Exhibit B, Statement of Work

1. Transcription services
	1. Contractor shall provide a word error rate of less than 1.0%
	2. Contractor will provide an annual error rate report completed by key personnel designated in **§1.21** of Exhibit A annually.
	3. Contractor shall provide a quality report completed by key personnel designated in **§1.21** of Exhibit A annually.
2. transcription work
	1. General Transcription, Medical Transcription, Legal Transcription, Law Enforcement Transcription, Financial Transcription, Academic Transcription and Live Transcription in formats such as Zoom, Teams, or Blue Jeans is completed by Contractor to meet Purchasing Entity specifications and requirements.
	2. Contractor will to routinely audit transcriptions to ensure quality matches 99% guarantee. Contractor will provide audit results in volume reporting as listed in Exhibit A Section 3. Contractor will provide audit results to Purchasing Entity upon request of Purchasing Entity.
	3. Contractor will review all transcriptions and proofread, spell-check, demographically checked and correctly formatted to Purchasing Entity requirements.
	4. If Purchasing Entity receives transcriptions with less than 99% accuracy Contractor will correct the transcription free of cost (with the exception of shipping fees if paper copies are required).
	5. Contractor will quality check transcriptions by at least two people – the transcriptionist and the Quality Assurance editor.
	6. Purchasing Entity can reject files that are not meeting requirements by rejecting it from their Inbox or alerting the Office Manager or Project Coordinator by phone, text or email. The file will be re-checked within 24 hours or less.
	7. Contractor will meet the confidentiality requirements including HIPAA-compliance, CJIS and any other needs of the Purchasing Entity.
	8. Timeliness of work completion will meet the requirements of the Purchasing Entity including confirmed receipt of jobs and turnaround time.
	9. Contractor will email, call, or text the Purchasing Entity regarding inaudible files to discuss options for the file.
	10. Contractor can accept the following file types wav, mp3, mp4, aac, act, aifc, aiff, amr, ape, au caf, dct, ds2, dss, dsp, dvf, dvs, flac, ogg, m4a, mp2, mpc, msv, qcp,ra/rm, shn, spx, voc, vox, wma. Contractor can also accept video files as well. Contractor has conversion software that can convert audio and video files when approved by the Purchasing Entity.