**EXHIBIT A: STATEMENT OF WORK**

**Successful Bidder will be expected to satisfactorily perform the following work:**

1. **SERVICES**
	1. Contractor will provide professional transcription services from the Court’s electronically recorded court proceedings when an authorized order is placed and the Court’s audio file is transmitted to the Contractor. Said transcription services will be performed in accordance with the requirements specified in this Exhibit.
	2. The Court makes no guarantee of the minimum or maximum number of orders for transcripts. An order for a transcript may be made by the Court, at the Court’s expense, or by a party to the case, at requesting party’s expense:
		1. For orders initiated by the Court, Contractor shall accept orders only from authorized Court Personnel. The list of authorized Court Personnel shall be provided by the Court’s Project Manager prior to the start of Work under this Agreement and shall be periodically updated as needed. Notices regarding updates to said list may be sent by email from the Court’s Project Manager or designee.
		2. For orders initiated by a party to the case, Contractor will provide a method to allow said party to order and pay for a transcript directly from Contractor. The Court will not be liable to the Contractor for any costs or fees associated with third-party orders.
	3. When an order is made for a transcript, it will include, but is not limited to, any of the following variations:
		1. An original printed transcript, plus additional printed copy(ies) of the transcript as ordered.
		2. An original printed transcript plus an electronic copy of the transcript.
		3. An electronic copy of the transcript.
		4. An original printed transcript.
		5. The number of pages in each transcript will vary; however, they will not exceed three hundred (300) pages per volume.
	4. Court will electronically transmit Court audio file(s) to Contractor’s network site/storage repository secured by the latest industry security standards such as, but not limited to, Secure Socket Layer (SSL). Contractor will maintain secure servers/system to receive and maintain Court audio files for a period of ninety (90) days.
	5. General processing of orders initiated by the Court or by a party to the case:
		1. For orders by a party to the case, said party is required to notify the Court to prepare the requested audio clip and the Court will send Contractor a notice to prepare the transcript.
		2. The Court will send a CERTIFICATE OF ELECTRONIC RECORDING MONITOR (see Exhibit A5: Sample Forms) to accompany each audio file. Contractor will confirm receipt of audio file within two (2) hours via email.
		3. Contractor will use audio files from the Court solely to produce transcripts under this Agreement. To ensure authenticity of the transcript, no other recording shall be used to produce transcripts without prior written approval from the Court.
		4. If any issue arises, such that the audio file is insufficient for producing an accurate transcript, Contractor will immediately contact the Court’s Project Manager or designee to request a suitable recording.
		5. Contractor will prepare ordered transcript(s) as specified in this Exhibit and deliver said transcript(s) to the ordering party within the requested turnaround time.

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* 1. Special processing requirements for Appeal Cases/Appellate Division:
		1. The Court’s Appellate Division (“Appeals”) will send CONTRACTOR A NOTICE TO PREPARE ESTIMATE – TRANSCRIPT(S) ON APPEAL (see Exhibit A5: Sample Forms) and transmit audio file.
		2. Contractor will confirm receipt of notice and audio file within two (2) hours via email.
		3. Contractor will deliver the requested cost estimate within ten (10) business days to Appeals.
		4. Upon payment of fee(s) by appellant(s) and/or respondent(s), Appeals will send Contractor a NOTICE TO PREPARE TRANSCRIPTS ON APPEAL (see Exhibit A5: Sample Forms).
		5. Contractor will prepare ordered transcript(s) as specified in this Exhibit and deliver said transcript(s) to Appeals within the requested turnaround time with a completed CLERK’S CERTIFICATE RE: SERVICE (see Exhibit A5: Sample Forms) included as the last page in all bound transcripts on appeal matters.
	2. Contractor will adhere to the following processing turnaround times:
		1. Standard – delivered no later than fifteen (15) business days from receipt of order and audio file.
		2. Expedited – delivered no later than five (5) to seven (7) business days from receipt of order and audio file.
		3. Rush – delivered no later than two (2) to three (3) business days from receipt of order and audio.
		4. Contractor will use a bonded standard courier service for delivery of all transcripts.

Missed deadlines indicated above may result in contract termination. Tracking information on the above deliveries must be furnished to the Court upon request.

* 1. Contractor will ensure all transcripts are prepared by a Certified Court Reporter licensed by the State of California. If Contractor has any questions regarding spelling they will contact the authorized Court Personnel via telephone or email.
	2. The transcripts of the official electronic recordings shall be prepared pursuant to the requirements of California Rules of Court (CRC) Rule 2.952 Electronic recording as official record of proceedings, CRC Rule 8.130 Reporter’s transcript, CRC Rule 8.144 Form of the record, and the Superior Court of California, County of San Bernardino Court Reporter Manual – Condensed Version, of which the most current versions are attached hereto as Exhibits A1 through A4 respectively.
1. **DELIVERABLES**
	1. Professionally prepared transcript(s) as ordered with an accuracy rate of 99% or better.
	2. Contractor will include with each order the required Transcriber Declaration(s). Per California Rule of Court 2.952(g), Contractor shall provide a transcription declaration for each transcript under penalty of perjury that:
		1. Identifies the electronic media transcribed, or the portions thereof, by reference to the numbers assigned thereto and, where only portions are transcribed; by reference to index numbers or other means of identifying the portion transcribed; and
		2. States that the transcription is a full, true and correct transcript of the identified media or the designated portions thereof.
		3. Provide the name and C.S.R. number for the Certified Court Reporter providing the transcription.
	3. Reports, statistical and for audit purposes, as reasonably requested by the Court. Acceptable formats for statistical reports are XML, Excel or PDF/A.

*End of Exhibit A*