

# Capitol Pacific Reporting

## Attachment C Contractor's Proposal

*Certified  
Court  
Reporters*

***Please reply to:***

2401 Bristol Court SW  
Suite C-103  
Olympia WA 98502  
Ph: (360) 352-2054  
Fx: (360) 705-6539

Kyla Moore  
RFP Coordinator  
Office of Superintendent of Public Instruction (OSPI)  
PO Box 47200  
Olympia, WA 98504

May 3, 2025

RE: RFP No. 2025-29  
Court Reporting and Transcription Services

Dear Ms. Moore:

Capitol Pacific Reporting is pleased to submit this Letter of Submittal in response to the Office of Superintendent of Public Instruction's Request for Proposals for court reporting and transcription services related to OSPI's special education administrative hearings.

In compliance with the RFP, we submit the following:

1. **Certifications**
  - (a) **Certifications and Assurances - Exhibit A**
  - (c) **Qualification Affirmations - Exhibit B**
  - (d) **Contract Intake Form - Exhibit G**
2. **Technical Proposal**
3. **Management Proposal**
4. **Cost Proposal - Exhibit H**
5. **Point of contact:**

Sandra Nelson, President  
Ph: (360) 352-2054 (ofc)  
(360) 701-1411 (direct)  
Email: [admin@capitolpacificreporting.com](mailto:admin@capitolpacificreporting.com)

We certify that the information provided in this proposal is accurate and complete and that we meet all the minimum qualifications outlined in the RFP. We appreciate the opportunity to continue supporting OSPI and welcome any questions or clarifications.

Sincerely,



**Sandra Nelson, President**  
Contracts Manager

## **EXHIBIT A**

### **CERTIFICATIONS AND ASSURANCES**

*Bidder must sign and include the full text of this Exhibit A with their proposal.*

Bidder makes the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract(s):

1. Bidder declares that all answers and statements made in the proposal are true and correct.
2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, Bidder may freely join with other persons or organizations for the purpose of presenting a single proposal.
3. The attached proposal is a firm offer for a period of ninety (90) business days following receipt, and it may be accepted by OSPI without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the ninety (90) business-day period.
4. In preparing this proposal, Bidder has not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. (Any exceptions to these assurances are described in full detail on a separate page and attached to this document.)
5. Bidder understands that OSPI will not reimburse Bidder for any costs incurred in the preparation of this proposal. All proposals become the property of OSPI, and Bidder claims no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by Bidder prior to opening, directly or indirectly, to any other Bidder or to any competitor.
7. Bidder agrees that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, Bidder has described those exceptions in detail on the Contract Issues Exhibit.
8. No attempt has been made or will be made by the Bidder to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
9. Bidder grants OSPI the right to contact references and others, who may have pertinent information regarding the Bidder's prior experience and ability to perform the services contemplated in this procurement.

## EXHIBIT A

### CERTIFICATIONS AND ASSURANCES

10. Bidder acknowledges that if awarded a contract with OSPI, Bidder is required to comply with all applicable state and federal civil rights and other laws. Failure to comply may result in Contract termination. Bidder agrees to submit additional information about its nondiscrimination policies, at any time, if requested by OSPI.
11. Bidder certifies that Bidder has not, within the three-year period immediately preceding the date of release of this competitive solicitation, been determined by a final and binding citation and notice of assessment issued by the Department of Labor and Industries or through a civil judgment to have willfully violated state minimum wage laws (RCW 49.38.082; Chapters 49.46 RCW, 49.48 RCW, or 49.52 RCW).
12. Bidder has not been debarred or otherwise restricted from participating in any public contracts.
13. Bidder certifies that Bidder has not willfully violated Washington State's wage payment laws within the last three years.
14. Bidder acknowledges its obligation to notify OSPI of any changes in the certifications and assurances above.

***I certify under penalty of perjury of the laws of the State of Washington that the foregoing is true and correct.***

<u>Sandra Nelson</u>	<u>5/3/2025</u>	<u>Olympia, WA</u>
Signature of Bidder	Date	Place Signed (City, State)

<u>SANDRA NELSON</u>	<u>PRESIDENT</u>	<u>CAPITOL PACIFIC REPORTING, INC.</u>
Printed Name	Title	Organization Name




