirements
<ul style="list-style-type: none"> • Bidder proposes use of Transcription Gear as FTP host.
<ul style="list-style-type: none"> • Bidder proposes use of Transcription Gear as FTP host. • They do not speak to AES-256 encryption of the 24/7/365 availability
<ul style="list-style-type: none"> • They do not speak to addressing this requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 10/28/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> • They will submit to an audit but do not address requirements set forth in ERE website.
<ul style="list-style-type: none"> • They do not speak to the specific browsers. They indicated that their transcriptionists are required to have the most up to date browser and software available.
<ul style="list-style-type: none"> • They indicate that they would register for the PIN and password once a contract is signed.
<ul style="list-style-type: none"> • They do not speak to this requirement.
<ul style="list-style-type: none"> • They do not speak to these requirements directly. • They defer to their use of secure FTP server and indicate that they would use ERE website if preferred.
<ul style="list-style-type: none"> • They note 100% US based staff and offices.
<ul style="list-style-type: none"> • They defer to the requirements of their FTP host, Transcription Gear.
<ul style="list-style-type: none"> • They defer to the requirements of their FTP host, Transcription Gear.
<ul style="list-style-type: none"> • They defer to the requirements of their FTP host, Transcription Gear.
<p>They defer to the requirements of their FTP host, Transcription Gear.</p>
<ul style="list-style-type: none"> • They defer to the requirements of their FTP host, Transcription Gear.
<ul style="list-style-type: none"> • They defer to the requirements of their FTP host, Transcription Gear.
<ul style="list-style-type: none"> • They defer to the requirements of their FTP host, Transcription Gear.
<ul style="list-style-type: none"> • They did not speak to 17.a
<p>E. Training</p>
<ul style="list-style-type: none"> • Indicate they provide written instruction on the 1-800 dictation system. • They do not speak to HIPAA regulations.
<ul style="list-style-type: none"> • They do not speak to the requirements directly. • They provide written instruction on how to use the 1-800 dictation system.
<ul style="list-style-type: none"> • They will re-send written instruction as often as needed.
<p>F. Performance Measures</p>
<ul style="list-style-type: none"> • Bidder met the requirement.
<p>G. Reports</p>
<ul style="list-style-type: none"> • Bidder met the requirement.
<p>2. Staffing</p>
<ul style="list-style-type: none"> • They speak to the skills of the current CEO and GM. They do not provide a generic job description. • Additional detail is provided regarding the transcriptionist position.
<ul style="list-style-type: none"> • They do not utilize subcontractors.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 10/28/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none">• They provided an org chart and not a staffing plan.
3. Implementation - Work Plan
<ul style="list-style-type: none">• They provided a workflow process and not a workplan.• A timeline is not provided.

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/5/2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none">• In business since 1989; 3 ongoing projects listed, longest 17 years in forensic pathology.
2. Subcontractors	
	<ul style="list-style-type: none">• None
3. Organizational Chart	
	<ul style="list-style-type: none">• Meets
4. Litigation	
	<ul style="list-style-type: none">• None
5. Financial Viability	
	<ul style="list-style-type: none">• Did not provide financials. Response as to reason the reason financials not sent was included.
6. Certificate of Insurance	
	<ul style="list-style-type: none">• Provided-not on Acord form

