

CONTRACT SUMMARY

CITY OF FORT LAUDERDALE
PROCUREMENT SERVICES DIVISION

Period Covered:
11/20/12 – 11/3/13

Contract No.:
F-4318-12RD
City of Hollywood

Master Blanket:
N/A

Awarded Vendor:

Globespan Medical, Inc.
d/b/a Globspan Transcription
777 S. Highway 101, Suite 202
Solana Beach, CA 92075

Delivery: not stated
Payment Terms: Net 30
P-Card Accepted: Yes No

Attn: Mark Caton
858-832-1984
Fax 858-764-5474
Email: mcaton@globespantranscription.com

Insurance Coverage Required: Yes No
Authorized for Purchases: \$50,000 Under Over
Extension Options: Yes No Years: 3, 1 year extensions

LAW ENFORCEMENT TRANSCRIPTION SERVICES

Transcription	\$ 1.68 / per page
Spanish Translation (from English)	\$ 11.00 / per page
English Translation (from Spanish)	\$ 11.00 / per page

Department Contract Co-Ordinator: Lt. Mike DiMaggio, Police, (954) 828-4017
Procurement Specialist: Michael Walker, CPPB, APP, FCPM, FCPA, FCCN



globespantranscription

CONTRACT COPY

August 17, 2012

Ralph Dierks
City of Hollywood
c/o Office of City Clerk
2600 Hollywood Boulevard Room 221
Hollywood, Florida 33020

Re: Law Enforcement Transcription Services F-4318-12-RD

Dear Mr. Dierks

Globespan Medical, Inc., dba Globespan Transcription (Globespan), is pleased to submit the following for your consideration.

We are highly qualified to provide professional transcription services to the City of Hollywood. Headquartered in San Diego, Globespan was incorporated in December 2006 and is an Economically Disadvantaged Woman-Owned Small Business (8E) Incorporated in the State of California. Globespan currently provides transcription services to government, law enforcement and judicial organizations across the United States, including the North Carolina Charlotte-Mecklenburg Police Department, the San Diego District Attorney's Office, the Delaware Department of Justice and the Virginia Worker's Compensation Commission. In addition, Globespan also provides Spanish transcription and translation services. Globespan is a privately-held United States based company generating approximately \$2 million annually in transcription services.

Transcription services will be performed by accredited U.S. based transcriptionists. We are highly familiar with the transcription process, and the technical and service capabilities required to successfully provide transcription services to the City of Hollywood. Globespan has over 85 experienced transcriptionists to ensure the highest quality transcription and Quality Assurance. We will provide five-star customer service with world class capabilities that few other companies can offer.

Globespan maintains a dedicated team of senior staff on our customer care team. The customer care team interfaces directly with clients, transcribers and editors on a 24/7 basis to ensure a trouble-free experience.

We have diligently prepared this bid response and believe that we have fully and completely addressed all of the items raised in the solicitation. If the review committee feels anything is unclear or inadequately addressed, please contact us and give us the opportunity to answer your questions.

Sincerely,

Mark Caton
Vice President

Globespan Transcription
777 S. Highway 101 Ste 202 Solana Beach, CA 92075
T: 858-832-1984 | F: 858-764-5474
www.globespantranscription.com

F-4318-12-RD

 <p>Submit Bids To: City of Hollywood 2600 Hollywood Boulevard Hollywood, Florida 33020 Office of City Clerk, Room 221</p>	<p>CITY OF HOLLYWOOD, FLORIDA</p> <p>INVITATION FOR BID</p> <p>BIDDER ACKNOWLEDGMENT</p>
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<p>Bid Title: : Law Enforcement Transcription Services</p> <p>Bid No.: F-4318-12-RD</p> <p>Commodity/Service Required:</p> <p>A Cone of Silence is in effect with respect to this Bid. The Cone of Silence prohibits certain communications between potential vendors and the City. For further information, please refer to Section 30.15(F) of the City's Code of Ordinances.</p>	<p>Bid must be received prior to 3:00 P.M., Tuesday, August 21, 2012, and may not be withdrawn within 90 calendar days after such date and time. Bids received by the date and time specified will be opened in Room 303. All Bids received after the specified date and time will be returned unopened.</p> <p>Procurement Services Contact: Ralph Darks or Danette Witherspoon or Joel Wasserman or his designee. Telephone No.: (954) 964-921-3223 or (954) 921-3248</p>
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BIDDER ACKNOWLEDGMENT

THIS FORM MUST BE COMPLETED AND SUBMITTED ALONG WITH THE COMPLETE BID DOCUMENT BY THE DATE AND THE TIME OF BID OPENING. THE BID SUMMARY SHEET PAGES ON WHICH THE BIDDER ACTUALLY SUBMITS A BID AND ANY PAGES UPON WHICH INFORMATION IS REQUIRED MUST BE COMPLETED AND ATTACHED WITH ALL PAGES OF THE BID DOCUMENT.

