

AWARD RECOMMENDATION

Notice of Intent to Award Number: 230000000661

The Department of Technology, Management, & Budget’s Procurement office has completed the evaluation of RFP Proposal #230000001265 for Legal and Medical Transcription Services - Statewide and has recommended an award to Officemotive, Inc. DBA Capital Typing in the amount of \$278,122.256, pending State Administrative Board approval, if applicable. More information on the State Administrative Board can be found at: [State Administrative Board](#).

Bidders who were not recommended for the award are encouraged to schedule a debriefing session with the Solicitation Manager. The debriefing session will provide the bidder with the State’s rationale on why the bidder was not recommended for the award. The Solicitation Manager may be contacted as follows:

Alannah Doak, Solicitation Manager
 Doaka@michigan.gov
 517-230-9424

Background Information:

This Request for Proposal (RFP) was to solicit responses for selection of a Contractor to provide Legal and Medical Transcription Services. The term of this contract is 1 year and 3 months, with up to 3 additional 1-year renewal options.

Bidders:

The RFP was posted on SIGMA VSS on Wednesday, February 15, 2023. The following bidders submitted proposals by the published due date of Friday, March 10, 2023.

Legal Transcription Services - Bidders:

Bidder	Address, City, State, Zip Code	SDVOB*
None	None	No

*SDVOB: Service-Disabled Veteran Owned Business

Medical Transcription Services - Bidders:

Bidder	Address, City, State, Zip Code	SDVOB*
Logic Soft	5900 Sawmill Road, Suite 200, Dublin, OH 43017	No
Officemotive, Inc. DBA Capital Typing	1627 Spur Branch Road, Williston, SC 29853	No
Diskriter, Inc	2840 Library Road, Suite 300 Pittsburgh, PA 15234	No

*SDVOB: Service-Disabled Veteran Owned Business

EVALUATION SYNOPSIS

I. Legal Transcription Services - Evaluation Process

A Responsible Vendor is a vendor that demonstrates it has the ability to successfully perform the duties identified by the solicitation. A Responsive proposal is one that is submitted in accordance with the solicitation instructions and meets all mandatory requirements identified in the solicitation.

Proposal Instructions: Mandatory Minimum Requirements - **LEGAL TRANSCRIPTION ONLY (Schedule A – Section 3.5.A.1. & 3.5.A.2.)**

To avoid disqualification, the bidder must provide documentation to support all the following requirements:

1. The Contractor must provide Legal Transcriptionist’s certificate number. Only certified reporters and recorders may record or prepare transcripts of proceedings held in Michigan courts or of depositions taken in Michigan as regulated by Michigan Court Rule 8.108(G). Transcriptionists must possess one of the following certificates issued by the Michigan State Court Administrative Office:
 - a. Certified Electronic Recorder (CER),
 - b. Certified Stenographic Reporter (CSR),
 - c. Certified Stenomask Reporter (CSMR)
2. The Contractor must provide their Firm’s certificate number issued by the Michigan State Court Administrative Office pursuant to MCL 600.1492(2).

Only proposals meeting the mandatory minimum requirements for Legal Transcription Services will be considered for evaluation.

Proposal Instructions: Evaluation Process

The full evaluation process is stated in the RFP Proposal Instructions.

	LEGAL Transcription Services - Technical Evaluation Criteria	Weight
1.	Schedule A, Statement of Work, excluding Section 3 - Staffing	40
2.	Schedule A, Statement of Work, Section 3 - Staffing	30
3.	Vendor Questions Worksheet	30
	Total	100

Proposals receiving 80 or more technical evaluation points will have pricing evaluated and considered for award. If the Contractor is bidding on only one service, (Medical OR Legal), then the Contractor should respond with “N/A” to the Sections that are designated for the service that the bidder is not bidding on.

The full evaluation process is stated in the RFP Proposal Instructions.

II. Medical Transcription Services - Evaluation Process

A Responsible Vendor is a vendor that demonstrates it has the ability to successfully perform the duties identified by the solicitation. A Responsive proposal is one that is submitted in accordance with the solicitation instructions and meets all mandatory requirements identified in the solicitation.

Solicitation Instructions, Section 7, Evaluation Process.

	MEDICAL Transcription Services - Technical Evaluation Criteria	Weight
1.	Schedule A, Statement of Work, excluding Section 3 - Staffing	40
2.	Schedule A, Statement of Work, Section 3 - Staffing	30
3.	Vendor Questions Worksheet	30
	Total	100

Proposals receiving 80 or more technical evaluation points will have pricing evaluated and considered for award. If the Contractor is bidding on only one service, (Medical OR Legal), then the Contractor should respond with "N/A" to the Sections that are designated for the service that the bidder is not bidding on.

The full evaluation process is stated in the RFP Proposal Instructions.

III. Evaluation Method

Responses to this solicitation were reviewed by the Solicitation Manager in collaboration with Subject Matter Expert; Joint Evaluation Committee, which consisted of the following individuals:

Voting	Advisory
Alannah Doak, Solicitation Manager DTMB - Central Procurement Services	Joy Nakfoor, Category Manager, Services DTMB - Central Procurement Services
Molly Hayes, Health Information Director Michigan Department of Health and Human Services - Center for Forensic Psychiatry	Jordan Sherlock, Procurement Manager DTMB - Financial Services
Renee Smith, Health Information Management Director Michigan Department of Health and Human Services - Kalamazoo Psychiatric Hospital	Debra Frazzitta, Buyer Specialist Michigan Department of Health and Human Services
Chanda Donnan, Administrative Hearing Coordinator DTMB - Office of Retirement Services	

IV. Medical Transcription Services - Evaluation Results

A. Logic Soft, Inc.

The Evaluation Team determined that Logic Soft, Inc. based on a score of 70, did not meet the requirements of this RFP. This determination was accomplished by evaluating their responses to the Technical Evaluation Criteria.