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/5/2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Did not meet "Did not answer a or b.
<ul style="list-style-type: none"> • Will provide list of staff once contract is signed. Did not address updates to staff.
B. Dictation System Requirements
<ul style="list-style-type: none"> • Did not meet. Provided "Toll-free dictation instructions". Did not answer questions.
<ul style="list-style-type: none"> • States Transcription Gear is FTP host and they ensure all services are working all the time and update as needed.
<ul style="list-style-type: none"> • Own several toll free telephone lines and should more be required, will add.
<ul style="list-style-type: none"> • Did not meet - States Transcription Gear is FTP host and they ensure all services are working all the time and update as needed.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Did not provide information adhering to timeframes required for dictation completion or corrections. Did not address trouble calls. Did say corrections are free of charge.
<ul style="list-style-type: none"> • Every dictation is re-listened to while proofreading. Did not address software.
<ul style="list-style-type: none"> • Agrees to discuss changes in templates.
<ul style="list-style-type: none"> • Agrees -
<ul style="list-style-type: none"> • Client fills out format questionnaire/submit a template and then transcriptions are produced exactly the same way.
<ul style="list-style-type: none"> • Client fills out format questionnaire/submit a template and then transcriptions are produced exactly the same way.
<ul style="list-style-type: none"> • Agrees to format. Did not comment on ERE.
D. Technical Requirements
<ul style="list-style-type: none"> • Did not answer/agree. Use Transcription Gear as FTP host
<ul style="list-style-type: none"> • Did not answer/agree
<ul style="list-style-type: none"> • Did not answer. States files are secured on Transcription Plus HIPAA and are FTP and can be accessed by the Dept at any time, including when ERE is not operational.
<ul style="list-style-type: none"> • Agrees to submit to audit
<ul style="list-style-type: none"> • Has update to date internet browsers-
<ul style="list-style-type: none"> • Agrees when contract is signed.
<ul style="list-style-type: none"> • Did not answer
<ul style="list-style-type: none"> • Didn't answer b and c. Agrees to submit whatever method client prefers.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/5/2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none"> • Agrees
<ul style="list-style-type: none"> • Has intrusion detection system, 256-bit AES transport encryption over SSL and SSH.
<ul style="list-style-type: none"> • Didn't provide required information
<ul style="list-style-type: none"> • Agrees
<ul style="list-style-type: none"> • Didn't answer, stated Transcription Gear has 99.98% uptime guarantee.
<ul style="list-style-type: none"> • Didn't answer, stated Transcription Gear has 99.98% uptime guarantee.
<ul style="list-style-type: none"> • Didn't answer, stated Transcription Gear has 99.98% uptime guarantee.
<ul style="list-style-type: none"> • States available 24/7/365
<ul style="list-style-type: none"> • Didn't answer a. Stated the question was removed according to the amendment.
E. Training
<ul style="list-style-type: none"> • Provide detailed instructions on how to use system.
<ul style="list-style-type: none"> • Didn't answer - states "Provide detailed instructions on how to use system"
<ul style="list-style-type: none"> • Instructions sent as often as needed.
F. Performance Measures
<ul style="list-style-type: none"> • Did not answer
G. Reports
<ul style="list-style-type: none"> • Did not answer.
2. Staffing
<ul style="list-style-type: none"> • Provided
<ul style="list-style-type: none"> • Does not use
<ul style="list-style-type: none"> • Provided
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Not provided as required

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • Founded in 1989 • Certified woman-owned business • Experience with all capacities of transcription • Provided 3 relevant projects, not a lot of detail, all on-going
2. Subcontractors	<ul style="list-style-type: none"> • None listed
3. Organizational Chart	<ul style="list-style-type: none"> • Provided org chart, not project specific though
4. Litigation	<ul style="list-style-type: none"> • None
5. Financial Viability	<ul style="list-style-type: none"> • Not provided, did not disclose
6. Certificate of Insurance	<ul style="list-style-type: none"> • Provided one, not sure it's sufficient, no cyber policy

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Doesn't address meeting DDS dictation needs • Looks like it's just a FTP server – no DB • Does not address any maintenance
<ul style="list-style-type: none"> • Will provide once contract is signed • Did not address updating staff list within 1 business day
B. Dictation System Requirements
<ul style="list-style-type: none"> • Did not meet this requirement • Only has a call in dictation system – did not address any requirements
<ul style="list-style-type: none"> • They utilize an FTP host – did not list them under subcontractors
<ul style="list-style-type: none"> • Stated they own several toll free lines and can add more
<ul style="list-style-type: none"> • Did not address this requirement, they do not meet this requirement
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Did not list any times for corrections • Said corrections are no charge
<ul style="list-style-type: none"> • They didn't list any – they do it through listening
<ul style="list-style-type: none"> • State they will meet this requirement
<ul style="list-style-type: none"> • Can store up to 1 year and beyond
<ul style="list-style-type: none"> • Have to submit a questionnaire as to how it should look
<ul style="list-style-type: none"> • Have to submit a questionnaire
<ul style="list-style-type: none"> • Can do the formats • Does not address submitting them to ERE website
D. Technical Requirements
<ul style="list-style-type: none"> • They do not address this request correctly • They can not meet this requirement
<ul style="list-style-type: none"> • They can not meet this requirement based on their response
<ul style="list-style-type: none"> • They cannot meet this requirement
<ul style="list-style-type: none"> • They will submit to an audit if necessary • Do not meet this requirement
<ul style="list-style-type: none"> • Did not address this requirement
<ul style="list-style-type: none"> • State they will do this
<ul style="list-style-type: none"> • Did not answer this correctly – did not meet
<ul style="list-style-type: none"> • They state they can do this but their answer is unclear as to how
<ul style="list-style-type: none"> • Will meet this requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