## EXHIBIT B

### QUALIFICATION AFFIRMATIONS

CONSULTANT INFORMATION	
<b>Bidder:</b>	<u>Capitol Pacific Reporting, Inc.</u>

MINIMUM QUALIFICATIONS
<p><b>Consultants who do not meet the minimum qualifications noted above will be rejected as non-responsive and will not receive further consideration. Any proposal that is rejected as non-responsive will not be evaluated or scored.</b></p> <p><i>Please check all boxes that apply.</i></p> <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Licensed to do business in the State of Washington. If not licensed, provide a written intent to become licensed in Washington within thirty (30) calendar days of being selected as the Apparently Successful Contractor.</li> <li><input checked="" type="checkbox"/> Vendors must have engaged in the provision of stenographic court reporting and transcription services.</li> <li><input checked="" type="checkbox"/> Vendors must currently employ or contract with, or demonstrate the ability to employ or contract with, enough stenographic court reporters and transcriptionists to adequately meet the Scope of Services.</li> <li><input checked="" type="checkbox"/> Each individual stenographer employed by or under contract with the Vendor, must be a stenographic court reporter who:               <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Is a certified by the <a href="#">State of Washington</a> as outlined in <a href="#">Chapter 18.145 RCW</a> and holds a valid Register Professional Reporter (RPR) certificate or other higher-level credentials from the <a href="#">National Court Reporter Association</a>.</li> <li><input checked="" type="checkbox"/> Has experience reporting and transcribing court trials or other comparable experience;</li> <li><input checked="" type="checkbox"/> Is capable of translating, editing and producing technically accurate transcripts consistent with established standards of accuracy;</li> <li><input checked="" type="checkbox"/> Is knowledgeable of court practices and procedures;</li> <li><input checked="" type="checkbox"/> Is dedicated to achieving and maintaining a high level of professionalism; and</li> <li><input checked="" type="checkbox"/> Is proficient in the English language, legal terminology, transcript preparation, and professional responsibility</li> </ul> </li> <li><input checked="" type="checkbox"/> In special education due process proceedings pursuant to the IDEA, 20 U.S.C. 1400 et seq., and chapter 392-172A WAC, the Vendor must possess knowledge of, and the ability to understand, the provisions of the IDEA, federal and state regulations pertaining to the IDEA, and legal interpretations of the IDEA by federal and state courts.</li> </ul>

***I certify under penalty of perjury of the laws of the State of Washington that the foregoing is true and correct.***

 <b>Signature of Bidder</b>	<u>5/3/2025</u> <b>Date</b>	<u>Olympia, WA</u> <b>Place Signed (City, State)</b>
<u>Sandra Nelson</u> <b>Printed Name</b>	<u>PRESIDENT</u> <b>Title</b>	<u>CAPITOL PACIFIC REPORTING, INC.</u> <b>Organization Name</b>



## **C.4 Technical Proposal**

### **Capitol Pacific Reporting, Inc.**

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#### **C.4.i Project Approach / Methodology**

##### **Overview**

Capitol Pacific Reporting, together with its highly experienced team of Washington Certified Court Reporters, has proudly served as a trusted provider of court reporting services for OSPI Special Education and Teacher Certification hearings for over 22 years, beginning in 2003. Moving forward, we remain committed to assigning our team of highly experienced and dedicated stenographic Washington Certified Court Reporters (CCRs), many of whom also hold the esteemed Registered Professional Reporter (RPR) credential, to continue supporting OSPI's Special Education hearings with the highest standards of professionalism, accuracy, and expertise.

##### **Hearing Coverage & Assignment**

Each hearing is meticulously assigned to an experienced court reporter based on their availability, specialized expertise in education law, and alignment with the hearing schedule, ensuring optimal performance.

Reporters are comprehensively briefed in advance, receiving detailed instructions on OSPI-specific protocols, exhibit handling procedures, and the required transcript formatting standards, ensuring strict adherence to all procedural guidelines.

All team members undergo rigorous training in maintaining confidentiality, with a strong emphasis on full compliance with the principles of FAPE (Free Appropriate Public Education) and IDEA (Individuals with Disabilities Education Act), guaranteeing the highest standards of legal and ethical reporting.

##### **Confidentiality & Format Adherence**

In close collaboration with OSPI, we have meticulously developed and continually refined a standardized transcript format that incorporates the necessary designations to safeguard the anonymity of all parties involved.

- To maintain the highest level of confidentiality, no names or initials are included in any transcripts. Instead, appropriate generic identifiers such as "Student," "Ms. Parent," "Classmate 1," etc., will be rigorously employed to ensure privacy.

- Each transcript will commence with the required preamble, presented in italicized text and a distinct font to further emphasize confidentiality.
- Any inconsistencies in name references (such as multiple labels for the same individual) will be systematically addressed, ensuring the use of consistent identifiers throughout the transcript in accordance with OSPI's instructions.
- All exhibit indexes will undergo a thorough review to confirm that no confidential, identifying information is inadvertently included, ensuring full compliance with privacy regulations.