1. Schedule A, Statement of Work, excluding Section 3 - Staffing

Score: 15/40

The Evaluation Team determined that overall, the responses were mostly unsatisfactory. The following deficiencies were noted:

- a. Sections 1.1.A, B, C, D, E, F - Bidder acknowledged requirements but did not describe how they would comply with these requirements. Bidder directed to "Company Info.doc" but did not specify what section of this document to find their answers.
- b. Section 1.1.H. - Bidder acknowledged requirements and directed to "Quality Control" section of "Company Info.doc" but did not describe how they would comply with these requirements.
- c. Section 1.1.J. – Bidder acknowledged requirement but did not describe how they would comply with these requirements.
- d. Section 1.1.M. - Bidder acknowledged requirement but did not explain process for responding to corrective feedback on services being provided.
- e. Section 1.1.N, P. – Bidder acknowledged requirement but did not explain process used to ensure compliance.
- f. Sections 1.2.A.1, 2, 3, 4, 5. - Bidder acknowledged requirements but did not describe how they would comply with these requirements.
- g. Section 1.6 - Bidder acknowledged requirement but did not identify its plan for delivery and delivery method.
- h. Section 1.7 Disaster Recovery Plan - Bidder acknowledged requirement but did not include a copy of its Disaster Recovery Plan as EXHIBIT 1 TO SCHEDULE F as part of their proposal.
- i. Sections 4.A, B, C. - Bidder acknowledged requirement but did not explain how they will meet these requirements.
- j. Sections 5.1.A, B, C. - Bidder acknowledged requirements but did not explain its reporting capabilities and did not provide a billing sample and did not provide a quarterly invoice sample.

2. Schedule A, Statement of Work, Section 3 – Staffing

Score: 25/30

The Evaluation Team determined that overall, the responses were mostly satisfactory, but the following deficiencies were noted:

- a. Section 3.2 - Bidder acknowledged requirement but did not identify its Customer Service Toll-Free Number.

- b. Section 3.4.A, B, C, D - Bidder acknowledged requirements but did not explain how firm will ensure compliance of requirements.

3. Vendor Questions Worksheet

Score: 30/30

The Evaluation Team determined that the Bidder met all requirements of this section with no exceptions.

Total Score:70/100

B. Officemotive Inc DBA Capital Typing

The Evaluation Team determined that Officemotive Inc DBA Capital Typing based on a score of 98, did meet the requirements of this RFP. This determination was accomplished by evaluating their responses to the Technical Evaluation Criteria.

1. Schedule A, Statement of Work, excluding Section 3 - Staffing

Score: 38/40

The Evaluation Team determined that overall the responses were mostly satisfactory, but the following deficiencies were noted:

- a. Section 5 - Bidder did not respond to this requirement.
- b. Section 7 - Bidder did not respond to this requirement.

2. Schedule A, Statement of Work, Section 3 – Staffing

Score: 38/40

The Evaluation Team determined that the Bidder met all requirements of this section with no exceptions.

3. Vendor Questions Worksheet

Score: 30/30

The Evaluation Team determined that the Bidder met all requirements of this section with no exceptions.

Total Score:98/100

C. Diskriter, Inc.

While Diskriter, Inc. did submit a bid for this solicitation, Diskriter, Inc. was not evaluated as they are the current contracted vendor with the State of Michigan for Medical Transcription Services. Current contract number is 190000000248.

V. Medical Transcription Services - Technical Evaluation Summary

Medical Transcription Services			
	Selection Criteria	Logic Soft, Inc.	Officemotive Inc DBA Capital Typing
1	Schedule A, Statement of Work,	15	38

	excluding Section 3 - Staffing		
2	Schedule A, Statement of Work, Section 3 - Staffing	25	30
3	Vendor Questions Worksheet	30	30
	Total	70	98

VI. Medical Transcription Services - Pricing Summary

Pricing was evaluated for the bidders who passed technical. The following is a summary of their price proposals:

Medical Transcription Services – Pricing Summary			
Deliverable – Medical Transcription	Annual Volume Estimate	Price	Officemotive Inc DBA Capital Typing
Less than 12-hour turnaround time. Internet Based Dictation (Phone or Digital Recorder), or other approved encrypted electronic format.	1500	Per Line	\$0.100
24-hour turnaround time (Standard). Internet Based Dictation (Phone or Digital Recorder), or other approved encrypted electronic format.	3,301,309	Per Line	\$0.070
48-hour turnaround time. Internet Based Dictation (Phone or Digital Recorder), or other approved encrypted electronic format.	613,200	Per Line	\$0.069
72-hour turnaround time. Internet Based Dictation (Phone or Digital Recorder), or other approved encrypted electronic format.	67,200	Per Line	\$0.068
Total Estimated 5 Year Cost			\$278,122.030

VII. Negotiations

Reductions were requested from the Bidders that passed the technical evaluation and their final pricing is reflected in the tables above.

VIII. Award Recommendation

Award recommendation is made to the responsive and responsible Bidder who offers the best value to the State of Michigan. Best value is based on the proposal meeting the minimum point threshold and offering the best combination of the factors stated in the *Proposal Instructions Evaluation Process* section, and price. Officemotive Inc DBA Capital Typing provided the best value to the State. As part of the best value

determination, overall economic impact to the State of Michigan was considered and is not a determinative factor in making this award.

Award Recommendation is made to Officemotive Inc DBA Capital Typing in the amount of \$278,122.030.