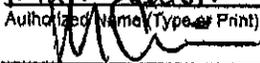
<p>Bidder's Name: <u>Globespan Transcription</u></p> <p>Complete Mailing Address: <u>777 S. Highway 101 Suite 202 Solana Beach CA 92075</u></p> <p>Do You Have a Permanent Office Located in the City of Hollywood? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Indicate type of organization below:</p> <p>Corporation <input checked="" type="checkbox"/> Partnership <input type="checkbox"/> Individual <input type="checkbox"/> Other <input type="checkbox"/></p>	<p>Fed. ID No. or SS Number <u>32-0189821</u></p> <p>Telephone No.: <u>(858) 832-1984</u></p> <p>Fax No.: <u>(858) 764-5474</u></p> <p>E-Mail Address: <u>mcaton@globespantranscription.com</u></p> <p>Is the Proposer a City of Hollywood Qualified Local MBE or SBE? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p> <p>Certifying Agency:</p>
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ATTENTION: FAILURE TO SIGN (PREFERABLY IN BLUE INK) OR COMPLETE ALL BID SUBMITTAL FORMS AND FAILURE TO SUBMIT ALL PAGES OF THE BID DOCUMENT AND ANY ADDENDUMS ISSUED MAY RENDER YOUR BID NON-RESPONSIVE.

CHECK BOX BELOW TO ACKNOWLEDGE THIS BID.

The undersigned bidder certifies that this bid is made without prior understanding, agreement, or connection with any corporation, firm or person submitting a bid for the same materials, supplies, services, or equipment, and is in all respects fair and without collusion or fraud. I certify acceptance of this bid's terms, conditions, specifications, attachments and addenda. Further, by checking the Agree box listed below and by signing below in blue ink, pages 4 through 8 are acknowledged and accepted as well as any special instruction sheet(s) if applicable. I am authorized to bind performance of this bid for the above bidder.

Agree

<u>Mark Caton</u>	<u>Vice President</u>	<u>8/17/12</u>
Authorized Name (Type or Print)	Title	Date
		
Authorized Signature		

F-4316-12-RD

HOLD HARMLESS AND INDEMNITY CLAUSE:

Globespan Transcription

[Signature]

(Company Name and Authorized Signature, Print Name)

,the contractor shall indemnify, defend and hold harmless the City of Hollywood, its elected and appointed officials, employees and agents for any and all suits, actions, legal or administrative proceedings, claims, damage, liabilities, interest, attorney's fees, costs of any kind whether arising prior to the start of activities or following the completion or acceptance and in any manner directly or indirectly caused, occasioned or contributed to in whole or in part by reason of any act, error or omission, fault or negligence whether active or passive by the contractor, or anyone acting under its direction, control, or on its behalf in connection with or incident to its performance of the contract.

Globespan Transcription

[Signature]

(Company Name and Authorized Signature, Print Name)

further certifies that it will meet all insurance requirements of the City of Hollywood and agrees to produce valid, timely certificates of coverage.

DISCLOSURE OF CONFLICT OF INTEREST: Vendor shall disclose below, to the best of his or her knowledge, any City of Hollywood officer or employee, or any relative of any such officer or employee as defined in Section 112.3135, Florida Statutes, who is an officer, partner, director or proprietor of, or has a material interest in the vendor's business or its parent company, any subsidiary, or affiliated company, whether such City official or employee is in a position to influence this procurement or not.

Failure of a vendor to disclose any relationship described herein shall be reason for debarment in accordance with the provisions of the City of Hollywood Purchasing Ordinance.

Name	Relationship
<u>None</u>	<u></u>

In the event the vendor does not indicate any names, the City shall interpret this to mean that no such relationship exists.

"PIGGYBACKING"

THE BIDDER WILL EXTEND THE SAME PRICE, TERMS AND CONDITIONS TO OTHER GOVERNMENTAL ENTITIES LOCATED IN BROWARD COUNTY DURING THE PERIOD COVERED BY THIS CONTRACT, IF REQUESTED.

YES X NO

WILL THIS PRICING BE EXTENDED TO OTHER GOVERNMENTAL ENTITIES LOCATED IN MIAMI-DADE OR PALM BEACH COUNTIES?

YES X NO

OTHER GOVERNMENTAL ENTITIES LOCATED WITHIN THE STATE OF FLORIDA?

YES X NO

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"Pricing Page"

Bid Guarantee is attached in the amount of \$ N/A (only if applicable to your bid)

NOTE: Give both unit price and extended total. Prices must be stated in units to quantity specified in the bid specifications. In case of a discrepancy in computing the amount of the bid, the unit price quoted will govern and the total will be adjusted accordingly. No spaces are to be left blank, but should be marked as follows:

- N/A = Not Applicable
- N/C = No Charge
- N/B = No Bid

Spaces marked with a zero (0) will be considered no charge.

SERVICE	EST'D ANNUAL QUANTITY		FIRM UNIT PRICE	TOTAL PRICE
1. Transcription	25,000	X	\$ <u>1.68</u> Per Page	\$ <u>42,000</u>
2. Spanish Translation (from English)	80	X	\$ <u>11</u> Per Page	\$ <u>880</u>
3. English Translation (from Spanish)	12	X	\$ <u>11</u> Per Page	\$ <u>132</u>
GRAND TOTAL				\$ <u>43,012</u>

The City reserves the right to award any resulting agreement as it deems will best serve the interests of the City.

BIDDER'S NOTE: Award of any bid will require that the successful bidder ensure that a properly completed Vendor Registration Form is on file with the City.

PLEASE RETURN ONE (1) ORIGINAL AND TWO (2) COPIES OF ENTIRE BID DOCUMENT.

