



STATE OF DELAWARE  
EXECUTIVE DEPARTMENT  
OFFICE OF MANAGEMENT AND BUDGET

November 3, 2016

TO: ALL STATE AGENCIES, SCHOOL DISTRICTS, MUNICIPALITIES, VOLUNTEER  
FIRE COMPANIES AND POLITICAL SUBDIVISIONS

FROM: Pamela Barr  
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: **AWARD NOTICE – Effective December 1, 2016**  
**CONTRACT NO. GSS16144-STENO\_SRVC**

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OF  
KEY CONTRACT INFORMATION**

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**GOVERNMENT SUPPORT SERVICES – CONTRACTING**  
100 ENTERPRISE PLACE – SUITE 4 – DOVER, DE 19904-8202  
PHONE: (302) 857-4550 – FAX: (302) 739-3779 – GSS.OMB.DELAWARE.GOV

## **KEY CONTRACT INFORMATION**

### **1. MANDATORY USE CONTRACT**

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**REF: Title 29, Chapter 6911(d) Delaware Code.** Every state department and agency within the Executive Branch and Judicial Branch of the state government shall procure all material, equipment and nonprofessional services through the statewide contracts administered by Government Support Services, Office of Management and Budget. Delaware State University, Delaware Technical and Community College, the operations funded by Public School Districts, Delaware Transit Corporation, the Legislative Branch and the Board of Pension Trustees and their consultants are specifically exempted from the requirements of this subsection.

### **2. CONTRACT PERIOD**

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Each vendor's contract shall be valid for two (2) years from December 1, 2016 through November 30, 2018. Each contract may be renewed for two (2) additional one (1) year extension periods through negotiation between the contractor and Government Support Services. Negotiation must be initiated no later than ninety (90) days prior to the termination of the current agreement.

### **3. VENDORS**

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| <b>VENDOR A</b>  | <b>VENDOR B</b>  |
|--|--|
| GSS16144-STENO_SRVCV01<br><b>Next Generation Reporting, LLC</b><br>Wilcox & Fetzer<br>1330 King Street<br>Wilmington, DE 19801<br>Contact: Rebecca Laurenzi<br>Phone: 302-655-0477<br>Fax: 302-655-0497<br>Email: rlaurenzi@wilfet.com<br>FSF # 0000271852 | GSS16144-STENO_SRVCV02<br><b>Veritext Legal Solutions</b><br>300 Delaware Avenue, Suite 815<br>Wilmington, DE 19801<br>Contact: Kate Galante<br>Phone: 215-446-8851<br>Fax: 302-571-1321<br>Email: kgalante@veritext.com<br>FSF # 0000006729 |

Awarded Categories (see paragraph 5 below)

| Vendor                   | Stenographic Reporter | Transcriptionist |
|--------------------------|-----------------------|------------------|
| Wilcox & Fetzer          | X                     |                  |
| Veritext Legal Solutions | X                     | X                |

### **4. SHIPPING TERMS**

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F.O.B. destination; freight pre-paid.

**5. CATEGORIES OF WORK**

**A. Stenographic Reporter Services**

Provide stenographic services in accordance with Scope of Work provided in the original RFP. All work to be performed by stenographic reporters submitted with the vendor's proposal.

**B. Transcriptionist Services**

Provide transcription services in accordance with Scope of Work provided in the original RFP. All work to be performed by stenographic reporters submitted with the vendor's proposal.

**6. DELIVERY OF TRANSCRIPTS**

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All transcripts requested will consist of an original and one (1) copy. Normal delivery of completed transcripts will be seven (7) calendar days from date of hearing or deposition. Extenuating circumstances may require delivery of transcripts sooner and will be stated at time of ordering. If delivery of transcript is not completed within the specified delivery schedule, the cost for such transcript will be reduced by five percent (5%) for each delayed day of delivery. Total reduction in cost will not be less than five percent (5%) nor more than fifty percent (50%). All transcripts will be delivered to a specific location designated by the ordering agency at time of order. If transcripts are requested after an assignment is completed, delivery schedule of said transcripts will be negotiated and all penalties are hereby waived.

The State of Delaware Department of Justice – Sussex County requires only one (1) original copy of each transcript.

**7. ELECTRONIC VERSION**

Electronic version to be provided to the ordering agency upon request for each transcript.

**8. ELECTRONIC FORMAT**

Electronic format may be specified by ordering agency and may include ASCII, Word Perfect, Microsoft Word, E transcript, and Zip.

**9. QUALITY OF TRANSCRIPTS**

All original transcripts and each copy thereof must be legible and a complete transcription of the proceedings which accurately reflects the full and complete verbatim record free from transcription, typographical, and other errors or defects.

