

ORIGINAL

# **State of Nebraska**

**Department of Administrative Services,  
Materiel Division, State Purchasing Bureau**

**Request for Proposal 5821 Z1**

**Medical Transcription Services**

**Technical Proposal**



May 1, 2018

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## 1 COVER LETTER

State Purchasing Bureau  
Attn: Teresa Fleming  
1526 K Street, Suite 130  
Lincoln, NE 68508

Subject: RFP # 5821 Z1 – Medical Transcription Services

Dear Ms. Fleming,

Datalyst, LLC is pleased to provide this Technical Proposal for the Medical Transcription Services Request for Proposal (RFP) 5821 Z1 by delivering a solution that is comprehensive and easily implemented. Datalyst is able to immediately provide a transcription services platform for the State of Nebraska Department of Education-Disability Determinations Section (DDS) that meets, and exceeds, the requirements of this RFP.

Datalyst understands that State of Nebraska DDS has a need to procure medical transcription services for a variety of medical reports related to disability determinations. Modern technologies and software platforms are available that provide a streamlined approach for file transfer and the receipt of transcription services, maintaining a distinctive process to manage the receipt and delivery of transcription documents – maximizing overall efficiencies. Our extensive experience in providing easy to use solutions for capturing dictation provides our clients with the necessary capabilities to fulfill the transcription needs of physicians and other DDS users, closing the gap on turn-around time and accuracy management.

Again, thank you for the opportunity to submit this proposal for consideration.

Respectfully,



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Mr. Amit Shah  
Managing Member  
Datalyst, LLC

## 2 EXECUTIVE SUMMARY

Datalyst, LLC appreciates the opportunity to provide a response to State of Nebraska RFP 5821 Z1 for Medical Transcription Services. We are pleased to submit this Technical Proposal for the service and delivery of transcription services for DDS. This proposal will outline our strategy and aligned capabilities to provide a state-of-the-art, telephonic and web-based platform for receiving dictation and producing transcription documents.

Specializing in transcription, language translation, and data conversion services, Datalyst provides services to organizations around the globe. Because our headquarters is located within the United States, our ability to maintain locations throughout the United States allows us to provide our customers with a unique business model. This enables our clients to receive a guaranteed turnaround time and maintain a cost-efficient delivery of key services. Datalyst delivers some of the most competitive rates in the industry, coupled with our strategic customer-specific vision and streamlined approach, providing a full-service option for medical transcription services.

Our corporate staff is committed to employing dedicated and talented management that are team-focused, with a solid organizational structure and robust implementation plan that enables delivery of quality services. An advanced familiarity with all aspects of data services is a critical component of any transcription service delivery. Coupled with varying file formats and software platforms, the necessity to remain on the cusp of every-changing technological capabilities is imperative to useable end products. This can, at times, present unique challenges in service delivery, ongoing training, and customer support. The approach proposed by Datalyst mitigates these challenges through our capacity to strategically manage systems updates to integrate with the technology needs of our clients. Our solution approach centers on the pragmatic needs of users as they utilize our technology for the fulfillment of medical transcription services.

Our extensive experience in providing data services has shown us that the value of our end product is a vital component of contract performance. Datalyst's operating philosophy is that the data capture and conversion process that maximizes overall accuracy and efficiencies provide for continued customer satisfaction and ongoing cost-efficiencies. Because of this, Datalyst can approach each contract as a unique and one-of-a-kind opportunity to fulfill a client's need. All of our positions are 'working' positions – *there is no fluff in our operating framework*. We firmly believe in a team approach to ensure a synergy of individual expertise and skill sets that are directly related to the services being provided.

Datalyst is strategically positioned to successfully provide complete transcription services being requested by the State of Nebraska DDS.

### Company Summary

In Business Since 2003

Minority-owned Small Business

### Headquarters

Datalyst, LLC

349 5<sup>th</sup> Avenue

New York, NY 10016

T: 888-282-3282

[www.datalystcorp.com](http://www.datalystcorp.com)

### CORE SERVICES

- Medical Transcription
- Audio and Video Transcription
- Legal Transcription
- Translation
- Data Entry



### 3 CORPORATE OVERVIEW

#### 3.1 Bidder Identification and Information

Our full name is Datalyst, LLC with an address of 349 5<sup>th</sup> Avenue, New York, NY 10016. We are a Limited Liability Company formed in the State of Delaware. We have not changed our name or the form of our organization since we were formed in 2003.

Datalyst, LLC, a US-based data services company, utilizes a state-of-the-art, all-encompassing transcription platform. This platform provides a flexible solution allowing our clients to receive any or all of the following services: dictation, transcription, editing, and customized reporting. Further, our combined ability to seamlessly integrate with numerous dictation file formats and software suites, provides a smooth implementation of our overall solution. Our experience in providing medical transcription services to medical specialties ranging from primary care to psychiatry to women's health, has given us the formula to successfully fulfill the needs of the DDS.

At a corporate level, Datalyst carries an extensive portfolio demonstrating a professional service history of transcription services in mirrored functions and capacities being requested in this Medical Transcription Services RFP. Individually, each of our team members possess vital skill-sets that position us to comfortably manage and deliver all components of this project as detailed. The following presents a sample of our professional service history related to this project.