<ul style="list-style-type: none"> • Unable to determine if they meet this security requirement
<ul style="list-style-type: none"> • Did not answer this section – does not meet
<ul style="list-style-type: none"> • Doesn't really say it stays in the USA
<ul style="list-style-type: none"> • Does not meet this requirement – did not answer correctly
<ul style="list-style-type: none"> • Does not meet – did not answer correctly
<ul style="list-style-type: none"> • Did not answer correctly
<ul style="list-style-type: none"> • States they are up all the time – this is not answered correctly
<ul style="list-style-type: none"> • Did not answer this, said this question was removed
E. Training
<ul style="list-style-type: none"> • They do not provide annual training on HIPAA
<ul style="list-style-type: none"> • Will not provide except with written instructions on how to dial a phone number
<ul style="list-style-type: none"> • Will resend the instructions as necessary
F. Performance Measures
<ul style="list-style-type: none"> • They can track but didn't specify providing
G. Reports
<ul style="list-style-type: none"> • Again they can track but didn't specify providing or meeting due dates
2. Staffing
<ul style="list-style-type: none"> • Provided, does not provide info requested
<ul style="list-style-type: none"> • Subcontractors are not used however they use a subcontractor for their ftp site
<ul style="list-style-type: none"> • Provided, does not provide info requested
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Not provided, provided a written workflow process – did not meet requirement
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/05/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	
	<ul style="list-style-type: none">• In business since 1989, 3 current projects listed, Clover SC
2. Subcontractors	
	<ul style="list-style-type: none">• None listed
3. Organizational Chart	
	<ul style="list-style-type: none">• Provided
4. Litigation	
	<ul style="list-style-type: none">• None
5. Financial Viability	
	<ul style="list-style-type: none">• Not provided / refused
6. Certificate of Insurance	
	<ul style="list-style-type: none">• Minimum

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/05/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Did not answer a and b • Meets requirement
B. Dictation System Requirements
<ul style="list-style-type: none"> • Answered a and c. Nothing about b and d. Based on Nuance Dragon software • Uses third party, no detail regarding maintenance • Will meet requirement • Reliance on Transcription Gear but no detail
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Proposes to use email as a notification method, not ere. • Did not answer regarding word processing or grammar/spell check • Will meet requirement • Will meet requirement • Will meet requirement • Will meet requirement • Did not speak to ERE
D. Technical Requirements
<ul style="list-style-type: none"> • Did not answer correctly • Did not answer with respect to ERE • Did not answer regarding FAX. • Will submit to Audits but did not answer regarding ERE policies. • Will meet requirement • Will meet requirement • Will meet requirement • Did not answer b and c • 100% US based • No information regarding FIPS PUB 200 / fed requirements • Did not answer question • Met • 99.98% uptime but no information regarding recovery time. • 99.98% uptime but no information regarding recovery time. • 99.98% uptime but no information regarding maintenance activities. • 99.98% uptime