BID SUBMITTAL COMPLETION CONFIRMATION:

F-4318-12-RD

- W I, the Bidder, have completed and signed (preferably in blue ink) all required bid document pages.
- W I, the Bidder, acknowledge reading and signing the Hold Harmless Statement.
- W I, the Bidder, have submitted my bid on the bid sheets provided, and acknowledge that bids not submitted on bid sheets provided may be rejected.
- W I, the Bidder, have filled in all spaces on the pricing page as noted, and acknowledge that bids with spaces left blank on the pricing page may be rejected.
- W I, the Bidder, have included all information, certificates, licenses and additional documentation as required by the City in this bid document.
- W I, the bidder, have checked for any addendums to this bid, and will continue to check for any addendums up to the due date and time of this bid.
- W I, the Bidder, have included on the face of the envelope, my company name and return address, the date and time of bid opening, and the bid number.
- W I, the Bidder, have submitted one (1) original and two (2) copies of the entire bid document and addendums.
- W I have read and completed (if applicable) the "Disclosure of Conflict of Interest".
- W I, the Bidder, am aware that a Notice of Intent to award this bid shall be posted on the City's website at www.hollywoodfl.org and on the Procurement Services bulletin board in room 303 at City Hall, and that it is my responsibility to check for this posting. Also, I have provided my email address, as the City, at its discretion, may provide me information by such means regarding this procurement process.
- W I, the Bidder, have submitted all supporting documentation for local preference eligibility, which must be received with the bid package prior to the bid opening date and time (if applicable).

NAME OF COMPANY: Globespan Transcription

BIDDER'S NAME: Mark Caton, Vice President

BIDDER'S AUTHORIZED SIGNATURE: 

DATE: 8/17/12

Q31. It is industry standard to bill per minute for transcription services as determined by the length of the .wav file. Will the City of Hollywood consider revising the pricing format of this bid to reflect industry standard per minute charges verses per page fees?

A31. No. Not at this time.

Q32. Is it acceptable to include a project minimum fee? If so will you revise the fee sheet accordingly?

A32. Vendors are required to complete the pricing page as specified in the bid.

Q33. What has been the biggest challenge for fulfilling services under this contract, or if this is a new contract, are there any challenges that you anticipate?

A33. None anticipated.

Q34. What is the anticipated volume? Or any historical data?

A34. It varies.

Q35. What is the anticipated award date?

A35. Our goal is to award the agreement within thirty (30) days after the bid opening.

Q36. Are you anticipating a multiple award or are you looking to fulfill this work with only one vendor?

A36. We are seeking one awardee.

Q37. What mode of interpretation will be requested, if Simultaneous, will Equipment be required, such as headsets, booths, and a technician?

A37. Not applicable (N/A).

Q38. Can you please provide a sample of the transcription format you are currently using?

A38. Please see the attached sample.

All other specifications, terms & conditions remain the same.

MAILED BIDS:

If you have already submitted your printed bid, it will be retained in the City Clerk's Office until the Bid Opening time and date. If you wish to pick up your Bid that has already been submitted, you can do so by showing proper identification, in the Office of the City Clerk, 2600 Hollywood Blvd, Room 221, Hollywood, Florida 33020.

Please sign and return with your Bid.

COMPANY NAME: GlobeSpan Transcription

BIDDER'S SIGNATURE 

Dated this 15th day of AUGUST, 2012

City of Hollywood, Florida
F-4318-12-RD Law Enforcement Transcription Services



globespanspantranscription

Globspanspan Profile

Globspanspan Transcription (Globspanspan) is a leading technology-enabled service company, which provides innovative transcription and translation solutions for legal, law enforcement, and judicial organizations. Globspanspan specializes in products and services that facilitate adoption while improving outcomes in legal quality, workflow efficiencies, and financial considerations. Globspanspan has focused on the technologies that improve transcription workflow while reducing the burden of unfamiliar and time-consuming tasks.

Globspanspan has been providing quality transcription services for over 10 years. Globspanspan was incorporated in December 2006 and is an Economically Disadvantaged Woman-Owned Small Business (8E) incorporated in the state of California. Prior to 2006, Globspanspan was known as New Planet Solutions. Globspanspan, with revenues of approximately \$2 million annually, presently services over 400 clients across the United States. Globspanspan has the ability and capacity to successfully produce transcriptions for the City of Hollywood.

Management and Key Personnel

President Annette Caton -- Annette has been a business leader and technology advocate for the last 20 years. Beginning her career in Los Angeles in the film industry and later with "The Simpsons" as Director of New Media Annette oversees the financial and operational aspects of Globspanspan.

Vice President Sales Mark Caton -- Mark brings a 30-year background in information technology, finance, and business operations. Mark has been with Globspanspan since its inception and has guided the transition and growth of Globspanspan from 4 transcriptionists to a current level of nearly 100. Mark will oversee all aspects of business operations for this contract.

Vice President Operations Angela McConnell -- Angela would be your Account Manager. She began her career in transcription in 1985. Among her early responsibilities was the task of designing all of the systems used in performing Federal Agencies contracts, including the design and implementation of the transition to digital recording several years ago as well as the planning, preparation and implementation of setting up many Federal Agencies accounts. Her management expertise exists in all areas of medical and legal transcription.

Director of Legal Operations Michelle Horner -- Michelle would be the Project Manager. She brings over 25 years of experience in the medical and legal transcription field as well as computer technology experience. Michelle would be responsible for the day-to-day management of this contract and would be the primary contact for the City of Hollywood.