### **Transcript Formatting**

- The presiding judge will be identified as "Judge [Last Name]" (e.g., Judge Smith) to ensure clarity and consistency throughout the transcript.
- Transcripts will include the following comprehensive elements:
  - A chronological exhibit index, meticulously updated daily.
  - Detailed descriptions derived directly from the exhibit indexes for ease of reference.
  - Clear notation of admitted exhibits, including the specific page on which each exhibit was admitted.
  - A complete Word Index compiled at the conclusion of each transcript to facilitate quick reference.
  - Fully searchable transcripts to enhance accessibility and efficiency.

### **Exhibit Handling**

- Reporters will proactively request exhibit binders from OAH/OSPI staff or utilize the electronic exhibits provided, as appropriate.
- All exhibits will be securely stored and deleted or shredded at the conclusion of the transcript production.
- An exhibit index will be meticulously maintained throughout the duration of the hearing, continuously updated from Day 1 through to the final day of proceedings.

#### **C.4.ii Work Plan**

With over 22 years of experience in providing comprehensive court reporting services for OSPI hearings, Capitol Pacific Reporting has developed a detailed, efficient system that ensures the seamless management of each hearing from initial scheduling through to the completion and delivery of the final transcript(s).

The process begins with the OSPI legal staff submitting the hearing notice to our team, which is promptly entered into our scheduling system. Our scheduling team then assigns a qualified court reporter to each hearing, with the goal of maintaining the same reporter throughout multi-day hearings to ensure consistency, continuity, and efficient workflow.

Upon the conclusion of each hearing, the assigned reporter collaborates with the presiding judge and attorneys to establish a mutually agreed-upon due date for the completion of the transcript. Following this, the reporter commences the transcription process, which includes the preparation of the exhibit index, the assembly of appropriate cover pages, and the coordination with a team of proofreaders to ensure accuracy and completeness.

Once the transcript is finalized, it is forwarded to our production department for distribution to all relevant parties and for invoicing, ensuring prompt and accurate processing of all deliverables.

- **Quality Assurance Process**

Each transcript undergoes a rigorous two-tier proofreading process, beginning with the originating court reporter followed by a highly qualified team of editors and proofreaders, ensuring a high standard of accuracy and consistency.

Daily transcripts are meticulously reviewed for:

- Correct application of OSPI-specific identifiers, in accordance with established protocols.
- Adherence to proper formatting and layout standards, ensuring a professional and uniform presentation.
- Precision in the use of legal and educational terminology, particularly in the accurate representation of critical acronyms such as FAPE, FERPA, TEACCH,



KTEA-III, IEP, IEP Online, SPED, FBA, BCBA, IEE PWN, BASC-III, BRIEF, Section 504, and more.

- **Transcript Timelines & Delivery**

**Day 1** transcripts delivered within **10 business days**.

Each additional day delivered within **5 business days** after the first.

Daily transcripts sent as they are completed to accelerate production and billing processes.

- **Invoicing & Pricing**

Invoices and accompanying A-19 forms for OSPI-funded transcripts will be submitted directly to Lan Le or Jazmyn Johnson of (OAH) for processing. Payment terms for school districts and other third-party entities will be administered in accordance with the payment policies and instructions provided by Kris or Tami.

- **Customer Service & Communication**

A dedicated project coordinator will be appointed as the primary point of contact for Administrative Law Judges (ALJs), parents, and school districts, ensuring streamlined communication and prompt resolution of any inquiries.

We will guarantee that all relevant parties are promptly notified when transcripts are ordered, utilizing privacy-compliant methods for all digital transmissions, including blind copy (BCC) or separate email correspondence, in full adherence to confidentiality protocols.

### **C.4.iii Project Schedule**

<b>Task</b>	<b>Responsible</b>	<b>Timeline</b>
Assign Court Reporter	Scheduling Manager	Upon on receipt of hearing notice
Report Hearing	Assigned Reporter	As per scheduled hearing dates
Receive & Organize Exhibits	Assigned Reporter	1 business day prior to hearing

Task	Responsible	Timeline
Transcribe Proceedings	Assigned Reporter	Daily
First Day Transcript Delivery	Assigned Reporter	Within 10 business days of hearing
Additional Day Transcripts	Assigned Reporter	Every 5 business days thereafter
Invoicing & Transcript Distribution to Parties	Production Manager	Upon completion of work

#### C.4.iv Outcomes and Performance Measurement

Capitol Pacific Reporting proposes to achieve the following key outcomes through the delivery of professional court reporting services:

- **Accurate and Timely Transcripts:** Deliver transcripts that are highly accurate and meet or exceed all specified turnaround times.
- **Compliance with State and Judicial Standards:** Ensure all services comply with the applicable state regulations, confidentiality requirements, and OAH procedural rules.
- **High Client Satisfaction:** Maintain a high level of satisfaction among judges, attorneys, agency staff, and other stakeholders utilizing the court reporting services.
- **Operational Efficiency:** Streamline scheduling, transcript delivery, and billing processes to promote efficiency and ease of use for the state agency.

