

**COURT REPORTER SERVICES**  
**STATE OF FLORIDA**  
**DEPARTMENT OF LEGAL AFFAIRS**  
**OFFICE OF THE ATTORNEY GENERAL**  
**AND**  
**VERBATIM SUPPORT SERVICES**  
**CONTRACT # K04822**

This Contract is entered into between the State of Florida, Office of the Attorney General, Department of Legal Affairs (the OAG), located at The Capitol, PL-01, Tallahassee, Florida 32399-1050, and Verbatim Support Services, located at 5401 S. Kirkman Road, Suite 310, Orlando, FL 32819 (the CONTRACTOR), and jointly referred to as “the PARTIES”. This Contract will bind the PARTIES upon execution by each PARTY’S authorized representative.

The Contractor responded to the OAG’s RFP DLA-2019.03, Court Reporter Services. The parties enter into this Contract in accordance with the terms and conditions of the solicitation.

The parties agree as follows:

**1 SCOPE OF WORK**

The Contractor will ensure the provision of Court Reporter Services, for Florida Judicial Circuit 9, as specified in detail in **Attachment A** to this Contract. The General Contract Terms from PUR 1000 are hereby incorporated by reference. This contract takes precedent if there is any conflict between the terms of PUR 1000 and this contract.

**2 DEFINITIONS**

The following definitions apply in addition to the definitions in PUR 1000.

<b>BUSINESS DAYS</b>	Monday through Friday, excluding state holidays
<b>BUSINESS HOURS</b>	8 a.m. to 5 p.m., Eastern Time on all business days
<b>CIRCUIT</b>	As used in this Contract refers to the 20 judicial circuits specified in section 6 of Ari. V., Section § 6 of the Florida Constitution and as further defined in Chapter 26, Florida Statutes.
<b>CUSTOMER</b>	As used in this Contract refers to “all state agencies”

	and the Florida Department of Legal Affairs, Office of the Attorney General, as referenced in section 287.059(14), Florida Statutes.
<b>PROPOSAL</b>	The complete written response of the Respondent to the RFP including technical and price proposals, all required forms, supporting documents and attachments.
<b>REAL-TIME</b>	Refers to the instant translation of a stenographer's shorthand into English. Customer's electronic devices such as laptop computers, tablets or phones, when linked to the reporter's computer, display the translation directly in front of the Customer on the monitor by means of a specialized software program
<b>REQUEST FOR PROPOSAL (RFP)</b>	RFP DLA-2019.03 for Court Reporter Services
<b>STATE</b>	The State of Florida and its various agencies and other governmental subdivisions.
<b>SUBCONTRACTOR</b>	Any firm or person other than an employee of the Contractor who performs any services required by the Contract for compensation, upon OAG approval.
<b>TRADITIONAL</b>	Refers to the traditional method of transcription that memorializes spoken or recorded speech into written form, using shorthand, machine shorthand or voice writing equipment to produce official transcripts.

### **3 TERM**

#### **3.1 Initial Term**

The initial term of the Contract will be for five years. The initial Contract term will begin on July 1, 2019, or on the last date it is signed by all parties, whichever is later and end on June 30, 2024.

#### **3.2 Renewal Term**

This contract may be renewed on a yearly basis for no more than three years beyond the initial contract or for the original term of the contract, whichever is longer, and is subject to the same terms and conditions set forth in the initial contract. Renewals must be in writing, made by agreement, and will be contingent upon satisfactory performance by the Contractor as determined by the OAG.

#### **3.3 Termination**

The following terms apply in addition to the termination provisions in PUR 1000 sections 22 and 23.

In the event this Contract is terminated, all finished or unfinished transcripts, documents, correspondence, reports and other products prepared by the Contractor under this Contract will be made available to the Customer.

Notwithstanding the above, the Contractor will not be relieved of liability to the State for damages sustained by the State by any termination of this Contract by the Contractor. In the event this Contract is terminated, the Contractor will be reimbursed for services satisfactorily completed subject to any such damages.

#### **4 Method of Payment and Invoice Requirements**

##### **4.1 Payment**

This is a fixed price, fixed fee and unit cost contract. The Customer will pay the Contractor based on the amounts specified in **Attachment B, Price/Rate Sheet**, which will be incorporated in the Contract by reference. The total contract amount and the amounts, the unit of service as related to the deliverables, and timing of the payments (e.g., quarterly, monthly, one-time) will be specified in this contract.

##### **4.2 Advance Payment**

No advance payments are permitted under this contract.

##### **4.3 Invoices**

The Contractor must submit a properly completed invoice to the Customer within 30 days from the date of transcript or related items is delivered to Customer. Invoices will be submitted in the format specified in the RFP.

##### **4.4 Invoices for Travel**

No mileage will be paid when the service is located within 25 miles of the Contractor's physical official office location in contracted circuit. Outside of that distance, mileage will be paid in accordance with section 112.061, Florida Statutes. For jobs performed in a circuit outside of the Contractor's official office, no mileage will be paid.

##### **4.5 Final Invoice**

Unless renewed or extended, the final invoice must be received within 30 calendar days immediately following contract expiration.