Technical Supervisor Max Baker -- Max has over 20 years of experience as a software engineer, computer programmer, Web site designer and network trouble shooter. She has the responsibility for

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all of the software and hardware used by Globespan as well as any interfaces required. In addition, Globespan has access to outside knowledgeable programmer/technical staff to promptly and competently respond to the City of Hollywood's questions and devise solutions to problems.

Director of IT Bryan Ladd – As head of IT operations, Bryan is responsible for server and network operations, security compliance, data management, and electronic implementation. Bryan has over 15 years of IT management experience.

At least one member of the management team will always be present in the office during regular working hours and all of them have the ability and authority to answer any questions that may arise and to take whatever steps are necessary to resolve an issue. There will be no voice mail and/or telephone tag to play as you attempt to contact someone who has the ability and authority to answer your question.

Technical Approach

Upon receipt of a properly executed Transmittal Communication Form, Globespan's process for receiving and transcribing in these formats is as follows. The Project Manager will assign the voice file to an available transcriptionist(s) as appropriate to meet the required TAT. Upon completion, the transcriptionist will send the transcript file to Globespan's Quality Assurance. Upon approval, the transcript will then be available electronically via our secure FTP server.

1) Receipt of digital recordings

In order to provide quicker and more efficient transcription services, Globespan utilizes a secure FTP client for the uploading of audio files for transcription as well as the return of transcribed reports to the City of Hollywood. Globespan provides immediate uploads of digital audio files to its secure FTP server upon completion of the Transmittal Communication Form. This capability, which is common practice for Globespan in many accounts, will allow for faster processing and return of transcripts by reducing media with manual intervention time, and retention of audio files in a central database. This should provide for reduced TAT and improved responsiveness to the department and third parties.

2) Turnaround Time (TAT)

Globespan will meet or exceed the TAT requirements as described in the RFP. 100% of requests will be completed within 5 working days after receipt of recording. All expedited requests will be completed within 24-48 hours at no extra charge. Globespan staffs an adequate number of transcriptionists and translators in order to ensure turnaround times are met or exceeded. Completed transcripts will be uploaded to the secure FTP server for retrieval by the City of Hollywood. Work received or uploaded after 12:00 p.m. will be considered received on the following calendar day. Work due on Saturdays or Sundays will be e-mailed on Monday.

3) Transcription

Globespan currently employs nearly 100 Certified Transcriptionists. It is not our policy to divulge the names of specific transcriptionists assigned to a particular account. However, most have been working in this field for the past several years; they are highly skilled, experienced, competent, and fluent in the

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English language and foreign language for translation projects and have direct experience with legal terminology and processes. All transcriptionists for this account reside in the US and have passed the Globespan testing procedure. We cannot provide typing speeds because we do not test for speed, believing that accuracy is more important than speed. Legal knowledge, evaluated by our testing, is most important so the transcriptionist can produce reports with a minimum of stopping to research terminology.

Globespan hires only experienced transcriptionists. After an extensive testing process only the top 15% of all applicants are asked to interview. Upon completion of detailed reference and background checks, offers are sent to those individuals who best subscribe to the core values of Globespan.

Background Check Policy:

Globespan conducts background checks on all job candidates post-offer (contingency offer). Globespan Transcription engages a third party administrator Clear Screening, Inc. to conduct background checks. The type of information that can be collected by this agency includes, but is not limited to, a criminal background check, education, employment history, credit, and professional and personal references. This process is conducted to verify the accuracy of the information provided by the candidate and determine his/her suitability for employment.

Globespan Transcription will ensure that all background checks are held in compliance with applicable federal and state statutes, such as the Fair Credit Reporting Act.

All criminal background screens are conducted post-offer (contingency offer). However, as part of Title VII of the Civil Rights Act, this information cannot be used as a basis for denying employment, unless it is determined to be job-related.

Globespan Transcription reserves the right to make the sole determination concerning information or any employment decision arising out of the background check.

Globespan Transcription requires all contractors who routinely perform work for the Company to be in compliance with this policy.

Quality Assurance Plan

1. Quality Assurance System (QA): Globespan has implemented and maintains a QA system that results in correction of potential and actual problems throughout the contract. The QA system contains processes for corrective actions without dependence upon City of Hollywood direction and maintains records of all Globespan QA reviews and corrective actions.

2. Quality Reports: Reports shall be of the highest professional quality in the body of the text as well as the information in the header and footer. Globespan uses a legal spell checker on each document and performs corrections for spelling and grammar. Globespan shall be responsible for ensuring that all transcription is prepared using correct grammar, spelling and legal terminology, including that particular to any subspecialty. Globespan shall be responsible for checking legal dictionaries and current reference sources as required to distinguish between similar sounding legal terms.

3. Screening and Proofreading: Globespan's procedures provide for screening and proofreading for the accuracy of all reports prior to transmittal to the City of Hollywood. For any words or phrases that cannot be transcribed due to difficulties in hearing or understanding the dictator, then the transcriptionist shall enter a control code. This action inserts an incomplete marker which identifies it as

City of Hollywood, Florida
F-4318-12-RD Law Enforcement Transcription Services

an actionable item and where within the audio it occurred. The transcriptionist then continues typing. The Globespan software system keeps track of all incomplete markers. Upon completion, the report goes to an "incomplete queue" for review and correction. If it cannot be corrected at this point, it is sent on to the review section where the City of Hollywood can retrieve, correct or re-record as necessary, and resubmit for completion if desired.