- Accuracy
  - o Consistently maintain 99+% accuracy rating on all transcription services
  - o In-house Quality Assurance personnel to monitor accuracy and completion times
- Delivery
  - o Availability to meet all delivery schedules based on client needs – stat and routine
  - o Multiple methods available the return of completed transcription reports to clients, including ability to provide primary storage or secondary backup of client data
- Platform Versatility
  - o Capability to receive and process all types of documents, including dictation systems, smartphone apps, and audio file formats

#### Service History

The following presents a sample of our professional service history related to this project:

**State Government:** Dictation to transcription services provided for the Washington State Department of Social and Health Services, providing support 24x7 utilizing the web-based Datalyst solution.

**Medical Facility:** Dictation to transcription documentation services currently being provided for a state-contracted mental health facility. Currently in the seventh year of the contract where we provide 24x7 access and availability of services with both routine and STAT turn-around times based on user needs.

## 3.2 Financial Statements

Datalyst LLC is a privately-held LLC organized in Delaware in 2003. We operate several business lines including our largest – Medical Transcription Services. We have over 70 employees throughout our organization and provide services to over 250 clients. These clients include State Hospitals, Health Centers and many clinics.

There are currently no judgements, litigation or items that may cause adverse financial effect.

Banking reference:

**Noland Johnson**, Assistant Vice President  
Business Banking  
Citi Commercial Bank  
6400 Las Colinas Blvd  
Irving, TX 75039  
T 972-655-1818  
[noland.johnson@citi.com](mailto:noland.johnson@citi.com)

### 3.3 Change of Ownership

Datalyst, LLC does not anticipate during a change of ownership for at minimum the next twelve (12) months from the submittal of this proposal.

### 3.4 Office Location

The Datalyst, LLC office is located at 349 5<sup>th</sup> Avenue, New York, NY 10016.

### 3.5 Bidders Relationship with the State

Currently Datalyst, LLC has no relationships with the State of Nebraska.

### 3.6 Bidder's Employee Relationships with the State

Currently there are no employees of Datalyst, LLC that have any relationship with the State of Nebraska.

### 3.7 Contract Performance

Datalyst LLC has had no contracts terminated for convenience, non-performance, non-allocation of funds, or any other reason since our inception in 2003.

### 3.8 Our Corporate Experience

Datalyst prides itself on our continued ability to maintain performance standards, regardless of contract size or scope. These fully implemented standards and techniques include:

Standard	Technique
<p><b>Accuracy</b></p>	<ul style="list-style-type: none"> <li>• Consistently maintain 99+% accuracy rating on all transcription services</li> <li>• In-house Quality Assurance personnel to monitor accuracy and completion times</li> </ul>
<p><b>Delivery</b></p>	<ul style="list-style-type: none"> <li>• Availability to meet all delivery schedules based on client needs – stat and routing</li> <li>• Multiple methods for end-product return to clients</li> </ul>
<p><b>Platform Versatility</b></p>	<ul style="list-style-type: none"> <li>• Receive and process all types of documents</li> <li>• Integrate with dictation systems, smartphone apps, and multiple audio file formats</li> </ul>
<p><b>Workload</b></p>	<ul style="list-style-type: none"> <li>• Capacity for versatile client workloads.</li> <li>• Ability to manage surges as required due to redundancy in available staffing</li> </ul>



### 3.8.1 Reference #1

Company Name	Northern Virginia Mental Health Institute
Address	3302 Gallows Rd. Falls Church, VA 22042
Contact Person	Paula Guadino, MSW, LICSW/LCSW
Contact Phone Number	703-207-7495
Scope of Services	Medical transcription services
Original Scheduled Completion Date and Budget and Current or Completion Date and Actual (planned) Budget	This is a still active contract with a state mental health institution. Originally set to expire on 6/30/14 – this has been renewed 4 times. Total actual budget to date exceeds \$130,000.

### 3.8.2 Reference #2

Company Name	John Parkerson, MD, MS
Address	4717 Falls Road Baltimore, MD 21209
Contact Person	John Parkerson, MD, MS
Contact Phone Number	(410) 366-3627
Scope of Services	Medical dictation to transcription services
Original Scheduled Completion Date and Budget and Current or Completion Date and Actual (planned) Budget	Dictation for the State of Washington Department of Corrections Health Center(s). Started 8/2018 with an indefinite end. Planned budget is \$10,000 – Actual spend \$12K+.

### 3.8.3 Reference #3

Company Name	ConnectionsArizona
Address	903 N. 2 <sup>nd</sup> Street Phoenix, AZ 85004
Contact Person	Dustin Hamilton
Contact Phone Number	(602) 416-7200
Scope of Services	Mental health transcription
Original Scheduled Completion Date and Budget and Current or Completion Date and Actual (planned) Budget	This is for a state contracted mental health clinic. Started in November 2009 and ended in June 2016. Total spend was \$900K+.



### 3.9 Our Approach to Personnel Management

The successful leadership and management of Datalyst, is a direct result of the experience of our Managing Member, Mr. Amit Shah. Our approach to personnel management is consistently reflected in the successful experiences and outcomes of our contracts, satisfied customer base, and recurring business with repeat clients. Our team consists of fully qualified key personnel with dedicated and talented leadership that enables the delivery of quality services for any project.