##### **4.6 Corrective Action Plan (CAP)**

Using this Contract as the basis, the OAG may, at its sole discretion, identify contracted deficiencies within the Contractor's performance and request a proposed Corrective

Action Plan (CAP) to correct the deficiencies.

#### **4.7 Performance Measures and Financial Consequences**

See Attachment A, Section B, for the specific performance measures and financial consequences that apply to this contract.

### **5 INDEMNIFICATION**

Contractor is liable for and will indemnify, defend, and hold harmless the Department and all of its officers, agents, and employees from all claims, suits, judgments, or damages, consequential or otherwise and including attorneys' fees and costs, arising out of any act, actions, neglect, or omissions by Contractor, its agents, or employees during the performance or operation of this contract or any subsequent modifications thereof, whether direct or indirect, and whether to any person or tangible or intangible property.

Contractor's inability to evaluate liability or its evaluation of no liability will not excuse Contractor's duty to defend and indemnify the OAG within seven days after certified mail or courier delivery notice from the OAG. Only adjudication or judgment after highest appeal is exhausted specifically finding Contractor not liable will excuse performance of this provision. Contractor will pay all costs and fees related to this obligation and its enforcement by the OAG. The OAG's failure to notify Contractor of a claim will not release Contractor of the above duty to indemnify. **NOTE: This section, I.E, Indemnification, is not applicable to contracts executed between state agencies or subdivisions, as defined in section 768.28, Florida Statutes.**

### **6 CONTRACT DOCUMENTS**

This Contract constitutes the entire understanding of the parties and consists of the documents listed. In the event there is a conflict between these documents, the conflict will be resolved in the following order of priority:

1. This Contract
2. Scope of Work (**Attachment A**)
3. Price/Rate Sheet (**Attachment B**)
4. General Contract Conditions – PUR 1000(10/06), which are incorporated by reference, and available at:  
[https://www.dms.myflorida.com/business\\_operations/state\\_purchasing/state\\_agency\\_resources/state\\_purchasing\\_pur\\_forms](https://www.dms.myflorida.com/business_operations/state_purchasing/state_agency_resources/state_purchasing_pur_forms)
5. RFP DLA-2019.03, Court Reporter Services
6. Contractor's Proposal in response to the RFP

### **7 CONTRACT ADMINISTRATION**

#### **7.1 Contract Administrator**

Contract No. K04822  
Court Reporting Services

Department of Legal Affairs  
Verbatim Support Services

The OAG's Contract Administrator is responsible for all aspects of contract administration including but not limited to: creation and maintenance of the contract file, managing changes to the contract, maintaining financial information, and entering contract information into the OAG's contract tracking system (CTRS). As of the effective date of the Contract, the Contract Administrator is:

**Tina Vaughan**  
**Bureau of General Services**  
**Office of Administrative Services**  
**Florida OAG of Legal Affairs**  
**Physical Address: 107 West Gaines Street Tallahassee, FL 32301**  
**Mailing Address: PL-01 The Capitol Tallahassee FL 32399-1050**  
**Phone: (850) 414-3925**  
**Email: tina.vaughan@myfloridalegal.com**

In the event the OAG changes the Contract Administrator, the OAG will notify the Contractor's Representative in writing. Such changes do not require a formal written amendment to the Contract.

## **7.2 Contract Manager**

The OAG's Contract Manager is responsible for all aspects of contract management including but not limited to: managing the receipt, certification, and payment of commodities and contractual services; monitoring and evaluating contractor performance and end user satisfaction; serving as the point of contact for the OAG and contractor; and maintaining a contract management file. As of the effective date of the Contract, the Contract Manager is:

**Tina Vaughan**  
**Bureau of General Services**  
**Office of Administrative Services**  
**Florida OAG of Legal Affairs**  
**Physical Address: 107 West Gaines Street Tallahassee, FL 32301**  
**Mailing Address: PL-01 The Capitol Tallahassee FL 32399-1050**  
**Phone: (850) 414-3925**  
**Email: tina.vaughan@myfloridalegal.com**

In the event the OAG changes the Contract Manager, the OAG will notify the Contractor's Representative in writing. Such changes do not require a formal written amendment to the Contract.

## **7.3 Contractor's Representative**

The Contractor will assume sole responsibility for providing the commodities and

services offered in its Response, whether or not the Contractor is the provider of said commodities and services or any component thereof. The OAG will consider the Contractor's Representative to be the sole point of contact with regard to contractual matters. As of the effective date of the Contract, the Contractor's Representative is:

**Stuart Johnson**  
**AUTHORIZED REPRESENTATIVE / Verbatim Support Services**  
**Address: 5401 S. Kirkman Road, Suite 310, Orlando, FL 32819**  
**Phone: 954-467-8204**  
**Email: [accounting@verbatimss.com](mailto:accounting@verbatimss.com)**

In the event the Contractor changes the Contractor's Representative, the Contractor will notify the OAG's Contract Administrator and Contract Manager in writing. Such changes do not require a formal written amendment to the Contract.