#### Monitoring and Measurement:

Capitol Pacific Reporting will use the following methods to monitor and measure performance:

- **Quality Assurance Reviews:** Regular audits of completed transcripts will be conducted to verify accuracy, formatting compliance, and adherence to deadlines.
- **Timeliness Tracking:** Turnaround times will be systematically logged and monitored through an internal case management system to ensure deadlines are consistently met.

- **Client Feedback and Surveys:** Periodic surveys will be issued to agency personnel and other users of the service to assess satisfaction levels and gather suggestions for service improvements.
- **Issue Tracking and Resolution Logs:** Any complaints, corrections, or issues raised will be logged, investigated, and resolved promptly.
- **Performance Reporting:** Capitol Pacific Reporting will provide the state agency with regular performance reports (e.g., quarterly) summarizing timeliness, accuracy, client feedback, and any corrective actions taken, if requested.

#### **Reporting to the State Agency:**

Reports will be customized to the agency's specifications and submitted on an agreed schedule. These will include performance metrics, client satisfaction summaries, and corrective actions or improvements undertaken. Additionally, Capitol Pacific Reporting will be available for periodic performance review meetings at the agency's request to ensure transparency and continuous improvement.

### **C.4.v Risks**

#### **Business Continuation Plan**

Capitol Pacific Reporting is committed to ensuring uninterrupted service to OSPI, even during times of staff disruption, facility loss, or loss of key personnel. Our business continuation strategy includes:

- **Staff Disruption:**  
We maintain a large network of experienced freelance court reporters, videographers, and transcriptionists. In the event of staff disruption, we are able to reallocate resources from our extended pool to cover all assignments without service interruption. Additionally, we maintain relationships with partner agencies to further support staffing needs during emergencies.
- **Facility Loss:**  
Our operations are fully cloud-based, allowing staff and subcontractors to work remotely without reliance on a single physical location. Essential business functions — including transcript production, scheduling, and billing — are securely managed through encrypted, remote-accessible systems. In the



event of a primary facility loss, operations would continue seamlessly through remote work protocols.

- **Loss of Key Staff/Personnel:**

We employ cross-training across all operational roles to ensure that no single point of failure exists. Multiple staff members are trained in scheduling, client management, and quality assurance processes. In the event of a key personnel loss, responsibilities would be absorbed by trained backups while permanent solutions are implemented.

**Monitoring and Management:**

We monitor all risk factors continuously through regular staffing evaluations, facility assessments, and technology infrastructure reviews. Our management team meets frequently to review and update the business continuity plan, and we are prepared to activate contingency protocols immediately should any disruption occur.

<b>Potential Risk</b>	<b>Mitigation Strategy</b>
Reporter unavailable due to emergency	Maintain a dedicated on-call pool drawn from our team of certified reporters to ensure immediate coverage.
Misuse of names or identifiers	Implement comprehensive OSPI-format training for all reporters; utilize a mandatory pre-transcription checklist to ensure compliance.
Exhibit errors or mismatches	Obtain completed electronic exhibit lists from OAH/OSPI in advance of hearings to ensure accuracy and consistency.
Delay in transcript delivery	Employ a staggered team approach, including editor backup support to ensure deadlines are consistently met.
Billing or invoice miscommunication	Adhere to clearly established Standard Operating Procedures (SOPs) for billing, with ongoing coordination between Kris, Tami, and Lan Le or Jazmyn Johnson at OAH.

Potential Risk	Mitigation Strategy
Confidentiality breach via digital means	Utilize encrypted email platforms, enforce blind copy (BCC) protocols, and maintain strict IT security measures to safeguard confidentiality.
Incomplete or incorrect exhibit index	Conduct daily reviews and updates, cross-referencing exhibit book descriptions to ensure accuracy and completeness of the exhibit index.

## Conclusion

Capitol Pacific Reporting stands fully prepared to continue to provide accurate, confidential, and court-ready transcripts for OSPI's special education hearings. With a highly skilled team of Washington Certified Court Reporters (CCR), many of whom also hold the Registered Professional Reporter (RPR) credential, and a proven, meticulously maintained transcript production system, we ensure full compliance with all OSPI transcript protocols.

Our workflow is carefully optimized to deliver maximum efficiency, precision, and strict confidentiality, providing consistent and reliable support to all stakeholders, including parents, school districts, and administrative law judges.