Datalyst's team and comprehensive solution includes – a Project Manager (PM), Project Administrator, Editors, Quality Assurance (QA) Personnel, and Transcribers. All contracts are staffed with a PM who is solely responsible for the supervisory and managerial functions of the specific contract. The PM is the primary POC for State of Nebraska DDS and is provided with the authority and responsibility to make contract decisions, develop staffing plans, and ensure successful contract performance.

Our PMs have years of experience in the medical transcription field. Datalyst maintains a clearly identified chain of command structure for all our contracts. Any changes in management or service delivery staff will be communicated to the State of Nebraska DDS POC within seven (7) business days to manage the communication structure.

In addition to the Project Manager, our support positions include:

**Project Administrator:** Datalyst support staff includes a Project Administrator who is responsible for all the administrative and tracking functions of a specific contract. Additionally, they provide a supportive role to the contract's PM. The Project Administrator is responsible for capturing any missing information identified in the initial screening of dictation, and processing requests for missing information with the appropriate offices.

**Transcribers:** Datalyst transcribers are responsible for the bulk of the work and manage all transcription services. For DDS, Datalyst will specifically utilize medical transcriptionists trained in medical specialties. Our staff screening protocol will ensure that transcriptionists have completed at least two years of employment in medical transcription or have graduated from a medical transcription program. Datalyst will complete skills testing, prior to employment, to ensure that all transcriptionists have the requisite capabilities to be utilized under this project.

**Editors:** Datalyst editors are responsible for providing editorial oversight of transcription services. They review and provide first level quality assurance on all the transcription staff.

**Quality Assurance:** QA Personnel manage the end product quality and engage in corrective action and training for transcription personnel. QA establishes all quality assurance and quality control protocol for a specific contract, and rate and grade the transcribers throughout contract performance.

Project specific resumes of personnel designated for the DDS contract will be provided within 15 days of contract award for review and approval by the State of Nebraska DDS point of contact. Brief bios of the Contract Manager, Mr. Amit Shah, and the Lead Project Manager, Ms. Carol Sherman, are included below:

<b>NAME:</b>	<b>MR. AMIT SHAH</b>
<b>PROGRAM ROLE:</b>	<b>CONTRACT MANAGER FOUNDER/CEO</b>
<b>CAREER SUMMARY:</b>	<ul style="list-style-type: none"> <li>• 10+ years negotiating contracts with governments, universities and corporations</li> <li>• 10+ years in the transcription industry</li> <li>• Over ten years of experience managing transcription teams</li> <li>• Experience opening/building/operating both onshore and offshore production facilities</li> </ul>
<b>EDUCATION:</b>	MBA – Northwestern University’s Kellogg Graduate School of Management B.A. – Economics – Pomona College
<b>SUMMARY/SIMILAR EXPERIENCE TO THE PROGRAM ROLE:</b>	
<ul style="list-style-type: none"> <li>• Supervisory experience in managing transcription teams of up to 150+ individuals</li> <li>• High level experience in both public and private sector transcription and data services</li> <li>• Experience training new personnel on contract requirements; managing placement, scheduling, and tracking of personnel</li> <li>• Frequent interaction with POCs on specific contracts, developing relationships and maintaining tight control over contract performance</li> </ul>	

<b>NAME:</b>	<b>MS. CAROL SHERMAN</b>
<b>PROGRAM ROLE:</b>	<b>LEAD PROJECT MANAGER</b>
<b>CAREER SUMMARY:</b>	<ul style="list-style-type: none"><li>• 5+ years in the transcription industry</li><li>• 5+ years in Transcription Project Management</li><li>• Experience managing large transcription teams in multiple locations</li></ul>
<b>SUMMARY/SIMILAR EXPERIENCE TO THE PROGRAM ROLE:</b> <ul style="list-style-type: none"><li>• Extensive project management experience for both public and private sector clients</li><li>• Experience reviewing, interviewing, and placing qualified transcription staff, QA, and editors based on contract requirements and control measures</li><li>• Consistently maintain contract-specific workflow and turn-around times ensuring performance is reliable and accurate</li><li>• Regularly serves as POC for specific contracts, authorized to make performance and personnel decisions as needed</li></ul>	

## 4 TECHNICAL PROPOSAL

### 4.1 Technical Approach

Datalyst’s state-of-the-art, all-encompassing transcription platform delivers a flexible solution allowing our clients to incorporate any or all of the following: Dictation, Transcription, Editing, and Voice Recognition. Further, our combined ability to seamlessly integrate with numerous file formats and software suites provides a smooth implementation of our overall solution. In addition, our experience in providing medical transcription services to medical specialties ranging from primary care to psychiatry to women’s health, has given us the formula to successfully fulfill the needs of any medical facility.