## **8 COMPLIANCE WITH LAWS**

### **8.1 Governing Law**

This Contract will be construed, performed, and enforced in accordance with the laws and rules of the State of Florida. If any term or provision of the Contract is found to be illegal or unenforceable such term or provision will be deemed stricken and the remainder of the Contract will remain in full force and effect. Any, and all litigation arising under this Contract will be instituted in the appropriate court in Leon County, Florida.

### **8.2 Compliance**

The Contractor will comply with all laws, rules, codes, ordinances, and licensing requirements that are applicable to the conduct of its business, including those of Federal, State, and local agencies having jurisdiction and authority. For example, Chapter 287, of the Florida Statutes and Rule 60A of the Florida Administrative Code govern the Contract, as well as the Florida Rules of Juvenile Procedure, and Rules of Civil Procedure. The Contractor will comply with Section 247A(e) of the Immigration and Nationalization Act, the Americans with Disabilities Act, and all prohibitions against discrimination on the basis of race, religion, sex, creed, national origin, handicap, marital status, or veteran's status. Violation of any laws, rules, codes, ordinances, or licensing requirements will be grounds for Contract termination or nonrenewal of the Contract.

### **8.3 Notice of Legal Actions**

The Contractor will notify the OAG of any legal actions filed against it for a violation of any laws, rules, codes ordinances, or licensing requirements within 30 days of the action being filed. The Contractor will notify the OAG of any legal actions filed against it for a breach of a contract of similar size and scope to this Contract within 30 days of the action being filed. Failure to notify the OAG of a legal action within 30 days of the action will

be grounds for termination or nonrenewal of the Contract.

#### **8.4 Public Entity Crime and Discriminatory Vendors**

Pursuant to Sections 287.133 and 287.134, Florida Statutes, the following restrictions apply to the persons placed on the convicted vendor list or the discriminatory vendor list.

##### **8.4.1 Public Entity Crime**

A person or affiliate who has been placed on the convicted vendor list following a conviction for a public entity crime may not submit a response on a contract to provide any goods or services to a public entity; may not submit a response on a contract with a public entity for the construction or repair of a public building or public work; may not submit a response on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity in excess of the threshold amount provided in Section 287.017, Florida Statutes, for CATEGORY TWO for a period of 36 months following the date of being placed on the convicted vendor list.

##### **8.4.2 Discriminatory Vendors**

An entity or affiliate who has been placed on the discriminatory vendor list may not submit a response on a contract to provide any goods or services to a public entity; may not submit a response on a contract with a public entity for the construction or repair of a public building or public work; may not submit a response on leases of real property to a public entity; may not be awarded or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity; and may not transact business with any public entity.

The Contractor will notify the OAG if it or any of its suppliers, subcontractors, or consultants have been placed on the convicted vendor list or the discriminatory vendor list during the life of the Contract.

## **9 LIABILITY AND WORKER'S COMPENSATION INSURANCE**

This paragraph modifies Section 35, of the PUR 1000.

Contractor will provide adequate liability insurance coverage on a comprehensive basis and will hold such liability insurance at all times during the existence of this contract and any renewals and extensions of it. Upon execution of this contract, unless it is a state agency or subdivision as defined in section 768.28, Florida Statutes, Contractor accepts full responsibility for identifying and determining the type and extent of liability insurance necessary to provide reasonable financial protections for Contractor. The

limits of coverage under each policy maintained by Contractor do not limit Contractor's liability and obligations under this contract. Upon the execution of this contract, Contractor must furnish the OAG written verification supporting both the determination and existence of such insurance coverage. Such coverage may be provided by a self-insurance program established and operating under the laws of the state of Florida. The OAG reserves the right to require additional insurance as specified in Attachment A.

Providing and maintaining adequate insurance coverage is a material obligation of the Contractor and is of the essence of the Contract. The Contract will not limit the types of insurance Contractor may desire to obtain or be required to obtain by law. The limits of coverage under each policy maintained by the Contractor will not be interpreted as limiting the Contractor's liability and obligations under the Contract. All insurance policies will be through insurers authorized to write policies in Florida.

## **10 PUBLIC RECORDS**

### **10.1 Public Records Request for Confidential Information**

The Contractor will keep and maintain public records required by the OAG to perform all services required under this Contract. A request to inspect or copy public records relating to this Contract must be made directly to the OAG. If the OAG does not possess the requested records, the OAG will notify the Contractor of the request. Upon receiving such a notification and request from the OAG's Custodian of Public Records, the Contractor will provide the OAG with a copy of the request records, at no cost to the OAG, or allow the records to be inspected or copied by the member of the public making the records request at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes, or as otherwise provided by law. The Contractor must ensure that in allowing public access to all documents, papers, letters, or other materials made or received in conjunction with this Contract, those records that are exempt or confidential and exempt from public records disclosure requirements by operation of Section 119.071, Florida Statutes or Chapter 119, Florida Statutes, are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the Contractor does not transfer the records to the OAG.