Moreover, our extensive experience of 22 years working with the judges, attorneys, and legal staff involved in these hearings fosters a professional environment characterized by seamless communication and collaboration. Capitol Pacific Reporting also enjoys an exceptional working relationship with OSPI and OAH staff, facilitating the scheduling, rescheduling, and cancellation of hearings with efficiency, responsiveness, and mutual respect.

## **C.5 Management Proposal**

### **Capitol Pacific Reporting, Inc.**

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This proposal outlines our management structure and staffing plan that has supported the Office of Superintendent of Public Instruction (OSPI) in scheduling and providing professional court reporting services for hearings since **2003 (22 years)**. Our current team consists of seasoned professionals who manage scheduling, client relations, production, and quality control, and oversee a pool of experienced, certified, stenographic court reporter subcontractors. Our goal has always been to ensure prompt, reliable, and high-quality transcription services for all scheduled hearings.

#### **C.5.i Project Management/Team Structure/Internal Controls**

##### **Key Personnel and Responsibilities**

###### **Sandra Nelson – Chief Executive Officer (CEO)**

###### **Time Commitment: Daily overview of processes.**

Sandra brings over 40 years of executive leadership in legal support services. As CEO, she will provide strategic oversight for the OSPI project, ensuring resources are appropriately allocated and contractual obligations are met. Sandra will serve as the point of contact for major issues and will ensure quality control.

###### **Qualifications:**

- Washington State Certified Court Reporter
- Court Reporting Degree, Reinertsen Reporting Institute - 1978
- Extensive background in contract administration for court reporting services, both State and Federal.

###### **Responsibilities:**

- Oversight and contract compliance, performance review, and risk management
- Budget oversight and resource management



## **Kris Manley – Client Relations Manager**

### **Time Commitment: Daily overview**

Kris will act as the primary liaison between OSPI and our internal team. With a strong background in client management and legal service coordination, Kris will ensure that OSPI's expectations are clearly understood and consistently met, while maintaining open lines of communication. Kris has covered numerous OSPI hearings giving her the experience necessary to cover and to also train new reporters covering these hearings.

### **Qualifications:**

- 30-Year Washington Certified Court Reporter (CCR) and National Court Reporters Association (RPR) Certifications
- 10+ years as client relations management
- Court Reporting Degree, Lakeside Court Reporting School, 1995
- Proven track record in client satisfaction and conflict resolution

### **Responsibilities:**

- Day-to-day client communication and feedback tracking
- Issue resolution and service adjustments
- Ensuring client satisfaction and continuity of service

## **Jennifer Mojica – Scheduling Manager**

### **Time Commitment: Jennifer devotes 100% of her time to scheduling and scheduling issues.**

Jennifer will be responsible for organizing and confirming hearing coverage by assigning court reporters based on availability, specialty, and region. Her keen attention to detail and scheduling efficiency ensures coverage of all hearings.

### **Qualifications:**

- 17 years of experience in scheduling logistics and office administration.

- Proficient in scheduling software and calendar management systems
- Proficient in videoconference set-up and training.

**Responsibilities:**

- Coordinate daily hearing assignments
- Videoconference set-up for all participants
- Manage substitutions and last-minute changes
- Maintain availability calendar for subcontractors

**Tamara Jensen – Production Manager**

**Time Commitment: Tami devotes 100% of her time to production and production issues.**

Tamara will oversee the production process, ensuring accurate and timely delivery of all transcripts, as well as billing. Her background in transcription quality assurance guarantees compliance with formatting, timeliness, and confidentiality standards.

**Qualifications:**

- 25 years of office administration experience.
- 20 years of experience in transcript production for Capitol Pacific Reporting.
- Proficient in all transcript production software.
- Skilled in invoicing, with experience training others to invoice various clients in compliance with specific contract terms.
- Manage transcript production and delivery timelines
- Review transcripts for accuracy and compliance
- Communicate with court reporters regarding deadlines, expectations, and edits

- Communicate with clients regarding all aspects of production
- Maintain ongoing transcript database

### **Subcontracted Court Reporters:**

Below is our list of Washington Certified Stenographic Court Reporter subcontractors, all experienced in handling administrative hearings, including OSPI Special Education hearings since 2003. Assignments will be based on availability, proximity, and expertise, with Jennifer managing scheduling and Tamara overseeing the quality of deliverables, and Kris overseeing any technical or procedural issues.