In review of the State of Nebraska RFP, Datalyst is compatible with the following requirements:

Requirement	Datalyst-Scribe Compatible	Methodology
Average 75,000 lines per month	✓	<ul style="list-style-type: none"> <li>Extensive personnel capability allowing for quick expansion or reduction as needed to fulfill workload requirements.</li> </ul>
24-hour turnaround time	✓	<ul style="list-style-type: none"> <li>Guaranteed turn-around time based on the needs of the State of Nebraska DSS.</li> </ul>
Secure and virus-free environment for transcription system	✓	<ul style="list-style-type: none"> <li>Protected by 24x7 firewalls that monitor for unauthorized access attempts in real-time.</li> </ul>
On-going maintenance and technical support provided by Datalyst	✓	<ul style="list-style-type: none"> <li>Web-based system removes the need for on-going maintenance support.</li> <li>Technical support provided by Datalyst and our service providers are available 24/7.</li> </ul>
Toll-free number provided with 24/7/365 access	✓	<ul style="list-style-type: none"> <li>Customized “800” provided to State of Nebraska DDS, available 24/7 with unlimited expansion capabilities.</li> </ul>
Customized programming for dictation answering system	✓	<ul style="list-style-type: none"> <li>Customizable phone prompts based on State of Nebraska DSS requirements.</li> </ul>
Monitoring and notification of system functionality	✓	<ul style="list-style-type: none"> <li>Web-based platform for real-time patches and updates without affecting functionality or capabilities.</li> </ul>
Transcription services based on AHDI Code of Ethics and Standards	✓	<ul style="list-style-type: none"> <li>Fully trained transcription staff who are familiar with and implement AHDI standards.</li> </ul>
Completed work returned to State of Nebraska via download from secure Datalyst website.	✓	<ul style="list-style-type: none"> <li>Finished document provided our secure website for download by State of Nebraska DSS</li> </ul>
Reports provided in agreed upon formats available real-time as required	✓	<ul style="list-style-type: none"> <li>Reporting available and provided in formats as specified in the RFP Sample Reports file. Can be customized based on need.</li> </ul>
Software compatible (Word, PDF) final documents	✓	<ul style="list-style-type: none"> <li>Multiple software capabilities available for return of final documents.</li> </ul>
HIPAA, American Recovery and Reinvestment Act, and Health Information	✓	<ul style="list-style-type: none"> <li>Fully compliant system.</li> </ul>

Technology for Economic and Clinical Health Act compliant		
Data fully secured by 128-bit encryption	✓	<ul style="list-style-type: none"> <li>• HTTPs 128-bit encryption with Thawte SSL Certificates</li> </ul>
Active and updated Disaster Recovery Plan	✓	<ul style="list-style-type: none"> <li>• Disaster Recovery Plan in place and updated regularly</li> </ul>

#### 4.1.1 Our Understanding of Project Requirements

##### 4.1.1.1 Method to Provide Electronic Transcription of Medical Reports

Provide electronic transcription of medical reports.

**Response:**

Upon completion of an electronic transcription of a dictation completed medical report is uploaded by Datalyst to a secure website for secure download by DDS. The secure website could be provided by Datalyst, DDS or the SSA.

Datalyst will provide DDS with website capabilities to upload dictation files, and access, locate, and track dictated and transmitted files. Available 24/7 for DHS personnel, the website delivers a complete web-based interface with no hardware or software to purchase or maintain. Online status of reports available for review Datalyst’s platform seamlessly integrates with many existing web-based systems and provides the ability to upload and download information from existing Agency systems.

The Datalyst website is very intuitive and user friendly to operate.

##### 4.1.1.2 Method of Communications

Provide the capability of allowing the medical community to call in direct to the Contractor's 800 toll free number, on an "as needed" basis, available 24 hours a day seven (7) days a week and ensure a mechanism for identifying which dictations are for the DDS in order to comply with a desired 24-hour turn-around time. Consideration is given for weekends and holidays.

**Response:**

Datalyst provides a Customized “800” toll-free phone number to the State of Nebraska DDS, available 24/7 with unlimited expansion capabilities for communication with your project point of contact. In addition, email capabilities are also provided for electronic communication with your assigned PM for the duration of this project.



#### 4.1.1.3 Confidentiality of Reports

Ensure confidentiality of all DDS reports.

**Response:**

Datalyst takes data security and confidentiality very seriously. We have several provisions in place to ensure absolute confidentiality of all client data and contract information. Listed below, these safeguards **meet and/or exceed all HIPAA requirements**.

- Multi-character passwords are automatically generated with built-in lockout after repeated failed attempts to access the system with an incorrect password.
- No thumb drives, portable disk drives, or other removable media are allowed in our production facility.
- We disable USB ports on production PC's.
- Email access is restricted to Management and to personnel with a specific need.
- Production PCs are not connected to printers, and their capabilities are limited to MS Word, Audio Player and various dictionaries and resources.
- All data is stored behind a firewall in a Chicago data center. Access requires ID and a handprint that must match an authorized list.
- In the highly unlikely event of a security breach, we immediately shut down all electronic access to our data facility. A security breach within our transcription team is cause for immediate termination and all credentials are deleted.
- Our systems notify us immediately if there are any attempts to access our system by unauthorized IP addresses or domains. Further, access to the data is granted only from two specific IP addresses.
- All employees are trained to handle PII and Confidential information.
- Signed Acknowledgement of Confidentiality Agreement for each team member

#### 4.1.1.4 Monthly Billing

Provide monthly billing with accurate log.