If the Contractor fails to comply with the OAG's request for records, then the failure constitutes grounds for unilateral cancellation of this Contract by the OAG at any time, with no recourse available to the Contractor. Further, if the Contractor fails to provide the public records to the OAG within a reasonable time may be subject to penalties under Section 119.10, Florida Statutes. Upon completion of this Contract, the Contractor will keep and maintain public records required by the OAG to perform the services to be provided in the scope of this Contract, or electronically transfer in a file format compatible with the information technology systems of the OAG, at no cost to the OAG, all public records in possession of the Contractor. If the Contractor transfers all public records to the OAG upon completion of the Contract, the Contractor will destroy all duplicate public records that are exempt or confidential and exempt from public records

disclosure requirements. If the Contractor keeps and maintains public records upon completion of the Contract, the Contractor will meet all applicable requirements for retaining public records, consistent with the State of Florida's records retention schedule. All public records stored electronically must be provided to the OAG, upon request of its Custodian of Public Records, at no cost to the OAG, in a format compatible with the information technology systems of the OAG.

**IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS AGREEMENT, THEN THE CONTRACTOR SHOULD CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 414-3634, [publicrecordsrequest@myfloridalegal.com](mailto:publicrecordsrequest@myfloridalegal.com) OFFICE OF THE ATTORNEY GENERAL, PL-01, THE CAPITOL, TALLAHASSEE, FL 32399-1050.**

## **10.2 Indemnification**

Contractor will protect, defend, and indemnify the OAG for all claims arising from or relating to Contractor's determination that the redacted portions of its response are confidential, proprietary, trade secret, or otherwise not subject to disclosure. If Contractor fails to submit a redacted copy of information it claims is Confidential, the OAG is authorized to produce the entire documents, data, or records submitted to the OAG in answer to a public records request or other lawful request for these records.

## **10.3 Confidential Information in Possession of Contractor**

During the Contract, the Contractor may have access to information that is confidential, exempt, or otherwise protected information. The Contractor must comply with the **Scope of Work, Attachment A**. Maintaining confidentiality and security of information which is in possession of the Contractor pursuant to this Contract is a material provision of this Contract. Failure to maintain the confidentiality and security required by the **Scope of Work, Attachment A** will result in termination of this contract for cause.

## **11 INTELLECTUAL PROPERTY**

All patents, copyrights, and trademarks arising, developed, or created in the course of, or as a result of the Purchase Order are the property of the OAG and nothing resulting from Contractor's services or provided by the OAG to the Contractor may be reproduced, distributed, licensed, sold or otherwise transferred without the prior written permission of the OAG. **This paragraph does not apply to the OAG's purchase of a license for Contractor's intellectual property or if otherwise specified in the Statement of Work.**

## **12 E-VERIFY EMPLOYMENT ELIGIBILITY VERIFICATION**

Pursuant to the Office of the Governor Executive Order Number 11-116, Contractors will utilize the U.S. OAG of Homeland Security's E-Verify System to verify the employment eligibility of all new employees hired by the Contractor during the contract term, and include in any subcontracts an express requirement that subcontractors performing work or providing services pursuant to the State

The Contractor will utilize the E-Verify system to verify the employment eligibility of all new employees hired by the subcontractor during the Contract term.

**13 GEOGRAPHIC LOCATION OF DATA SERVICES**

The State of Florida requires that all data generated, used, or stored by the Contractor pursuant to the Contract will reside and remain in the U.S. and will not be transferred outside of the U.S. The State of Florida also requires that all services provided under the Contract, including call center or other help services, will be performed by persons located in the U.S.

**14 RECORDS RETENTION**

The Contractor will retain sufficient documentation to substantiate claims for payment under the Contract and all other records, electronic files, papers, and documents that were made in relation to this the Contract. Contractor will retain all documents related to this Contract in compliance with the rules of the Florida OAG of State.

**15 GIFTS**

The Contractor agrees that it will not offer to give or give any gift to any State of Florida employee. This Contractor will ensure that its subcontractors, if any, will comply with this provision.

**16 VENDOR OMBUDSMEN**

A Vendor Ombudsman has been established within the OAG of Financial Services. The duties of this office are found in section 215.422, Florida Statutes, which include disseminating information relative to prompt payment and assisting vendors in receiving their payments in a timely manner from a OAG. The Vendor Ombudsman may be contacted at (850) 413-3431.

**17 MONITORING BY THE OAG**

The Contractor will permit all persons who are duly authorized by the OAG to inspect and copy any records, papers, documents, facilities, goods, and services of the Contractor that are relevant to this Contract, and to interview clients, employees, and subcontractor employees of the Contractor to assure the OAG of satisfactory performance of the terms and conditions of this Contract. Following such review, the OAG will deliver to the

Contractor a written report of its finding, and may direct the development, by the Contractor, of a corrective action plan. This provision will not limit the OAG's termination rights.

**18 AUDITS**

The OAG may conduct or have conducted performance and compliance audits of all areas of the Contractor and/or Subcontractors as determined by the OAG. The OAG may conduct an audit and review all the Contractor's (and Subcontractors') data and records that directly relate to the Contract Services. To the extent necessary to verify the Contractor's fees and claims for payment under the Contract, the Contractor's agreements or contracts with Subcontractors, partners or agents of the Contractor, pertaining to this Contract, may be inspected by the OAG upon five days' notice, during normal working hours. Release statements from its subcontractors, partners or agents are not required for the OAG or its designee to conduct compliance and performance audits on any of the Contractor's contracts relating to this Contract. The State's Chief Financial Officer and the Office of the Auditor General also have authority to perform audits and inspections.