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: Transcription Plus

DATE: 11/05/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none">• Did not answer A
E. Training
<ul style="list-style-type: none">• Did not answer regarding staff HIPAA training.
<ul style="list-style-type: none">• Written instructions, no training
<ul style="list-style-type: none">• Written instructions, no training
F. Performance Measures
<ul style="list-style-type: none">• Will meet requirement
G. Reports
<ul style="list-style-type: none">• Will meet requirement
2. Staffing
<ul style="list-style-type: none">•
<ul style="list-style-type: none">• No subcontractors
<ul style="list-style-type: none">• Provided but no time estimates
3. Implementation - Work Plan
<ul style="list-style-type: none">• No detail, general statements
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/05/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• I - Established in 2005• I – TrackDoc Connect platform• I – Provided 3 relevant & ongoing projects
2. Subcontractors
<ul style="list-style-type: none">• I – Merolyn Cooper - Transcriptionist
3. Organizational Chart
<ul style="list-style-type: none">• I – Provided
4. Litigation
<ul style="list-style-type: none">• I – None stated
5. Financial Viability
<ul style="list-style-type: none">• I – Provided• N - Negative operating income over last 3 years• N – Negative cash over last 3 years
6. Certificate of Insurance
<ul style="list-style-type: none">• I – Provided, expires 7/28/25, No professional liability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/05/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • I - They have a system in place with these capabilities • N – Does not specifically acknowledge a. and b.
<ul style="list-style-type: none"> • I – Acknowledges adherence to providing names within two weeks • N – Does not acknowledge providing updates within 1 day
B. Dictation System Requirements
<ul style="list-style-type: none"> • I – “Zydoc has the capability of the above in place”
<ul style="list-style-type: none"> • I – Utilizes 100% platform? And does not require maintenance
<ul style="list-style-type: none"> • I – has 4 toll-free lines
<ul style="list-style-type: none"> • I – Can interface with any system • N – Does not acknowledge requirements
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • I - Operations help desk by phone & email 24/7/365 • I – Corrections performed by QA specialist & QA Manager • N – Does not acknowledge i through ix or time limits
<ul style="list-style-type: none"> • I – TrackDoc Connect has built in grammar & spell check
<ul style="list-style-type: none"> • I – acknowledges they will maintain templates • N – Does not acknowledge written approval by the Department for updates
<ul style="list-style-type: none"> • I – transcription documents are retained indefinitely
<ul style="list-style-type: none"> • I – Dictation files will be stored for 60 days
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to all requirements
<ul style="list-style-type: none"> • I – Can submit documents in .doc, .docx, .rtf, and .txt • N – Does not acknowledge the ERE Website
D. Technical Requirements
<ul style="list-style-type: none"> • I – “Can interface with any system”
<ul style="list-style-type: none"> • I – “ensure documents are transmitted using secure encrypted transmission”
<ul style="list-style-type: none"> • I – Acknowledge they will fax • N Do not acknowledge 24 hour period or “no additional cost”
<ul style="list-style-type: none"> • I – Will meet or exceed all requirements
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement
<ul style="list-style-type: none"> • I – Acknowledges adherence to this requirement

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/05/2024

EVALUATOR NAME: Shannon Courtois

EVALUATOR DEPARTMENT: Department of Health & Human Services – CO Finance

<ul style="list-style-type: none"> • N – Does not acknowledge b. & c. specifically
<ul style="list-style-type: none"> • I – TrackDoc Connect maintains an Audit Log with Geolocation
<ul style="list-style-type: none"> • I – State they will comply
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – State “Agreed”
<ul style="list-style-type: none"> • I – Backups run every 10 minutes
<ul style="list-style-type: none"> • I – State “Agreed”
<ul style="list-style-type: none"> • I – Planned maintenance on 3rd Friday of every month
<ul style="list-style-type: none"> • I – State “Agreed”
<ul style="list-style-type: none"> • I Acknowledged adherence to both requirements
E. Training
<ul style="list-style-type: none"> • I – Training upon hiring and annually thereafter
<ul style="list-style-type: none"> • I – Acknowledged adherence to all requirements
<ul style="list-style-type: none"> • I – Will provide live training, manuals, and presentations
F. Performance Measures
<ul style="list-style-type: none"> • I – Will adhere to these requirements
G. Reports
<ul style="list-style-type: none"> • I – Will adhere to these requirements
2. Staffing
<ul style="list-style-type: none"> • I -Provided listing of names with their credentials and job descriptions
<ul style="list-style-type: none"> • I – Provided
<ul style="list-style-type: none"> • I – Provided list of positions w/o time allocation
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Provided a narrative implementation plan
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> • I – A rate per line was provided, as requested
<ul style="list-style-type: none"> • I – Used old form w/ \$0 for Minimum System/Service Access Charge