4. Corrected Reports: The City of Hollywood will have 10 business days to reject unacceptable transcriptions. Transcriptions rejected due to inaccuracy, omission, misspellings, mis-punctuation, or transposed letters or numbers, or that are otherwise unacceptable to the OIG, shall be corrected and re-transmitted to the applicable special agents and investigators within two business days of rejection of the original transcription.

5. Inaudible Reports: If any dictation should prove to be significantly or totally inaudible or otherwise unable to be transcribed, Globespan shall notify the Point of Contact within one business day of receipt of discovering such problems for problem resolution by the City of Hollywood.

6. Order of Transcriptions: Reports are transcribed in the order in which they were received. Expedited reports shall be prioritized separately and processed in the order received.

7. Partial Dictation: A partial dictation is any incomplete report. Dictation may be interrupted if there is an equipment malfunction or if the dictator terminates the dictation prior to the end of the report. Globespan shall combine segments of the same report prior to final preparation, delivery, and billing to the City of Hollywood. Otherwise, Globespan shall submit partial dictation unless specifically cancelled by the originator of the dictation.

8. Misplaced Reports: Misplaced reports are reports delivered and verified as transmitted but not delivered to the City of Hollywood. Globespan shall be accountable for any misplaced reports. Any transcription redone due to a misplaced report shall be transcribed and returned within 2 hours after receipt of notice.

9. Errors: Errors are defined as incorrect or omitted legal terminology that is clearly dictated, punctuation or spelling which changes the meaning of the sentence, entering material that is not dictated, entering material that is not part of the report such as dictator's directions to transcriptionist, unauthorized abbreviations, misspelled words that would have been caught by a spell-check program, or dictation that is clearly intelligible.

10. Process for QA: Quality Assurance of legal transcription begins with the generation of the recording. Accuracy and completeness of document content are dependent upon the clarity of the recording.

11. Quality Standard: Globespan shall maintain a quality standard of 98.5% accuracy based on a monthly random sampling report. Percentage is based on ratio of errors to lines. (Example: 1000 lines produced, 15 errors: $15/1000=0.015$ errors. Accuracy is 98.5%).

Management and Statistical Reporting

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Globespan's system provides on demand and online access by the City of Hollywood for the production of specific reports or customized as needed to better meet your reporting requirements. At a minimum, these reports can be generated and sorted by work type, dictator, and agency.

Globespan's system provides access to the City of Hollywood for the production of statistical reports providing at a minimum:

- the date that a request for a transcript or a copy (either media or transcript) is made including the identity (docket number and case caption) of the case;
- the name of the person requesting a transcript;
- the date that a request is made;
- the date the media is received;
- the date the transcript is officially ordered;
- the name of the transcriber;
- the date transcribed;
- the date the transcript is sent to the requesting party.

Security

1. Login Access

Access to all Globespan applications that potentially can display, print, or otherwise give a user access to confidential information is restricted to authorized users only by requiring the user to login. The login procedure requires the user to enter a unique alphanumeric identification code ("User ID") and a password before entry into the application is allowed. The system tracks all invalid login attempts via a daily log file that can be monitored by the System Administrator.

2. User Groups

Each user must be assigned to a "User Group". The User Group controls what functions within Globespan applications the user can access. For example, a User Group can be defined that only allows reports to be viewed and not edited.

3. Password Rules

Passwords rules are defined by the System Administrator according to the individual policies of the judicial institution. Rules such as minimum password length, special character requirements, and password expiration policies can be defined for different User Groups. Users are permitted to change their passwords at any time.

4. Limiting Report Access

The System Administrator can also limit the types of reports that a user is allowed to access. For example, a clerical person in the police department may only be allowed to access specific work types, such as Docket Summaries.

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Users can be also be restricted in what reports they can access based on other criteria. For example, a judge may be restricted in only accessing reports dictated by them. Report access restrictions are defined in the User Group table but can be overridden in the Users table.

Globespan maintains extensive audit trails of all activity generated by the application modules and users. Audit trail logs are available to the System Administrator and other users to track unauthorized access to application functions, abnormal activity by users, and system generated errors. In addition to application audit trails, every action performed on a report is tracked in the report's Events log, including each time a report is accessed for viewing by a user.

Additional Data Security Features

Globespan's platform provides an additional layer of data security to the City of Hollywood agencies. Globespan can utilize either public (e.g. Internet) or private networks (e.g. VPNs) to transfer data from one system to another. All data transfers across public or private networks are transmitted using the HTTPS protocol and encrypted using the industry standard Secure Socket Layer (SSL) technology. This insures that all data is protected from unauthorized access while in transmission between Globespan systems and the City of Hollywood (i.e. "data in motion").

Globespan protects data that is in permanent storage ("at rest") by storing the data in secure, firewall protected, virus-protected data centers that host the database servers used by Globespan customers. These database servers can only be accessed by Globespan applications and authorized system administrators. Related data is stored in a commercially available database management system (DBMS) and is protected from unauthorized access via secure embedded login credentials that are required to access data in the DBMS. Data is further protected by separating the actual transcribed document files from the database itself.