**19 PREFERRED PRICE AFFIDAVIT OR PROOF OF SERVICE FORM REQUIREMENT**

During the contract term, if the OAG becomes aware of better pricing offered by the Contractor for substantially the same or a smaller quantity of a service outside the contract, but upon the same or similar terms of the contract, then at the discretion of the OAG the price under the contract will be immediately reduced to the lower price, per Section 4(b) of PUR 1000, (10/06), Florida Administrative Code Rule 60A-1.002, State Purchasing Forms. The Contractor will submit to the OAG from an authorized representative, at least annually, attesting that the Contractor is in compliance with the Best Pricing Offer provision.

**20 INDEPENDENT CONTRACTOR**

The parties agree that the Contractor, its officers, agents and employees, in performance of this Contract, will act in the capacity of an independent contractor and not as an officer, employee or agent of the State.

**21 PRESERVATION OF REMEDIES**

No delay or omission to exercise any right, power or remedy accruing to either party upon breach or default by either party under this Contract, will impair any such right, power or remedy of either party; nor will delay or omission be construed as a waiver of any such breach or default, or any similar breach of default thereafter.

**22 UNAUTHORIZED EMPLOYMENT**

The employment of unauthorized aliens by a Contractor is considered a violation of Section 274 A of the Immigration and Nationality Act. If the Contractor knowingly employs unauthorized aliens, such violation will be cause for unilateral cancellation of the agreement.

**23 HIPAA COMPLIANCE**

The Contractor must meet all federal and state regulations regarding standards for privacy and individually identifiable health information as identified in the Health Insurance Portability and Accountability Act (HIPAA) of 1996 and Florida Statutes.

HIPAA requires, among other things, that the confidentiality of Personal Health Information (PHI) is ensured. This includes physical and logical security of data, encryption of data in transit, proper disposal and destruction of data on any media (electronic or hardcopy), and release of data only to authorized recipients.

**24 DELEGATION OF OBLIGATIONS UNDER THE CONTRACT**

**24.1 Subcontractors**

The Contractor may use subcontractors for the provision of services specified under this contract with the prior written approval of the OAG. The Contractor will be responsible for its subcontractors' work under the contract, including consequences which result from the subcontractor's non-performance. Nothing in this Contract grants any rights or remedies to any person other than the Contractor and OAG. Nothing in this contract creates a third-party beneficiary relationship between the OAG and any subcontractors or employees of the Contractor.

**24.2 Assignment**

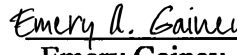
The Contractor will not sell, assign or transfer any of its rights, duties or obligations under the Purchase Order without the prior written consent of the OAG. In the event of any assignment, the Contractor remains secondarily liable for performance of the Purchase Order, unless the OAG expressly waives such secondary liability. The OAG may assign the Purchase Order with prior written notice to Contractor.

SO AGREED by the parties' authorized representatives on the dates noted below:

CONTRACTOR

DEPARTMENT OF LEGAL AFFAIRS

  
\_\_\_\_\_  
Verbatim Support Services

  
\_\_\_\_\_  
Emery Gainey  
Chief of Staff

Date: 7/25/2019  
\_\_\_\_\_

Date: 7/25/2019  
\_\_\_\_\_

\_\_\_\_\_  
Printed Name

83-4145159  
\_\_\_\_\_

FEIN Number

**ATTACHMENT A  
SCOPE OF WORK  
COURT REPORTER SERVICES  
CONTRACT K04822**

**A. Deliverables**

**1. General Requirements**

The Contractor will provide Reporting Services on a scheduled and unscheduled basis in Circuit 9. These services may be subcontracted with prior approval by the OAG as specified herein. The Contractor is responsible for delivery of services in the manner specified in this Contract, including ensuring its subcontractors adhere to the Contract terms.

Employing Customers will request services directly from the Contractor.

<b>Job Request Received</b>	<b>Time to Respond</b>
Scheduled job with at least five working days' notice	Contractor will have 24 hours to accept or decline
Unscheduled job with three or four working days' notice	Contractor will have eight hours to accept or decline
Unscheduled job with two working days' notice	Contractor will have four hours to accept or decline. If the four hours extend beyond 5:00 p.m. Eastern Time on the day of request, the Contractor must respond by 5:00 p.m. Eastern Time.
Unscheduled job with 24 hours' notice	Contractor will have up to two hours to accept or decline. Answer period will not extend beyond 5:00 p.m. Eastern Time.

**2. Court Reporter Services**

The Contractor will ensure that its Court Reporters (which as used throughout this Contract includes subcontracted Court Reporters) comply with the following minimum requirements:

- a. Court Reporters will arrive a minimum of 15 minutes prior to the start of a job.
- b. Court Reporters will disclose to all parties present at a proceeding the existence of any direct or indirect contractual relationship they may have with

any attorney or party to that proceeding.