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/05/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • Provides dictation and transcription cloud platform • Since 2005 10mil transcripts produced • Was ranked second in medical transcription services and sixth for their TrackDoc Connect enterprise cloud transcription platform in the 2020 Black Book™ Market Research vendors survey of 203 hospitals and 2,263 physician practices • 3 projects provided, all currently ongoing and relevant to RFP
2. Subcontractors	<ul style="list-style-type: none"> • 1- individual as subcontractor, California based
3. Organizational Chart	<ul style="list-style-type: none"> • provided
4. Litigation	<ul style="list-style-type: none"> • none
5. Financial Viability	<ul style="list-style-type: none"> • Provided- negative net income x3 years
6. Certificate of Insurance	<ul style="list-style-type: none"> • provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/05/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Minimal response “has the capacity of the above already in place”
<ul style="list-style-type: none"> • Does not meet requirement <ul style="list-style-type: none"> ○ Does not address the updates to staff list within 1 day.
B. Dictation System Requirements
<ul style="list-style-type: none"> • Minimal response “has the capacity of the above already in place”
<ul style="list-style-type: none"> • Platform does not require hardware or software maintenance
<ul style="list-style-type: none"> • 4 toll free lines- however does not indicate if these are dedicated to the department
<ul style="list-style-type: none"> • Requirement not met <ul style="list-style-type: none"> ○ No back up number provided ○ Does not confirm redundant phone server ○ Does not address recovery within 24hrs
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Has a proven track record of providing adherence to contractual turnaround times. • Toll free /email helpdesk 24/7/365- inquiries and complaints handled immediately • No charges for errors or omissions
<ul style="list-style-type: none"> • TrackDoc Connect has building grammar and spell check resources • Spell check and grammar checks are mandatory and monitored for all transcriptionists.
<ul style="list-style-type: none"> • Robust templating capability • No limit to number of headings or subheadings in documents • Does not address the written approval for changes
<ul style="list-style-type: none"> • Meets requirements • Exceeds- transcriptions held indefinitely, dictation files held for 60 days
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Does not address submission via ERE
D. Technical Requirements
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Meets requirement
<ul style="list-style-type: none"> • Faxing capabilities are built in; will seamless execute faxes as necessary

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/05/2024

EVALUATOR NAME: Samantha Gilman

EVALUATOR DEPARTMENT: DDS

<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Meets requirements • Maintains an audit log with geolocation which records all access to all documents
<ul style="list-style-type: none"> • Meets requirement/minimal response
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Minimum response provided
<ul style="list-style-type: none"> • Has system backups every 10 minutes, max loss would be 10 minutes
<ul style="list-style-type: none"> • Minimum response provided
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Minimum response provided
<ul style="list-style-type: none"> • Meets requirements
E. Training
<ul style="list-style-type: none"> • Meets requirements
<ul style="list-style-type: none"> • Offers user manual and ancillary info
<ul style="list-style-type: none"> • Meets requirements
F. Performance Measures
<ul style="list-style-type: none"> • Meets requirements
G. Reports
<ul style="list-style-type: none"> • Meets requirements
2. Staffing
<ul style="list-style-type: none"> • provided
<ul style="list-style-type: none"> • Q- on subcontractors form only listed 1 individual- are all transcriptionists and QA staff subcontractors?
<ul style="list-style-type: none"> • Provided
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Timeline summary not chart provided.

Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 10/28/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Indicate 10 million transcripts produced since 2005.• Work performed for medical, law enforcement, legal, government, business and educational organizations.• Claim to be ranked 2nd for medical transcription services in 2020 Black Book Market Research.• Projects are current a relevant.
2. Subcontractors
<ul style="list-style-type: none">• Their Transcriptionist/SR Editor/QA Assurance position is a subcontractor.
3. Organizational Chart
<ul style="list-style-type: none">• Bidder met the requirement.
4. Litigation
<ul style="list-style-type: none">• Cite none in the timeframe.
5. Financial Viability
<ul style="list-style-type: none">• Do not appear to be financially viable.
6. Certificate of Insurance
<ul style="list-style-type: none">• Bidder met the requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 10/28/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> Bidder indicates they have the capacity in place already. They do not speak to the 1 business day timelines for updates.
B. Dictation System Requirements
<ul style="list-style-type: none"> Bidder indicates they have the capacity in place already. Bidder indicates they do not require hardware or software maintenance because they use 100% platform transcription. They indicate they have 4 toll-free lines. They do not indicate that they will dedicate two. They indicate that they can easily interface with many systems.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> They indicate that they are timely but the do not commit to our timelines specifically regarding initial completion. They claim a proprietary transcription platform, TrackDoc Connect, that has built in spell check that is triggered upon completion. They defer to the functionality of their platform. They do not speak to receiving written approval prior to utilizing updated templates. Bidder met the requirement. They do not speak to 5.e. Bidder met the requirement. They are able receive submissions in .doc, .docx, .rtf and .txt.
D. Technical Requirements
<ul style="list-style-type: none"> They indicate they can easily interface with many systems. They will ensure documents are transmitted using secure encryption. They do not speak to the no additional cost. They will meet or exceed all ERE website requirements. Bidder met the requirement. Bidder met the requirement. Bidder met the requirement. They do not speak to notifying the health professionals of pending transcriptions. They do not speak to submitting the detailed log sheet. Bidder met the requirement.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 10/28/2024