**Response:**

Datalyst will provide an accurate billing log, via email, monthly to the State of Nebraska DDS by the second day of each month. The log will contain an itemized list of all medical transcripts that have been performed in the past month. The log will contain the following details for each transcription:

- Data, time and method of receipt of the dictation by unique provider custom code.
- Name of transcriptionist that completed the job.
- Name of QC representative that performed the quality check of the job.
- Number of lines and the billed price for transcription.
- Data, time and method of delivery of the completed transcript to the provider.



#### 4.1.1.5 Contact Person to Resolve Problems

Provide contact person to resolve problems.

**Response:**

At the project kick-off meeting we will provide full contact details for your assigned PM who will be your primary point of contact to resolve any problems that might arise during the project

#### 4.1.1.6 Method for Custom Dictation Instructions

Provide custom dictation instructions.

**Response:**

Datalyst is pleased to accept custom dictation work. Our PM will work with the DDS requestor to understand how our dictation instructions need to be customized based on DDS needs. The Project Administrator will develop custom dictation instructions based on the needs of the client.

#### 4.1.1.7 Method for Multiple Callers to Provide Dictation at the Same Time

Permit multiple callers to access and dictate at the same time.

**Response:**

Our telephone dictation system allows for multiple callers to provide independent and simultaneous dictation for recording.

#### 4.1.1.8 Methods to Control Dictation

Control features such as: start, stop, rewind, pause, listen, fast forward, end, etc.

**Response:**

The transcription platform proposed for fulfillment of the contract requirements contains the ability to capture dictation 24/7 via toll-free number, with unlimited expansion to avoid wait times. The toll-free number is specific to DDS and contains the capability to capture dictation easily. The dictation system is easily customizable for desired phone prompts, and the web service and mobile app provide secure uploading of dictation files in a variety of common file formats, as well as the ability to view documents and case data through customized queries based on identifying information, or other data points. Multiple transcription requests can be submitted in one phone call.

Our telephone dictation system includes control features of: start, stop, pause, play (listen), fast forward, stop (end) that are available to the user through telephone prompts. Instructions are provided to the State of Nebraska DDS and their authorized users.

#### 4.1.1.9 Quality Control Approach

Reports reviewed by quality control prior to release to the DDS.

**Response:**

In addition to our capacity and experience, we consistently provide 99% accuracy in transcription services. To ensure that we can steadily retain this rate of accuracy, we implement a quality control plan to monitor, control and mitigate any potential sources of rate decline. Because of our management oversight and the quality and experience of our personnel, we are able to continuously meet contract standards.

An essential element of quality control is effective and efficient communication. Datalyst maintains a clearly identified chain of command structure for all our contracts. Supervisory channels are concise and outlined in a fully implemented organizational chart, provided in Figure 1. Our goal is to meet or exceed customer expectations by involving all employees to continuously improve our processes. Any issues in performance will be immediately addressed and resolved, to the satisfaction of the client, in order to maintain the level of accuracy that Datalyst is known for.

Additionally, we support our Quality Control process by staffing an individual responsible for quality assurance and an editor to monitor end product outcomes. These individuals are focused on accuracy levels and turnaround times and ensure both are met consistently. Transcriptionists are expected to correct spelling and utilize medical references in the event that clarification is needed. Datalyst understands and expects that our clients will perform spot checks on final transcriptions, and if any revisions or corrections are required, corrected reports will be provided back to the client within 24 hours. In the event that corrections need to be made, the State of Nebraska will not incur additional expenses for these corrections, unless a specific improvement has been requested by an authorized representative of the State of Nebraska DDS.

#### 4.1.1.10 Dictation Report Turn-around Time

Report turnaround time of 24 hours.

**Response:**

Datalyst guarantees turnaround within the timeframes requested by our client. For the State of Nebraska DDS, the transcription files will be delivered no later than twenty-four (24) hours from receipt of dictation files to our secure website ready for download by the requestor.

#### 4.1.1.11 Method for Saving Voice Recordings

Voice recording saved for 2 weeks.

**Response:**

Datalyst stores the electronic voice recording on our servers and retains all voice recordings for a minimum of two weeks. At the end of those two weeks the recordings are erased from the data servers as part of our data protection program.

#### 4.1.1.12 Method for Transcription Retention

Transcription saved in house for 5 years.

**Response:**

All transcription files are maintained as a backup copy for 90 days from the date of transcription. Once the 90-day timeframe has passed, all files are backed-up to a server for at minimum five (5), with easy retrieval, when needed, by State of Nebraska DDS.

#### 4.1.1.13 Method of Reporting Issues/Problems/Discrepancies

Provide a list of incomplete, inaudible or any other issues/problems/discrepancies to the DDS immediately.

**Response:**

As part of the initial screening process of dictation requests our project administrators screen the dictation to ensure that it is fully audible and completed. If needed the project administrator will immediately notify your PM of an incomplete, inaudible or any other problems with the dictation recording. Once the PM verifies the discrepancy they will immediately notify the DDS in the quickest method available either via telephone or email.

#### 4.1.1.14 Precautions in Place in case of Failures

Pre-cautions in place for failure due to the following: server failure, telephone failure, digital dictation failure, return of report failure.