- c. Court Reporters will not, in act or by appearance, indicate that they are participating as part of an advocacy support team for any of the parties.
- d. Only the OAG or the Customer can cancel an appearance. Court Reporters will not unilaterally cancel an appearance even if they, the Court Reporter, is unable to confirm or verify a scheduled job. Anytime the Court Reporter is unable to confirm or verify a scheduled job, the Contractor will notify the OAG or the Customer two days prior to scheduled date by emailing the Customer.
- e. The Real-Time Reporter or Real-Time Voice Recognition Reporter used by the Contractor or its subcontractor will possess software and equipment sufficient to meet the requirements of ADA. For assignments where there is a hearing-impaired individual, the use of Communication Access Real-Time Translation (CART) is acceptable.
- f. Tape recording is strictly prohibited as a primary source of reporting. If an audio tape is used for backup purposes, a copy of the audio tape may be requested by the OAG or the Customer at no charge with a transcript order. Stenomask reporting is allowed under the Contract.

### **3. Court Reporter Qualifications**

The below listed documentation is required for all Court Reporters working on this contract. Documentation will be updated with the Contract Manager. Any new Court Reporters hired will be approved by the Contract Manager before working on this contract.

- a. Documentation that demonstrates that they are a notary (current notary stamp or print of State of Florida Commission detail). Commission must be current.
- b. A resume verifying no less than four consecutive years of prior court reporting experience prior to the awarded Contract execution date. Employment experience must be specified for each Court Reporter. No collective number of years will be accepted.
- c. Documentation of completion of a formal Court Reporter Program. Documentation of Continuing Education Credits will also be accepted.

Additionally, at least one of the Contractors Court Reporters must be an experienced Certified Real-Time Reporter (CRR). Documentation of the certificate of certification for Certified Real-Time Reporter is required by execution of the contract and this requirement must be met throughout the term of the Contract.

#### **4. General Conditions**

- a. If the Contractor is unable to accept the job, the OAG or the employing Customer may then contact another Court Reporting Service.
- b. If during the term of the Contract, the Contractor adds reporters or associates who were not originally approved at the time the Contract was executed (or as in the RFP Proposal), those reporters or associates are not eligible for court reporting jobs under the Contract until the required documents listed in Section 3 above, are submitted to the Contract Manager for approval.
- c. The Contractor will provide services to the OAG or employing Customer for all jobs offered, including nights, weekends and holidays at the rates specified in this Contract. The Contractor will make a reasonable effort to accept the scheduled job offered. In the event of unforeseen circumstances, the Contractor will make every effort to provide services.
- d. When a state agency is a party to a proceeding, but not the employing agency or Customer, the Contractor will provide the state agency services at the contract rates for that circuit.
- e. When a 24 or 72 hour expedited delivery (includes weekend and holidays) is requested by the OAG or employing Customer, Contractor will ensure the Customer has possession of the transcripts before the expedited time expires.
- f. Contractor will ensure that its Court Reporters adhere to Supreme Court Administrative Order 10-1 establishes the Florida Court Reporting Standards and Best Practices.
- g. The Contractor will ensure that its Court Reporters are familiar with and adhere to the Florida Rules of Judicial Administration, Court Reporting Standards and Best Practices, which are incorporated by reference and further define the requirements for the services herein.
- h. The Contractor will immediately report to the OAG or employing Customer if a Court Reporter is unable or unwilling to provide transcripts due to illness, accident or employment problems. The Contractor is liable for all transcripts, notes, tapes and exhibits. If the Contractor is unable to produce the transcripts, the Contractor will pay all costs involved to satisfy the OAG or employing Customer. This includes, but is not limited to, mileage, overnight accommodations, witness fees, transcripts and any other costs associated with reproducing the record.
- i. The Contractor will provide documentation on their procedure for ensuring

Court Reporters are current with their notary commission and continuing education credits to the Contract Manager at the time of execution and update as necessary during the Contract term.

**5. Transcript Requirements**

- a. All transcripts will be certified and meet all page standards defined in Rule 2.535 Florida Rules of Judicial Administration.
- b. Information regarding appearances and witnesses will be combined on as few pages as possible and not on separate pages.
- c. Contractor will ensure that the court reporter will make every effort to reduce and minimize the pages prepared within the boundaries of the Florida Rules of Judicial Administration.
- d. Transcripts must be bound with a cover and not affixed with staples.

**B. Fees and Method of Payment**

**1. Fees**

The following fees requirements are applicable to the provision of the services:

- a. For all services, the first hour appearance fee will be paid in full, by the OAG or employing Customer, regardless of type job. Each hour after the first hour will be billed, compensated and rounded to the nearest quarter hour, except for half or full day charges.
- b. Cancellation of appearance by the OAG or employing Customer without a minimum of four hours' notice prior to the scheduled time, will result in the OAG or employing Customer being charged the first hour appearance fee.
- c. Appearance fees will not be paid for travel time or breaks (including meal breaks).
- d. Any break, while providing Court Reporting services, does not restart calculation for appearance fees. The first hour back from any break is not considered a first hour for billing purposes. If the OAG or employing Customer schedules multiple jobs at the same location for one day, the start of each job does not constitute a first hour unless the break between jobs is one hour or more. Then the next job will be charged at the first hour fee.
- e. Mileage may be paid in accordance with section 112.061, Florida Statutes for services performed more than 25 miles from the Contractor's physical office

location. No mileage will be paid for services performed at the physical office or within 25 miles from the physical office.