<b>Court Reporter</b>	<b>Certifications*</b>
• Kris Manley	CCR, RPR
• Connie Church	CCR, RPR, CRR, CRC
• Mary Jean Berkstresser	CCR, RPR
• Pamela Nelson	CCR, RPR
• Lori Stefano	CCR, RPR
• Janette Curley	CCR
• Mary Jo Fratella	CCR, RPR
• Karyn Kirouac	CCR
• Sue Garcia	CCR, RPR, RMR
• Andi Clevenger	CCR, RPR
• ChaRae Kent	CCR, RPR
• Kelsey Walker	CCR, RPR
• Brionna Staudenmaier	CCR
• Sayge Manley	CCR
• Rachel Wood	CCR
• Anna Stewart	CCR, RPR

#### **\*Certifications:**

**CCR:** Certified Court Reporter (Washington State)

**RPR:** Registered Professional Reporter (National Court Reporters Association)

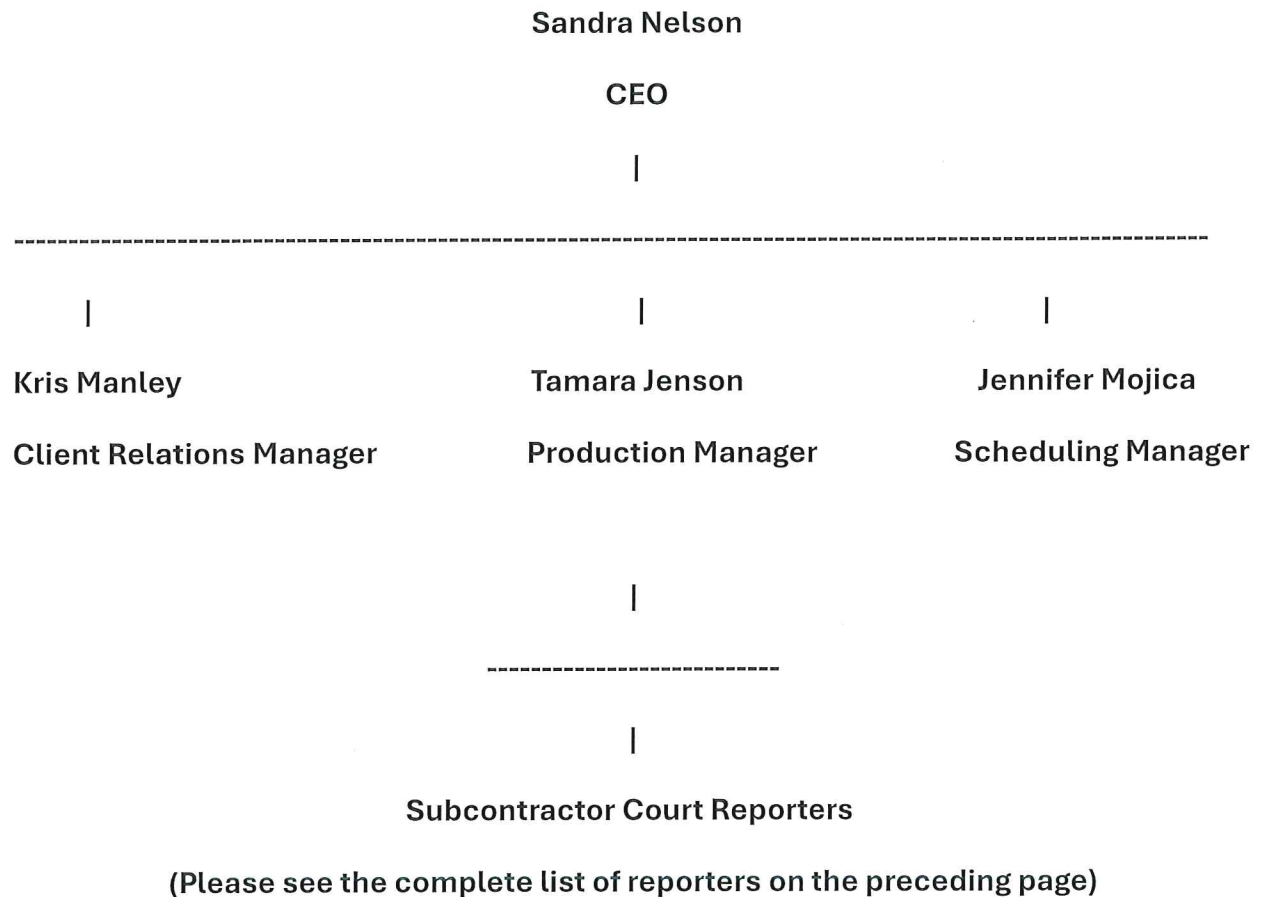
**CRR:** Certified Realtime Reporter (National Court Reporters Association)

**CRC:** Certified Captioning Reporter (National Court Reporters Association)

**RMR:** Registered Merit Reporter (National Court Reporters Association)



## Organizational Chart



### Explanation:

- **CEO:** The top position responsible for overseeing the entire firm.
- **Scheduling Manager:** Manages court reporters' schedules and assign them to hearings.
- **Production Manager:** Responsible for overseeing transcript production and invoicing, ensuring quality and timely delivery.
- **Client Relations Manager:** Focuses on maintaining and building relationships with clients, handling inquiries, and ensuring satisfaction.
- **Subcontractors:** These court reporters work as independent contractors and report to the Production Manager and Scheduling Manager.