**Response:**

All Datalyst servers and data repositories are mirrored to a redundant server or data repository so that IT systems and their data are always available to Datalyst. These redundancies include our digital dictation and telephone systems. In case of a failure to our redundant systems our internal IT team works with our service provider to quickly restore the failed system to operations.

Datalyst is proud to be partnered with Rackspace who manages our secure cloud-based web and data servers. Rackspace offers high-availability mirrored web and data servers.

#### 4.1.1.15 Methods to Provide Custom User ID Codes

Custom User identification codes for each provider.

**Response:**

Datalyst will assign a unique custom user identification code that is tied to each DDS provider. This code will be used to record, and track work performed by Datalyst and to return the transcription to the provider of the dictation request.

#### 4.1.1.16 Methods for Daily Log Sheet

Daily log sheet.

**Response:**

Datalyst will maintain a daily log sheet that records the following data:

- New transcription requests by date and time of receipt including provider custom code.
- Status of in-work transcriptions.
- Completed transcription requests by date and time of delivery including provider custom code.

#### 4.1.1.17 Method of Electronic Upload to SSA Server

Electronic upload to SSA server.

**Response:**

Datalyst can complete an electronic upload of completed transcripts as requested to the Social Security Administration (SSA) server.

#### 4.1.1.18 Approach to Dictator Report Templates

Report template for each dictator.

**Response:**

Datalyst can work with DDS or unique providers to develop dictator report templates. Using templates, we can ensure that similar reports all have the same “look and feel” for better usability.

## 4.1.2 Approach to Security Considerations

### 4.1.2.1 Approach to Federal Privacy Act and HIPAA

Bidder should describe its proposed method of providing privacy safeguards, enforcement regarding HIPAA and destruction of sensitive records.

**Response:**

As discussed earlier we understand that we are holding confidential data with Personal Identifiable Information (PII) and need to ensure we are safeguarding this data. The staff that we will assign to work on this DDS project will have the following minimum requirements:

- Graduated from a medical transcription program and/or completed two years of employment as a medical transcriber.
- Passed a Datalyst administered medical transcription tests.
- Successfully completed a Datalyst Quality Control training course.
- Successfully completed a Data Protection and Confidentiality training course.
- Signed the Datalyst Confidentiality and Security agreement as a term of employment.
- Passed a probationary period of employment where 100% of their work was reviewed.

We have several provisions in place to ensure absolute confidentiality of all client data and contract information. Listed below, these safeguards meet and/or exceed all HIPAA requirements.

- Multi-character passwords are automatically generated with built-in lockout after repeated failed attempts to access the system with an incorrect password.
- No thumb drives, portable disk drives, or other removable media are allowed in our production facility.
- We disable USB ports on production PC's.
- Email access is restricted to Management and to personnel with a specific need.
- Production PCs are not connected to printers, and their capabilities are limited to MS Word, Audio Player and various dictionaries and resources.
- All data is stored behind a firewall in a Chicago data center. Access requires ID and a handprint that must match an authorized list.
- In the highly unlikely event of a security breach, we immediately shut down all electronic access to our data facility. A security breach within our transcription team is cause for immediate termination and all credentials are deleted.
- Our systems notify us immediately if there are any attempts to access our system by unauthorized IP addresses or domains. Further, access to the data is granted only from two specific IP addresses.
- All employees are trained to handle PII and Confidential information.
- Signed Acknowledgement of Confidentiality Agreement for each team member

An advantage of our cloud-based platform is our capability for scalable document retention. Our ability to retain documents, on behalf of the DHS is extensive, and ninety-day document purging guidelines will be applied to all DHS files. Based on these guidelines, Datalyst can wipe all documents from the system or provide a copy of retained documents on media, if requested.

#### 4.1.2.2 Facility Security

##### 4.1.2.2.1 Our Facility

Identify the secure facility location where the transcription will be performed, i.e. name of secure facility, street address, city, state and zip code.

**Response:**

All data including dictation files, work in process and completed transcription reports are stored at the secure data center of Rackspace. Rackspace engineers are monitoring 24/7 all systems to oversee security and to maintain the high level of uptime in the secure infrastructure.

Rackspace provides the following data center: Greater Washington, DC. Area Data Centers (IAD2, 3)

- Nine backbone providers
- SOX, HITRUST, PCI-DSS, ISO 2700-1 Compliance Certifications
- Critical Infrastructure Rating N+2

Data present on local computers is protected as discussed earlier in this proposal by the following methods:

- Secure and private data network between all workstations and our secure cloud-based web and data servers.
- Multi-character passwords are automatically generated with built-in lockout after repeated failed attempts to access the system with an incorrect password.
- No thumb drives, portable disk drives, or other removable media are allowed in our production facility.
- We disable USB ports on production PC's.
- Email access is restricted to Management and to personnel with a specific need.
- Production PCs are not connected to printers, and their capabilities are limited to MS Word, Audio Player and various dictionaries and resources.
- All data is stored behind a firewall in a Chicago data center. Access requires ID and a handprint that must match an authorized list.



4.1.2.2 *Our Approach to Securing our Facility*

Describe the features that ensure Datalyst is providing a secure facility.