- f. Postage charges for hard copy transcripts delivered to the OAG or employing Customer will be supported by appropriate invoices, receipts or affidavit and may be invoiced for reimbursement at cost. The Contractor will use mailing services that uses tracking systems. Express services will only be used if requested, in writing, by the OAG or employing Customer.
- g. No excerpt surcharges will be allowed.
- h. Increases: For the term of the Contract, agreed increases will be applied in the increments listed on Attachment C of the RFP, Court Reporting Price Rate Increase, beginning in the second year of the Contract. The calculations for the second year of the Contract will use the prices listed on Attachment B, Price Sheet. Calculations for third through fifth years will be calculated on the previous year's prices. The Contract Manager will post the updated price sheets prior to the beginning of each fiscal year on the DMS State Contract site

## **2. Method of Payment and Invoice Requirements**

- a. The Contractor will adhere to the unit prices and fees specified in Attachment B, Price Sheet.
- b. The Contractor will submit invoices in detail sufficient for a proper pre-audit and post-audit. The Contract may be required to furnish additional documentation by the OAG or employing Customer before an invoice is approved for payment.
- c. Invoices at a minimum must include the following:
  - 1. Applicable case name and case number;
  - 2. Individual assigned Contract "K" number;
  - 3. Applicable date of service;
  - 4. Time proceeding commenced and adjourned, hourly fee and cost due;
  - 5. Number of original transcript pages with included copy, amount per page and cost due. Any additional copies are to be identified as a separate line with number of pages, amount per page and cost due;
  - 6. Customer's agency name and Customer's attorney's name and
  - 7. Circuit number where services were performed
- d. All invoices are to be submitted to the OAG or employing Customer by the Contractor. **A Sub-contractors' invoices must be submitted by the Contractor and not directly to the OAG or employing Customer.**

**Invoices submitted by a Sub-contractor will be rejected.**

## **C. Performance Measures and Financial Consequences**

### **1. Performance Measures**

Deliverables must be met at the following minimum level of performance:

- a. The Contractor must respond to all requests for scheduling requests for both scheduled and unscheduled jobs, in the time and manner specified in Section A, 1 **General Requirements**.
- b. The Contractor will ensure that assigned reporters arrive a minimum of 15 minutes prior to start of job, Section A, 2 **Court Reporting Services**.
- c. The Contractor will ensure that its Court Reporters will comply with the requirements of Section A, 2 **Court Reporting Services**.
- d. The Contractor will provide all documentation of qualifications for its Court Reporters as specified in Section A, 3 **Court Reporter Qualifications** throughout the term of the Contract.
- e. The Contractor will ensure that its Court Reporters comply with the requirements of Section A, 4 **General Conditions** in the performance of this Contract.
- f. The Contractor will ensure that transcripts are delivered in the time specified in the contract, including Attachment B, and the manner specified in Section A, 5 **Transcripts Requirements**.

### **2. Financial Consequences**

Failure to perform as specified will result in the assessment of the below consequences. Financial Consequences will be assessed a reduction on the invoice for the service being billed.

- a. Failure to respond to requests for scheduling as specified will result in a reduction of 10 percent for each instance of non-compliance.
- b. Failure of an assigned Court Reporter to arrive a minimum of 15 minutes prior to the start of a job will result in a reduction of 15 percent of the applicable hourly rate for that job.
- c. Failure of the Court Reporters to comply with the requirements of Section A, 2 **Court Reporting Services** will result in a reduction of 15 percent.

- d. Failure to provide all documentation of qualifications for its Court Reporters as specified will result in a reduction of \$50.00 for each instance that required documentation is not provided prior to a Court Reporter providing services under this Contract.
- e. Failure of a Court Reporter to comply with the requirements of Section A, **4 General Conditions**, in the performance of this Contract, will result in a reduction of \$50.00 for each instance the Court Reporter fails to comply.
- f. Failure to provide a transcript on time and in the manner specified in Section A, **5 Transcripts Requirements**, will result in a reduction of 20 percent per page for the first 30 days after the specified due date. A further reduction of 40 percent per page will be assessed for transcripts more than 30 days beyond the specified due date.
- g. Failure to provide optional services as specified will result in a reduction of 20 percent per page items or a reduction of 15 percent of hourly rate services as specified in Attachment B, **Price Sheets**.

**ATTACHMENT B  
PRICE SHEET  
COURT REPORTER SERVICES  
DEPARTMENT OF LEGAL AFFAIRS**

**Respondent's Name:** Verbatim Support Services **Circuit #** 9-ORANGE .

Respondent's must provide a price for each item below, with the exception of the Optional Services on Page 4. If no price is provided for an optional service, Respondent should insert "\$0.00" in that box. No changes to the format are permitted. No exceptions or contingencies may be added. A separate form must be completed for each Circuit the Respondent proposes to provide services in. Prices are inclusive of all costs unless otherwise noted in the RFP (see Section 4.7, Fees).