EVALUATOR NAME: Leslie Jeffers

EVALUATOR DEPARTMENT: Office for Family Independence

<ul style="list-style-type: none"> • They indicate that they will comply.
<ul style="list-style-type: none"> • They speak to each of the individual requirements but do not indicate whether the solutions reach NIST 800-53 Rev 5
<ul style="list-style-type: none"> • They agree.
<ul style="list-style-type: none"> • They indicate they can restore a maximum of a 10 minute loss.
<ul style="list-style-type: none"> • They agree.
<ul style="list-style-type: none"> • They indicate their monthly maintenance is on the 3rd Friday night of each month.
<ul style="list-style-type: none"> • They agree.
<ul style="list-style-type: none"> • Bidder can ensure a smooth transition and are willing to work with the current vendor to transfer data.
E. Training
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • All health professionals will immediately be given the TrackDoc Connect user manual and access to the 24/7/365 customer service desk.
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Bidder met the requirement.
F. Performance Measures
<ul style="list-style-type: none"> • Bidder met the requirement.
G. Reports
<ul style="list-style-type: none"> • Bidder met the requirement.
2. Staffing
<ul style="list-style-type: none"> • Bidder met the requirement.
<ul style="list-style-type: none"> • Subcontractor will report to operations and transcription manager.
<ul style="list-style-type: none"> • Minimum staffing is not provided. They cite oversight during operational hours. • They indicate no less than 3 QA analysts will be available through the day. • They anticipate 8-10 transcriptions assigned to the account to provide 24/7 coverage.
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Not in a timeline chart format. • They provide a high level explanation of their timeline and implementation.
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/5/2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience	
1. Overview of the Organization	<ul style="list-style-type: none"> • Provider of dictation and transcription cloud platform infrastructure for medical as well as other organizations (law enforcement, government, education and business). • Three projects and descriptions provided and all current: • Since 2006 Bilingual psychological and neuropsychological including long term disability average 14,000 lines per month . • Since 2014 multiple types of transcription including IMEs ave 35,000 lines/month • Since 2018 -IME reports (Independent Medical Exams)
2. Subcontractors	<ul style="list-style-type: none"> • Yes- Merolyn Cooper Transcriptionist/SR Editor Quality Assurance at Zydoc transcription
3. Organizational Chart	<ul style="list-style-type: none"> • Provided
4. Litigation	<ul style="list-style-type: none"> • None
5. Financial Viability	<ul style="list-style-type: none"> • Provided
6. Certificate of Insurance	<ul style="list-style-type: none"> • Commercial Liability

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/5/2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • Didn't answer – has capability in place is all information provided • Will provide complete list of staff within 2 week prior to start of initial period of performance. Did not answer a.
B. Dictation System Requirements
<ul style="list-style-type: none"> • Has the capability of the above already in place – didn't answer • utilizes 100% platform for transcription services and does not require hardware or software maintenance • has 4 toll-free telephone lines. • Didn't answer – response -can easily interface with many systems.
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • a. Didn't answer – comment was -take turnaround times very seriously and have proven track record of providing adherence to contractual turnaround times for present clients. • b Help desk by phone or email 24/7/365- managerial level person handling calls to deal with transcription-related error or omission. Inquiries/complaints dealt with immediately. Document corrections done immediately on notification. • TrackDoc Connect is platform built-in grammar and spellcheck triggered on completion of document. Spell check and grammar mandatory and monitored for all transcriptionists. • TrackDoc has robust templating capability. • Met -Medical Transcription documents indefinitely and would be pleased to provide access to the Department at any time. Electronic Dictation files are held for 60 days, but that time period is also customizable at the client's discretion • Agrees – questionable format • Agrees "ariel" font • Did not answer- TrackDoc Connect allows submission in .doc, .docx, .rtf and .txt.
D. Technical Requirements
<ul style="list-style-type: none"> • Did not answer - can easily interface with many systems • will ensure documents are transmitted using secure encrypted transmission. • Connect has a robust faxing capability built-in and in the event of ERE Website failure, will seamlessly execute faxes for submissions as necessary • Agrees to meet to exceed