When users access data from their local workstations, the data is encrypted and stored in a local copy of the database and protected from unauthorized access via the same security and encryption mechanisms used by the server. Only the current report that is being transcribed or displayed is stored in the local DBMS and is permanently erased once the user is finished with it.

System Reliability and Backup

Fault tolerance begins with High Availability (HA). The Globespan transcription service is hosted in a HA data center, and on HA physical infrastructure. In addition to HA, we augment our fault tolerance with full redundancy. Our architecture eliminates any single point of failure. In combination, both HA and full redundancy address virtually all infrastructure related system faults.

Globespan maintains redundant components and systems to facilitate automated failover in the event of a failure. We regularly test the automated failover functionality by forcing the failure of our infrastructure components.

Globespan systems have redundant power supplies, redundant power taps and redundant hard drives in RAID configurations. Redundant components with a single power supply are split onto-different power taps. All Systems have multiple network connections to redundant switches and are housed in

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nondescript, Mission-critical Tier-1 Data Centers which are seismically fortified, environmentally controlled, with oversized standby diesel generators that are regularly maintained and tested. Physical access requires both physical and biometric authentication and the entire Data Center, including all public areas is under complete 24-hour video surveillance.

Infrastructure: Globespan has implemented an n+1 High Availability (HA) environment and, with the exception of previously scheduled maintenance, the database and system remain available 24/7. Due to our HA, multi-server approach, we achieve more than 99.9% uptime. Our Data Centers use multiple ultra High-Capacity Tier 1 providers for high-availability Internet Access.

Globespan has implemented a highly sophisticated Storage Area Network which allows for snapshots of our database every 15 minutes. These snapshots are generated instantaneously and are immediately available for mounting and recovery as necessary. We also utilize SQL Log Shipping and we perform full online backups daily both to tape and disk for expedient recovery.

If required to restore a database, several options are at our disposal:

- Mount a snapshot. Any snapshot can be brought online in minutes.
- Restore a database (from disk or tape).

It has been Globespan's experience based upon our HA infrastructure and the elimination of any single point of failure that neither authors' or transcriptionists' work can be deleted from the system by connectivity or system failure.

In the example of a recording that is interrupted by a communications issue, the completed recording will have been captured by the voice management system and not lost. Once a connection has been re-established the recording would restart using the same account and complete the recording. Globespan's recording software would link the two parts of the dictation for transcription.

Service Level Guarantees

Network: We guarantee that our data center network will be accessible remotely by the City of Hollywood 100% of the time in a given month, excluding scheduled maintenance. For scheduled maintenance times, the City of Hollywood will be notified at least 48 hours in advance. For unscheduled maintenance, the City of Hollywood will be notified immediately. The data center network means the portion of the Globespan network extending from the outbound port on your edge device to the outbound port of the data center border router and includes Globespan managed switches, routers, and cabling.

Infrastructure: We guarantee that data center HVAC and power will be functioning 100% of the time in a given month, excluding scheduled maintenance. Power includes UPSs, PDUs and cabling, but does not include the power supplies on your servers. Infrastructure downtime exists when a particular server is shut down due to power or heat problems.

Hardware: We guarantee the functioning of the following dedicated Globespan hardware: (i) servers, firewalls, and load balancers; (ii) attached storage devices; and (iii) network attached storage devices. Hardware repair or replacement will begin once we identify the cause of the problem. Hardware repair or replacement is guaranteed to be complete within five hours of problem identification for network attached storage devices and within one hour of problem identification for all other hardware covered by this guarantee.

City of Hollywood, Florida
F-4318-12-RD Law Enforcement Transcription Services

Support and Maintenance

1. Monitoring the System

Globespan utilizes several system management solutions including active monitoring of system logs, SNMP traps and statistics, as well as Syslog events. All information is stored in a central database for alert management and trending. Additionally, the application has operational management user interfaces for monitoring distributed system processes from a central user interface. The monitor can display the "health" of a system process (such as the asynchronous archiving or communications services) as well as the last contact with the process, allowing the system to alert individuals when processes are overdue for contact.

2. Escalation Policy

Our internal escalation timeframes for critical problems are as follows:

- a) Receipt of customer call by 1st level support, our initial customer contact, will attempt by phone and via access over the Internet to address the City of Hollywood's requirement or concern.
- b) After a maximum of 2 hours without resolution or earlier if identified, the City of Hollywood's requirement will be passed to 2nd level support if they are not already involved. Second level will define and if necessary work with 3rd level support to address the City of Hollywood's requirement.
- c) Customer support calls unresolved within the initial 2-hour period are elevated immediately internally to the Vice President of Customer Support. If the call extends beyond 4 hours the customer call is elevated to the Executive Vice President and President. Calls beyond 6 hours are escalated to the CEO.

3. Maintenance

For routine maintenance, since our data center based infrastructure is fully redundant, there is typically no need to schedule downtime to accommodate updates/upgrades to server side hardware and software. If it should become necessary for some reason, it is scheduled for a time when usage is lightest and clients are notified in advance. (Typically 12 - 2 a.m.)

City of Hollywood, Florida
F-4318-12-RD Law Enforcement Transcription Services

References

Delaware Department of Justice

Under contract since 11/2011

Contact: Rebecca M. Warne
820 N. French Street, 7th Floor
Wilmington, DE 19801
(302) 577-8880

rebecca.warne@state.de.us

Legal transcription of investigative interviews, body wires, 911 calls, jail recordings, undercover recordings and interrogations.