## **C.5.ii Experience of the Consultant/Staff/Subcontractors**

### **Relevant Experience:**

Capitol Pacific Reporting has been covering OSPI Special Education hearings since 2003. During those 22 years, together with OSPI/OAH support staff and Administrative Law Judges, we have refined and improved the processes, created criteria specific to these hearings, and trained our reporters and staff extensively in transcript production. Our reporters are familiar with the unique terms and acronyms for these proceedings, such as IDEA and FAPE, and the specific requirements of confidentiality of the parties.

In addition, we have been providing court reporting services in Washington State (statewide) and bordering cities for over 44 years (1978). Presently, work for state agency clients is approximately 35% of our business, approximately 50% when adding all governmental clients. Following is an abbreviated list of state agencies or programs for whom we have provided a high volume of services over our four-and-a-half decades in this business:

**Office of Administrative Hearings** (Hearings)

**Office of Superintendent of Public Instruction** (Special Education and Teacher Certification Hearings, and Related Discovery)

**Office of the Attorney General, Most Divisions** (Depositions, Hearings, and all Related Discovery)

**Governor's Clemency & Pardons Board** (Quarterly Meetings)

**Department of Labor & Industries** (Depositions, Hearings, Interviews)

**Department of Revenue** (Depositions and Hearings)

**Department of Financial Institutions** (Testimonies Under Oath)

**Department of Health, Adjudicative Services Unit** (Hearings)

**Department of Ecology** (Depositions and Hearings)

**Department of Early Learning** (Depositions and Hearings)

**Department of Licensing** (Depositions and Hearings)

**Washington State Apprenticeship Training Council** (Quarterly Meetings)

**Office of the Insurance Commissioner** (Hearings, Audio Transcriptions)

**Public Employment Relations Commission** (Hearings, Audio Transcriptions)

The remainder of our work consists of reporting depositions for private attorney clients, court reporter pro tempore in superior courts (Grays

Harbor, Thurston and Lewis Counties), tribal meetings, and providing **CART** (computer-aided real-time translation for the hearing impaired).

**CART (Computer-aided Real-Time Translation) and Real-Time Experience:**

Several of our certified reporters are equipped to provide real-time and CART reporting services for an additional fee. These services have been utilized in numerous OSPI hearings to accommodate participants requiring special assistance and accommodations. Real-time transcripts are securely streamed to the individual via a private web link, enhancing accessibility and engagement during the proceedings.

**Technical experience:**

In the spring of 2020, the pandemic introduced new challenges that required swift adaptation. Recognizing the immediate need for videoconferencing support, we proactively offered free Zoom training sessions to OSPI/OAH staff (including Lan Le and others) and to the ALJs we work with. Jennifer and Kris coordinated these sessions at the convenience of the ALJs and other participants, enabling hearings to continue uninterrupted throughout the pandemic.

Today, most hearings are still conducted remotely. As during the pandemic, Jennifer continues to set up each videoconference and sends invitations to all parties, including the court reporter, ahead of the scheduled hearing. Our reporters are fully trained to host remote sessions — managing screen sharing for exhibits, admitting participants, and creating breakout rooms as needed.

**These technical services are provided at no additional charge.**

**Related Contracts:**

**Office of the Attorney General (AGO)**

Contract No. K11656

Current Period of Performance: July 1, 2021, to June 2020

We have been continuously contracted with the **AGO** since 2006.

**Contact:**

Missy Stedham

Contracts Specialist

Office of the Attorney General

Financial Services Division

Phone: 360-709-6469

Email: [contracts@atg.wa.gov](mailto:contracts@atg.wa.gov)

**Public Employment Relations Commission (PERC)**

Contract No. 202407-11

Current Period of Performance: September 9, 2024, to September 9, 2025. Subject to mutual agreement, the terms can be extended to sixty (60) months as five (5) twelve (12) month terms.

We have been continuously contracted with PERC since 2017.

**Contact:**

Lynn Eccles

Administrative Services Manager

Public Employment Relations Commission

Phone: 360-570-7318

Email: [lynn.eccles@perc.wa.gov](mailto:lynn.eccles@perc.wa.gov)

**C.5.iii References**

- Lynn Eccles  
Administrative Services Manager  
**Public Employment Relations Commission**  
112 Henry St NE, Ste 300  
Olympia WA 98506  
Phone: 360-570-7318  
Email: [lynn.eccles@perc.wa.gov](mailto:lynn.eccles@perc.wa.gov)

**Description:** Provide court reporting services for employment-related hearings involving unions and other public sector entities.