If the accuracy of the transcript is determined to fall below 100% and/or there is more than one error on names or inconsequential errors as described above, the cost for such transcript will be reduced by five percent (5%) for each identified error. Total reduction in cost will not be less than five percent (5%) nor more than fifty percent (50%).

**10. NOTARY SERVICES**

Reporting personnel shall be capable of and have the authority to administer oaths in the State of Delaware and affix State of Delaware Notary Service Seals when required.

**11. PRICING**

Prices will remain firm for the term of the contract year.

Please see the 'Pricing Spreadsheet' for a full listing of contract pricing schedules.

## **ADDITIONAL TERMS AND CONDITIONS**

### **12. BILLING**

The vendor is required to **"Bill as Shipped" to the respective ordering agency(s)**. Ordering agencies shall provide at a minimum the contract number, ship to and bill to address, contract name and phone number.

### **13. PAYMENT**

The agencies or school districts involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

### **14. PRODUCT SUBSTITUTION**

All items delivered during the life of the contract shall be of the same type and manufacture as specified unless specific approval is given by Government Support Services to do otherwise. Substitutions may require the submission of written specifications and product evaluation prior to any approvals being granted.

### **15. ORDERING PROCEDURE**

Vendors are required to have either a local telephone number within the (302) area code, a toll free (800) number, or agree to accept collect calls. Each agency is responsible for placing their orders and may be accomplished by written purchase order, telephone, fax or computer on-line systems. The contractor or vendor must accept full payment by procurement (credit) card and/or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

### **16. PURCHASE ORDERS**

Agencies that are part of the First State Financial (FSF) system are required to identify the contract number GSS16144-STENO\_SRVC on all Purchase Orders (P.O.) and shall complete the same when entering P.O. information in the state's financial reporting system.

### **17. REQUIREMENTS**

For a complete list of contract specifications please refer to the original bid solicitation document(s).

### **18. HOLD HARMLESS**

The contractor agrees that it shall indemnify and hold the State of Delaware and all its agencies harmless from and against any and all claims for injury, loss of life, or damage to or loss of use of property caused or alleged to be caused, by acts or omissions of the contractor, its employees, and invitees on or about the premises and which arise out of the contractor's performance, or failure to perform as specified in the Agreement.

### **19. NON-PERFORMANCE**

In the event the contractor does not fulfill its obligations under the terms and conditions of this contract, the ordering agency may purchase equivalent product on the open market. Any difference in cost between the contract prices herein and the price of open market product shall be the responsibility of the contractor. Under no circumstances shall monies be due the contractor in the event open market products can be obtained below contract cost. Any monies charged to the contractor may be deducted from an open invoice.

## **20. FORCE MAJEURE**

Neither the contractor nor the ordering agency shall be held liable for non-performance under the terms and conditions of this contract due, but not limited to, government restriction, strike, flood, fire, or unforeseen catastrophe beyond either party's control. Each party shall notify the other in writing of any situation that may prevent performance under the terms and conditions of this contract.

## **21. AGENCY'S RESPONSIBILITIES**

The Agency shall:

- a. Examine and review in detail all letters, reports, drawings and other documents presented by the Contractor to the Agency and render to the Contractor in writing, findings and decisions pertaining thereto within a reasonable time so as not to delay the services of Contractor.
- b. Give prompt written notice to the Contractor whenever the Agency observes or otherwise becomes aware of any development that affects the scope or timing of the Contractor's services.
- c. When an ordering agency first experiences a relatively minor problem or difficulty with a vendor, the agency will contact the vendor directly and attempt to informally resolve the problem. This includes failure to perform by the date specified and any unacceptable difference(s) between the purchase order and the merchandise received. Ordering agencies should stress to vendors that they should expedite correction of the differences because failure to reply may result in an unfavorable rating in the execution of the awarded contract.
- d. The state has several remedies available to resolve non-performance issues with the contractor. The Agency should refer to the Contract Terms and Conditions to view these remedies. When a default occurs, the Agency should first review the contract to confirm that the issue is a part of the contract. If the issue is not covered by the contract, the state cannot expect the contractor to perform outside the agreement. If the issue is a part of the contract, the Agency or GSS - Contracting must then contact the contractor, discuss the reasons surrounding the default and establish a date when the contractor will resolve the non-performance issue.
- e. If there is a performance deficiency, a Corrective Action Report (CAR) may be used. Complete this form to report concerns with vendors or commodities. Be sure to furnish as much detail as possible. <http://gss.omb.delaware.gov/divisionwide/forms.shtml>.