Volume: \$164,400

Virginia Worker's Compensation Commission

Under contract since 12/2009

Contact: Jeremiah Smallwood
1000 DMV Drive
Richmond, VA 23220
(804) 205-3943

jeremiah.smallwood@vwc.state.va.us

Legal transcription of administrative hearings

Volume: \$114,000

San Diego District Attorney

Under contract since 12/2009

Contact: Arlene K. Smith
330 W. Broadway 13th Floor
San Diego, CA 92101
(619) 531-3082

arlene.smith@sdcda.org

Legal transcription of investigative interviews, body wires, 911 calls, jail recordings, undercover recordings and interrogations.

Volume: \$210,000

Missouri Department of Labor

Under contract since 06/2012

Contact: Athea Ziehmer
421 E. Dunklin Street
Jefferson City, MO 65101
(573) 751-3882

athea.ziehmer@labor.mo.gov

Legal transcription services of employment issue hearings.

Volume: \$190,710

City of Hollywood, Florida
F-4318-12-RD Law Enforcement Transcription Services

Marvland Judiciary Office of the Courts

Under contract since 05/2012

Contact: Linda McCase

2001 C Commerce Park Drive

Annapolis, MD 21401

(410) 260-3678

linda.mccase@mdcourts.gov

Transcription services of Investigatory interviews on an as-needed basis.

Volume: \$25,000

Charlotte-Mecklenburg Police Department

Under contract since 06/2012

Contact: Detective Miguel Santiago

601 E. Trade Street

Charlotte, NC 28202

(704) 336-6044

msantiago1@cmpd.org

Legal transcription and translation of Investigative interviews in Spanish.

Volume: \$5,000

Interview With:
Interviewer:
Case Number:
1

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INTERVIEW WITH: [REDACTED]

Q: = [REDACTED]
A: = [REDACTED]

Q: Okay, it's uh, Detective [REDACTED]. It's February 18th, 2012. It's 2:15, or it's the 19th now, Sunday the 19th at 2:13, 2:14 in the morning, and we're at [REDACTED] and I'm with - what's your last name?

A: [REDACTED].

Q: First name?

A: [REDACTED].

Q: [REDACTED]?

A: Correct.

Q: And what's your date of birth?

A: [REDACTED].

Q: How old are you?

A: 33.

Q: And what's your address, [REDACTED]?

A: [REDACTED]. It's directly across the street.

Q: Okay. Um, what's your driver's license or social security number, either one.

A: Uh, social is [REDACTED].

Interview With:

Interviewer:

Case Number:

2

45 Q: And what's your cell phone number?
46
47 A: [REDACTED]
48
49 Q: Mm-hmm.
50
51 A: [REDACTED]
52
53 Q: And where do you work? Or are you a student?
54
55 A: Um, I'm a student more so.
56
57 Q: Okay. where at?
58
59 A: Um, The Rock University, Impact 195 (ph), it's through
60 The Rock Church.
61
62 Q: Okay, what's it called?
63
64 A: Impact 195.
65
66 Q: Um, so you've talked to a patrol officer already and gave
67 him a statement?
68
69 A: Yeah, one of 'em.
70
71 Q: Okay.
72
73 A: Yeah.
74
75 Q: So what uh, what brings you here tonight? What did you
76 see? What did you hear? From start to finish, what do
77 you know about this family or just what can you tell me?
78
79 A: Um, I don't know them very well.
80
81 Q: Okay.
82
83 A: Um, the uh-
84
85 Q: Ho-, how long have you lived here?
86
87 A: This time, since uh, June, I think. Yeah, yeah.
88

Interview With:
Interviewer:
Case Number:
3

89 Q: June of 2011?
90
91 A: Yeah, I didn't, I didn't know them very well.
92
93 Q: Okay.
94
95 A: Um, yeah. There's-, it's usually pretty quiet but there was
96 a little scuffle a couple years ago, and I went out there
97 and I didn't know who my neighbor was, I just saw stuff
98 going on, so I called the cops and, and uh, he didn't like
99 that too much, and uh, so...
100
101 Q: What did he say about it?
102
103 A: He actually tried to fight me.
104
105 Q: What-, what was the scuffle over?
106
107 A: Because I called the cops. Oh, his?
108
109 Q: No, what was their scuffle over?
110
111 A: I don't know, I just saw a group of people kinda like
112 arguing and scuffling and I just said, "Hey, the cops are
113 on their way." And you know, he'd been drinking, I mean,
114 I, I see him in passing and he's fine. I haven't heard
115 anything goin' on over there for a long time. It was a
116 couple years ago, but you know, I don't think he really
117 liked me too much, so I just did my own thing.
118
119 Q: What did he say to you? About calling the cops? Wanted
120 to fight?
121
122 A: Yeah, yeah, he was drunk. It was no big deal, he-, yeah.
123 It wasn't that big of a deal.
124
125 Q: What'd you hear tonight or see tonight?
126
127 A: Um, basically I was in bed, kinda fal-, startin' to go to
128 sleep, watchin' a movie.
129
130 Q: Okay.
131
132 A: I can't remember exactly what time it was, I wanna say

Interview With:

Interviewer:

Case Number:

4

133 11:30 ish.
134
135 Q: Okay.
136
137 A: And um, all of a sudden I heard a girl screaming bloody
138 murder, you know, just that-, that-, that scream that uh...
139
140 Q: Blood-curdling type?
141
142 A: Yeah. Yeah. And uh, I-, my dad was basically like, "Hey,
143 don't go out there," um, because that one time in the
144 past, you know, I tried to do the right thing and he didn't
145 appreciate it too much actually, and so he was afraid it
146 was just so-, they were having a argument or something.
147 That used to happen in the past. I haven't heard them
148 argue in a long time. And uh, he thought it was
149 something like that, and I-, I heard 'em talkin' on the-,
150 "Call 911" and he said somethin' about a gun, you know.
151
152 Q: Your dad did? Or-
153
154 A: Yeah, because their window is directly across.
155
156 Q: Okay.
157
158 A: And I just heard him say something about a gun and my
159 dad's not the type to-, to just bring up something that's
160 not the case. And so I started to go outside and uh, I
161 proceeded to call 911 too, uh...
162
163 Q: With your cell phone?
164
165 A: Yeah. And uh, at first I just kinda went out on the
166 driveway to see what was goin' on, because basically he
167 asked me not to go out there in case he was out there,
168 because he didn't want me to cause him to get angry
169 'cause he just doesn't really like me from that one
170 incident.
171
172 Q: Right.
173
174 A: Um, we see each other in passing, everything's fine, we
175 leave each other well enough alone, but like I said, she
176 was like screaming bloody murder, she was um, on the



CITY OF HOLLYWOOD, FLORIDA

Procurement Services Division

2600 Hollywood Blvd. · Room 303 · P. O. Box 229045 · Hollywood, Florida 33022-9045
Phone (954)921-3299 · Fax (954)921-3086

BID REFERENCE CHECK

To: Virginia Worker's Compensation Commission

Attn: Jeremiah Smallwood

Date: 8/27/12

Bid No.: F-4318-12-RD

Bid: Law Enforcement Transcription Services

Vendor Name: **Globespan Transcription**

The vendor listed above has listed your company/business as a reference. The vendor has stated that they have provided you a similar service as our bid required. If this is correct, please answer the following questions:

- Provide a description of Law Enforcement Transcription Services provided:

they provide our transcripts of judicial hearings held for workers comp cases

- Term of contract/agreement: 1/1/10 - 12/31/12
- Cost of contract/agreement: \$1.24/page
- Did vendor provide satisfactory service? yes
- Did vendor respond in a timely manner to your request for service? yes
- Were the contract services completed as required? yes

Additional Comments: _____

Signature: Jeremiah Smallwood Date: 8/29/12

Name: (Printed or Typed) Jeremiah Smallwood

Please fax completed response to Ralph Dierks, Senior Procurement Specialist, at 954-921-3086 or e-mail rdierks@hollywoodfl.org . If you have any questions, please call 954-921-3223.



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BID REFERENCE CHECK

To: Delaware Department of Justice
Attn: Rebecca M. Warne
Date: 8/27/12
Bid No.: F-4318-12-RD
Bid: Law Enforcement Transcription Services
Vendor Name: **Globespan Transcription**

The vendor listed above has listed your company/business as a reference. The vendor has stated that they have provided you a similar service as our bid required. If this is correct, please answer the following questions:

- Provide a description of Law Enforcement Transcription Services provided:

Globespan transcribed electronic recorded interviews of defendants, victims and witnesses and put the transcription in an editable Word document.

- Term of contract/agreement: 1 year (Nov. 2011- Nov. 2012)
- Cost of contract/agreement: Billed for each transcribed word
- Did vendor provide satisfactory service? Yes
- Did vendor respond in a timely manner to your request for service? Yes
- Were the contract services completed as required? Yes

Additional Comments: Globespan is professional, reliable and a pleasure to work with.

Signature: Rebecca Warne Date: 8/29/12

Name: (Printed or Typed) Rebecca Warne

Please fax completed response to Ralph Dierks, Senior Procurement Specialist, at 954-921-3086 or e-mail rdierks@hollywoodfl.org. If you have any questions, please call 954-921-3223.



CITY OF HOLLYWOOD, FLORIDA

Procurement Services Division

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Phone (954)921-3299 • Fax (954)921-3086

BID REFERENCE CHECK

To: San Diego District Attorney
Attn: Arlene K. Smith
Date: 8/27/12
Bid No.: F-4318-12-RD
Bid: Law Enforcement Transcription Services
Vendor Name: **Globespan Transcription**

The vendor listed above has listed your company/business as a reference. The vendor has stated that they have provided you a similar service as our bid required. If this is correct, please answer the following questions:

- Provide a description of Law Enforcement Transcription Services provided:
To provide transcription services for 24, 72 and 120 hour turnarounds.
- Term of contract/agreement: **Dec. 01, 2009 to Nov. 30 2014**
- Cost of contract/agreement: **\$297,200**
- Did vendor provide satisfactory service? **Yes - contract still in place.**
- Did vendor respond in a timely manner to your request for service?
Yes
- Were the contract services completed as required? **Yes**

Additional Comments: **Providing very good service for our office.**

Signature: *Arlene K. Smith* Date **August 28, 2012**

Name: (Printed or Typed) **Arlene K. Smith**

Please fax completed response to Ralph Dierks, Senior Procurement Specialist, at 954-921-3086 or e-mail rdierks@hollywoodfl.org . If you have any questions, please call 954-921-3223.