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/5/2024

EVALUATOR NAME: Ann Joy

EVALUATOR DEPARTMENT: DHHS/DDS

<ul style="list-style-type: none"> will access the ERE Website via one or more of the SSA/ERE-approved internet browsers as noted above.
<ul style="list-style-type: none"> Will register for PIN
<ul style="list-style-type: none"> Agrees to submit in html format.
<ul style="list-style-type: none"> will access the ERE Website via one or more of the SSA/ERE-approved internet browsers as noted above.
<ul style="list-style-type: none"> Met employs or contracts with verified US based transcriptionists and QA specialists for all clients with a domestic only transcription requirement.
<ul style="list-style-type: none"> Will comply
<ul style="list-style-type: none"> E&f not answered; answers not complete
<ul style="list-style-type: none"> agrees
<ul style="list-style-type: none"> Backups run every 10 min
<ul style="list-style-type: none"> Agreed
<ul style="list-style-type: none"> Agreed – maintenance 3rd Fri night every month
<ul style="list-style-type: none"> Agreed
<ul style="list-style-type: none"> Ensures a and b
E. Training
<ul style="list-style-type: none"> personnel and contractors are required to access HIPAA training upon first hire, and thereafter on a yearly basis, which is monitored.
<ul style="list-style-type: none"> Meets a, c and c.
<ul style="list-style-type: none"> Agrees
F. Performance Measures
<ul style="list-style-type: none"> Meets
G. Reports
<ul style="list-style-type: none"> Meets
2. Staffing
<ul style="list-style-type: none"> Meets
<ul style="list-style-type: none"> Meets – will be under the supervision of and report to Operations and Transcription Manager and be assisted by transcription/QA team leads.
<ul style="list-style-type: none"> Did not provide details for time allocation
3. Implementation - Work Plan
<ul style="list-style-type: none"> Did not provide required information
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Established in 2005• SOC 2 Type 2 compliant• Azure hosted• Provided 3 projects, all related and current
2. Subcontractors
<ul style="list-style-type: none">• Listed a transcriptionist Merolyn Cooper
3. Organizational Chart
<ul style="list-style-type: none">• Provided in a separate attachment
4. Litigation
<ul style="list-style-type: none">• None listed
5. Financial Viability
<ul style="list-style-type: none">• Provided 3 years, appear viable
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided in separate attachment, not sure if it's adequate

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

Part IV, Section III Proposed Services
Part II
A. General Requirements
<ul style="list-style-type: none"> • State they have the ability to meet these requirements – no details given
<ul style="list-style-type: none"> • Will provide list of staff • Did not address the request about updating staffing list as needed
B. Dictation System Requirements
<ul style="list-style-type: none"> • State they have the ability to meet these requirements – no details given
<ul style="list-style-type: none"> • States they have no hardware or software • Have 4 toll free lines • Did not answer this requirement at all
C. Medical Transcription Requirements
<ul style="list-style-type: none"> • Does not state time for delivery of documents • Does not list time for corrections, no charge for error or omission. Not sure about other errors.
<ul style="list-style-type: none"> • They use TrackDoc connect that has built in spelling and grammar
<ul style="list-style-type: none"> • Can make changes to templates. • Did not address seeking written approval
<ul style="list-style-type: none"> • Stored indefinitely • Electronic dictation files stored for 60 days
<ul style="list-style-type: none"> • State they can incorporate this within each document
<ul style="list-style-type: none"> • Their templates meet this requirement • Can only submit in .doc, .docx, .rtf and .txt • Did not mention submitting to ERE website
D. Technical Requirements
<ul style="list-style-type: none"> • State they can interface with many systems, but didn't specify • Will use encryption but did not spec • Can meet this requirement • State they can meet or exceed requirements – no details provided • State they can meet this requirement • Their operation manager will apply for a pin • Will submit in html • Will ensure all reports are submitted to the health website • Will meet this requirement • State they will comply • State they can meet this request