**Response:**

The Datalyst platform provides a state-of-the-art production environment that is designed in with the necessity for security, functionality, and backup redundancy. The underlying system architecture of our proposed platform is based on Microsoft SQL, ASP.NET, and YUI Web 2.0 components. The support systems that allow for increased functionality and usability expansion based on client needs are due to the VMWare VSphere 4.0 architecture environment utilizing Windows 2003 operating systems.

To ensure a secure operating environment, multiple mechanisms are in place to monitor and maintain platform and data security. Protected by 24x7 firewalls that monitor for unauthorized access attempts in real-time, instant notifications are provided to the Team to investigate and address any potential security threats in need of action. Because this is a web-based system, information is delivered over the web using HTTPs 128-byte encryption with Thawte SSL Certificates.

4.1.2.3 *Our Approach to Supervision in our Facility*

Describe bidder's ability to perform the work in its facility under the direct supervision of the Contractor at all times.

**Response:**

All DSS project work will be performed in our previously described secure facility following the described safety procedures. All our employees have a hands-on supervisor that monitors all work that is being performed and can even view an employee's desktop remotely. An on-site supervisor is present whenever project work is being performed.

#### 4.1.2.3 Approach to Reporting Loss of PII

Bidder should describe its proposed method of reporting the loss of PII.

**Response:**

As described earlier in this proposal we have robust safeguards in place to maintain data security and to minimize the occurrence of loss of PII. Our safeguard systems include monitoring equipment that notifies management in case of a loss of PII. In the very unlikely event of a loss of PII your assigned PM is responsible to immediately notify the applicable client. In some cases, we might be still investigating the incident, but never the less we will provide an initial report of the incident and once all the details have been uncovered the PII report will include at minimum the following information:

- Full Datalyst and client contact information.
- Description of the information that was lost including time and date.
- Description of what safeguards were compromised that led to the loss of PII.
- What areas or components of Datalyst were involved.
- What third-parties, if any, were notified.
- Whether reports were filed with law enforcement.
- Corrective action to eliminate or to minimize a future occurrence.

#### 4.1.2.4 Approach to Handling Confidential Information

Bidder should describe its method for handling confidential information.

**Response:**

As discussed earlier we understand that we are holding confidential data with Personal Identifiable Information (PII) and need to ensure we are safeguarding this confidential data. We have several provisions in place to ensure absolute confidentiality of all client data and contract information. Listed below, these safeguards meet and/or exceed all HIPAA requirements.

- Multi-character passwords are automatically generated with built-in lockout after repeated failed attempts to access the system with an incorrect password
- No thumb drives, portable disk drives, or other removable media are allowed in our production facility.
- We disable USB ports on production PC's.
- Email access is restricted to Management and to personnel with a specific need.
- Production PCs are not connected to printers, and their capabilities are limited to MS Word, Audio Player and various dictionaries and resources.
- All data is stored behind a firewall in a Chicago data center. Access requires ID and a handprint that must match an authorized list.

- In the highly unlikely event of a security breach, we immediately shut down all electronic access to our data facility. A security breach within our transcription team is cause for immediate termination and all credentials are deleted.
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#### 4.1.2.5 Approach to Enforcement & Recommendations

The DDS maintains the right to conduct periodic onsite visits/reviews to ensure compliance with contract requirements and procedures. The Contractor must have appropriate forms of suitability and systems monitoring safeguards in place. Contractor positions should be designated at the proper risk/sensitivity levels commensurate with the public trust or national security responsibilities and attributes of the position as they relate to the efficiency of the service. They should be ranked in accordance with the degree of potential adverse impact on the efficiency of service than an unsuitable person could cause. Suitability refers to whether the conduct of an individual may reasonably be expected to interfere with or prevent effective performance in his/her position or prevents effective performance of the duties and responsibilities of the employing agency. Contractors must ensure that employment of individuals in a sensitive or public trust position is appropriate. Documentation of the rationale underlying risk designation decisions should be retained for potential audit purposes.

#### **Response:**

During our employment screening process our trained interviewers make an assessment of the candidate's honesty and integrity during the interview process. The candidate's employment references are then checked, and other unlisted references are contacted in order to make a full assessment of the individual. All of these checks with notes are included in their personnel records. Any certifications, educational degrees or certificates are verified for their authenticity.

Once the candidate passes this screening phase they are then given a medical transcription test. Once they pass the test, the candidate undergoes a background check to ensure they have no criminal background. Based on the successful outcomes of these tests our Human Resources team has the final decision to hire. All of these decisions and notes are kept in the employee's personnel file.

### 4.1.3 Detailed Project Work Plan

Describe the Detailed the work plan?

**Response:**

To accomplish medical transcription tasks, Datalyst implements a standard workflow process to manage workload and the status of requests. This workflow process is fluid and adaptable to specific contract needs.