DEPOSITIONS	TRADITIONAL UNIT PRICE		REAL-TIME UNIT PRICE	
	Weekday	Weekend/Holiday	Weekday	Weekend/Holiday
<b>Appearance Fee</b>				
First hour: Any portion.	\$70	\$70	\$70	\$70
Each hour after first hour: Any portion, or after any four (4) hour period.	\$35	\$35	\$35	\$35
<b>COURT HEARINGS/TRIALS/DOAH HEARINGS</b>				
<b>Appearance Fee</b>				
First hour: Any portion.	\$85	\$95	\$85	\$95
Each hour after first hour: Any portion, or after any four (4) hour period.	\$30	\$35	\$30	\$35
Half (1/2) day: Any four (4) hour period.	\$175	\$185	\$175	\$185
Full day: Any eight (8) hour period.	\$295	\$300	\$295	\$300
Overtime: After 5:30 PM.	\$80	\$85	\$80	\$85
<b>One or more court hearings that are scheduled back to back will be billed at \$65 for the first hour of appearance and \$7.50 per additional 1/4 hour.</b>				
<b>BOARD AND PUBLIC MEETINGS</b>				
<b>Appearance Fee</b>				
First hour: Any portion.	\$100	\$110	\$100	\$110
Each hour after first hour: Any portion, or after any four (4) hour period.	\$50	\$55	\$50	\$55

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Half (1/2) day: Any four (4) hour period.	\$250	\$265	\$250	\$265
Full day: Any eight (8) hour period.	\$450	\$475	\$450	\$475
Overtime: After 5:30 P.M.	\$50	\$55	\$50	\$55

**ATTACHMENT B  
PRICE SHEET  
COURT REPORTING SERVICES  
DEPARTMENT OF LEGAL AFFAIRS**

Respondent's Name: Verbatim Support Services Circuit # 9.

TRANSCRIPTS	Depo Unit Price per Page		Court Room Unit Price per Page		Board Meeting Unit Price per Page	
	Traditional	Real-Time	Traditional	Real-Time	Traditional	Real-Time
<b>All pricing includes the original and one copy.</b>						
24-hour delivery (State holidays and weekends included)	\$7.90	\$7.90	\$7.90	\$7.90	\$7.90	\$7.90
72-hour delivery (State holidays and weekends included)	\$6.90	\$6.90	\$6.90	\$6.90	\$6.90	\$6.90
4 to 5 working day delivery (State holidays and weekends included)	\$5.90	\$5.90	\$5.90	\$5.90	\$5.90	\$5.90
10 working day delivery (State holidays and weekends included)	\$4.50	\$4.50	\$4.50	\$4.50	\$4.50	\$4.50
Additional copies (paper)	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25
Additional copies (electronic: email)	\$2.25	\$2.25	\$2.25	\$2.25	\$2.20	\$2.25
Additional copies (electronic: email CD, Flash Drive, or other as requested.)	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25	\$2.25

**ATTACHMENT B  
PRICE SHEET  
COURT REPORTING SERVICES  
DEPARTMENT OF LEGAL AFFAIRS**

Respondent's Name: Verbatim Support Services Circuit # 9

If no price is proposed for an optional service, Respondent must insert "\$0.00" in the box:

<b>OPTIONAL SERVICES</b>		
Exhibits (black and white)	\$0.50	Per Page
Exhibits (color)	\$0.75	Per Page
Exhibits on Disc	\$10.00	Per Disc
Telephone Reporting	\$4.50	Per Page
Telephone Reporting	\$60.00	Per Hour
Key Word Indexing	\$4.25	<b>Per Page</b>
Transcription from Tapes	\$60.00	Per Hour
Transcription from Tapes	\$4.50	Per Page
Digital Transcription	\$60.00	Per Hour
Digital Transcription	\$4.50	Per Page
Video Services	\$175.00	1st Hour
Video Services	\$100.00	Each Additional Hour
Video Services	\$175.00	Overtime/Holidays/Weekends/1st Hour
Video Services	\$100.00	Overtime/Holidays/Weekends/After 1st Hour
Video Services - Court Playback with Tech & Equipment	\$175.00	Per Hour
Video Services - Court Playback with Tech & Equipment	\$175.00	Each Additional Hour
Video Services (MPEG/MPEG2)	\$0.00	Per Hour
Video Services - Video Synchronized to Transcripts	\$0.00	Per Hour
Video Services - Video Clips for Trial Presentation	\$0.00	Per Hour
Video Conferencing	\$100.00	Per Hour
Video Conferencing	\$0.00	Setup Fee
Mobile Video Conferencing	\$100.00	Per Hour
Mobile Video Conferencing	\$0.00	Setup Fee
Video Conferencing (Bridge Service)	\$0.00	Per Hour
Video Conferencing (Bridge Service)	\$0.00	Setup Fee