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 10/31/2024

EVALUATOR NAME: Melanie Messina

EVALUATOR DEPARTMENT: ALM Team - DHHS

<ul style="list-style-type: none"> • Agreed
<ul style="list-style-type: none"> • They run their backups every 10 minutes
<ul style="list-style-type: none"> • They agreed
<ul style="list-style-type: none"> • 3rd Friday of every month
<ul style="list-style-type: none"> • Agreed with this
<ul style="list-style-type: none"> • Will ensure a smooth transition
E. Training
<ul style="list-style-type: none"> • All are required from first hire and every year after
<ul style="list-style-type: none"> • Will provide a user's manual
<ul style="list-style-type: none"> • Can access live training
<ul style="list-style-type: none"> • Will provide at any time
F. Performance Measures
<ul style="list-style-type: none"> • Will provide as requested
G. Reports
<ul style="list-style-type: none"> • Will provide as requested
2. Staffing
<ul style="list-style-type: none"> • Provided attachment 7, included their qualifications not the job descriptions or required qualifications except for a couple
<ul style="list-style-type: none"> • She is listed in the org chart
<ul style="list-style-type: none"> • Does not meet requirement, provided a separate attachment
3. Implementation - Work Plan
<ul style="list-style-type: none"> • Listed a few paragraphs about what they will do
<ul style="list-style-type: none"> • Did not provide an adequate work plan or timeline chart
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none"> •

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/04/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: 11/04/2024

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

Individual Evaluator Comments:

Part IV. Section II. Organizational Qualification and Experience
1. Overview of the Organization
<ul style="list-style-type: none">• Provided, ongoing projects with description
2. Subcontractors
<ul style="list-style-type: none">• Uses 1 subcontractor
3. Organizational Chart
<ul style="list-style-type: none">• Provided
4. Litigation
<ul style="list-style-type: none">• None
5. Financial Viability
<ul style="list-style-type: none">• Provided information
6. Certificate of Insurance
<ul style="list-style-type: none">• Provided

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202407128

RFP TITLE: Medical Transcription Services

BIDDER NAME: ZyDoc

DATE: 11/04/2024

EVALUATOR NAME: Rupert White

EVALUATOR DEPARTMENT: 11/04/2024

<ul style="list-style-type: none">• Meets requirement
E. Training
<ul style="list-style-type: none">• Meets requirement
<ul style="list-style-type: none">• Meets requirement
<ul style="list-style-type: none">• Meets requirement
F. Performance Measures
<ul style="list-style-type: none">• Meets requirement
G. Reports
<ul style="list-style-type: none">• Meets requirement
2. Staffing
<ul style="list-style-type: none">• Meets requirement
<ul style="list-style-type: none">• Meets requirement
<ul style="list-style-type: none">• Meets requirement
3. Implementation - Work Plan
<ul style="list-style-type: none">• Overview only. No timelines.
Part IV, Section IV. Cost Proposal
<ul style="list-style-type: none">•



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407128
RFP TITLE: Medical Transcription Services**

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

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

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

I understand 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.

DocuSigned by:
Shannon Courtois
FOA02B18EE61420...
Signature

Oct-11-2024
Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407128
RFP TITLE: Medical Transcription Services**

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

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

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

I understand 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.

Signed by:
Samantha Gilman
33842760F04340E...
Signature

Oct-11-2024
Date



STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

Janet T. Mills
Governor

Sara Gagné-Holmes
Acting Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407128
RFP TITLE: Medical Transcription Services

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

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

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

I understand 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.

Signed by:
Leslie Jeffers
F95079184B414F4...
Signature

Oct-11-2024
Date



STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

Janet T. Mills
Governor

Sara Gagné-Holmes
Acting Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407128
RFP TITLE: Medical Transcription Services

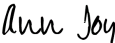
I, Ann Joy accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Department of Health and Human Services. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with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

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

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

I understand 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.

Signed by:

A336B0903A5D431...
Signature

Oct-11-2024
Date



STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN
SERVICES

Janet T. Mills
Governor

Sara Gagné-Holmes
Acting Commissioner

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407128
RFP TITLE: Medical Transcription Services

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

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

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

I understand 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.

DocuSigned by:
Melanie Messina
03D4E200F240400...
Signature

Oct-11-2024
Date



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

**Janet T. Mills
Governor**

**Sara Gagné-Holmes
Acting Commissioner**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202407128
RFP TITLE: Medical Transcription Services**

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

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

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

I understand 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.

Signed by:
Rupert White
0703C4C93D5F4E1...
Signature

Oct-11-2024
Date