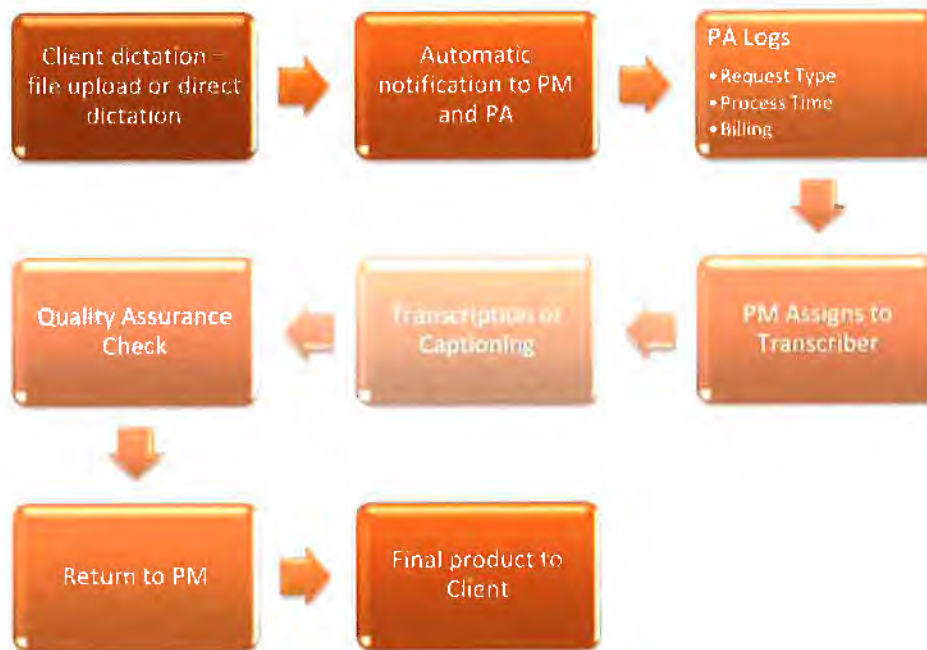


Figure 1 - Datalyst Workflow Process has Quality Control as an Integral Part of the Process

Our clients are provided with several options for delivery of project requests. These options lead to an automatic notification that is delivered to the Project Manager and Project Administrator for logging and processing. Transcription files are returned to the server for client use or emailed back to the State of Nebraska DDS POC as requested.

### 4.1.4 Deliverables and Due Dates

The deliverables and corresponding due dates are listed below:

**Response:**

**Datalyst Daily Log:** Delivered via email within two hours of the following business day to DDS.

**Medical Transcription Reports:** Delivered via secure upload to Datalyst Server, DDS Server, SSA Server or other approved delivery location no later than 24 hours after receipt.

**Monthly Billing Log:** Provided via email to DDS no later than the second business day of each month.

**Form A**  
**Bidder Contact Sheet**  
**Request for Proposal Number 5821 Z1**

Form A should be completed and submitted with each response to this RFP. This is intended to provide the State with information on the bidder's name and address, and the specific person(s) who are responsible for preparation of the bidder's response.

Preparation of Response Contact Information	
Bidder Name:	Datalyst LLC
Bidder Address:	349 5th Avenue New York, NY 10016
Contact Person & Title:	Amit Shah
E-mail Address:	ashah@datalyst.com
Telephone Number (Office):	212-372-7731
Telephone Number (Cellular):	212-390-1680
Fax Number:	917-477-6360

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	Datalyst LLC
Bidder Address:	349 5th Avenue New York, NY 10016
Contact Person & Title:	Amit Shah, Managing Member
E-mail Address:	ashah@datalyst.com
Telephone Number (Office):	212-372-7731
Telephone Number (Cellular):	212-390-1680
Fax Number:	917-477-6360

## REQUEST FOR PROPOSAL FOR CONTRACTUAL SERVICES FORM

### BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Proposal for Contractual Services form, the bidder guarantees compliance with the procedures stated in this Request for Proposal, and agrees to the terms and conditions unless otherwise indicated in writing and certifies that bidder maintains a drug free work place.

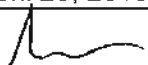
Per Nebraska's Transparency in Government Procurement Act, Neb. Rev Stat § 73-603 DAS is required to collect statistical information regarding the number of contracts awarded to Nebraska Contractors. This information is for statistical purposes only and will not be considered for contract award purposes.

\_\_\_\_\_ NEBRASKA CONTRACTOR AFFIDAVIT: Bidder hereby attests that bidder is a Nebraska Contractor. "Nebraska Contractor" shall mean any bidder who has maintained a bona fide place of business and at least one employee within this state for at least the six (6) months immediately preceding the posting date of this RFP.

\_\_\_\_\_ I hereby certify that I am a Resident disabled veteran or business located in a designated enterprise zone in accordance with Neb. Rev. Stat. § 73-107 and wish to have preference, if applicable, considered in the award of this contract.

\_\_\_\_\_ I hereby certify that I am a blind person licensed by the Commission for the Blind & Visually Impaired in accordance with Neb. Rev. Stat. §71-8611 and wish to have preference considered in the award of this contract.

### FORM MUST BE SIGNED USING AN INDELIBLE METHOD (NOT ELECTRONICALLY)

FIRM:	Datalyst LLC
COMPLETE ADDRESS:	349 5th Avenue, New York, NY 10016
TELEPHONE NUMBER:	212-372-7731
FAX NUMBER:	917-477-6360
DATE:	April 26, 2018
SIGNATURE:	
TYPED NAME & TITLE OF SIGNER:	Amit Shah, Managing Member