- Dana Diederich  
Administrative Law Judge  
**Office of Administrative Hearings**  
P.O. Box 42489  
Olympia WA 98504  
Phone: 206-389-3426  
Fax: 206-587-5135  
Email: [oah.ospi@oah.wa.gov](mailto:oah.ospi@oah.wa.gov)



**Description:** Provide court reporting services for OSPI special education and teacher certification hearings since **2003**.

- Michelle Singer  
Operation Manager  
Adjudicative Services Office  
Center for Facilities, Risk and Adjudication  
**Washington State Department of Health**  
P.O. Box 47879  
Olympia WA 98504  
Phone: 564-669-3454  
Fax: 360-586-2171  
Email: [Michelle.singer@doh.wa.gov](mailto:Michelle.singer@doh.wa.gov)

**Description:** Provide court reporting services for DOH certificate of need and disciplinary hearings.

- Jazmyn Johnson  
Legal Assistant II – OSPI  
**Office of Administrative Hearings**  
P.O. Box 42489  
Olympia WA 98504  
Phone: 206-389-3426  
Fax: 206-587-5135  
Email: [oah.ospi@oah.wa.gov](mailto:oah.ospi@oah.wa.gov)

**Description:** Provide court reporting services for OSPI special education and teacher certification hearings since **2003**.

- Pamela Meotti  
Administrative Law Judge  
**Office of Administrative Hearings**  
P.O. Box 42489  
Olympia WA 98504  
Phone: 206-389-3426  
Fax: 206-587-5135  
Email: [oah.ospi@oah.wa.gov](mailto:oah.ospi@oah.wa.gov)

**Description:** Provide court reporting services for OSPI special education and teacher certification hearings since **2003**.

#### **C.5.iv Past Performance**

Capitol Pacific Reporting has not received any notification of contract breach in the past five (5) years. In fact, throughout our 44 years of continuous operation, we have never received notice of contract breach. Our longstanding record demonstrates our commitment to quality, reliability, and client satisfaction.

#### **Conclusion:**

Our highly experienced management team, along with our skilled and dependable network of professional subcontractors, is fully equipped to continue meeting OSPI's needs with unwavering consistency, precision, and reliability. We take great pride in delivering exceptional service, ensuring that every hearing is supported with the highest levels of professionalism and attention to detail. As always, we remain deeply committed to maintaining superior standards of performance and fostering proactive, responsive communication with both support staff and the Administrative Law Judges assigned to these matters. We look forward to continuing our longstanding partnership with OSPI and contributing to the successful resolution of each hearing with diligence and care.

## EXHIBIT H

### IDENTIFICATION OF COSTS

CONSULTANT INFORMATION		
Bidder:	Capitol Pacific Reporting, Inc.	
Service	Cost Unit	Proposed Cost
Charge per Reporter Hour	Per Hour	\$80.00
Minimum Charge (if any) per Appearance	Per Appearance	\$240.00
Minimum Charge (if any) per Appearance for Video Conference Practice Session	Appearance	.00
Late Notification of Cancellation of Appearance (less than 24 hours)	Per Occurrence	\$240.00
Charge per Transcript Page <i>With regular delivery within 15 business days after hearing</i>	Per Page	\$4.95
Charge Per Transcript Page <i>With expedited delivery within 10 business days after hearing</i>	Per Page	\$4.95
Charge per Transcript Page <i>With special delivery within 5 business days after hearing</i>	Per Page	\$6.44
Charge per Transcript Page <i>With emergency delivery within 2 business days after hearing</i>	Per Page	\$7.43
Charge per Transcript Page for additional copies requested	Per Page	.00 for OSPI
Charge per Transcript Page from audio tapes	Per Page	\$4.95
Charge for exhibits scanned to an electronic format	Per Page	.00
Video conference setup and equipment rental	Per Occurrence	.00
E-copy – both full sized and condensed with word index	Each	.00
Separate E-copy for ALJ	Each	.00
Delivery of hard copy transcript if requested by ALJ, condensed or full,	Each	.00
Word index with each transcript	Per page	.00
Lodging only if approved by OSPI for a specific hearing	Per day	OFM current rate
Mileage only if approved by OSPI for a specific hearing	Mi	OFM current rate
Meals only if approved by OSPI for a specific hearing	Each	OFM current rate
CART Real-time live-feed	Per page*	\$2.50
*Added to O & 1! page rate.		