

REQUEST FOR QUALIFICATIONS
RFQ J27137 - Professional Legal Transcription Services
The Judiciary, State of Hawai‘i

1. Introduction

The Judiciary, State of Hawai‘i anticipates the need for professional legal transcription services beginning July 1, 2026, for the District, Family, and Circuit Courts in any or all of the four (4) Judicial Circuits. Contractors will transcribe legal records and convert live or recorded speech into written or electronic text. Required services may include transcription of audio or video recordings of court proceedings, administrative hearings, and other legal or quasi-legal matters such as unemployment or workers’ compensation claims, investigations, witness statements, law enforcement recordings, and similar proceedings.

2. Contract Term

The initial contract term will be from July 1, 2026 to June 30, 2027. Contracts may be extended for up to three (3) additional twelve-month periods, subject to the availability of funds and the best interest of the Judiciary.

3. Scope of Work

The Contractor shall provide written transcription for all audible portions of digitally recorded legal and quasi-legal proceedings. All transcriptions shall meet Judiciary formatting, quality, and delivery requirements and comply with:

- Rules Governing Court Reporters in the State of Hawai‘i;
- Hawai‘i Court Records Rules;
- Hawai‘i Revised Statutes; and
- All applicable Judiciary policies, directives, and standards.

The Contractor shall:

- Establish and maintain a workflow for the secure transmission, receipt, storage, processing, and delivery of Judiciary audio recordings and completed certified transcripts utilizing secure, encrypted, or otherwise Judiciary-approved methods;
- Acknowledge and either accept or decline transcript assignments within two (2) business days of receipt of a request. Any declined assignment shall be accompanied by a written explanation stating the reason for the declination;
- Provide proposed turnaround times for transcript completion. If, upon receipt of a transcript request, the Contractor determines that it cannot meet the requested completion date identified as "Date Transcript(s) Needed" on Form 9 – Request for Transcript(s) of

Proceedings, the Contractor shall promptly notify the Judiciary and provide an estimated completion date; and

- Complete and deliver certified transcripts in accordance with the delivery medium requested by the Judiciary or requester (including hard copy and/or electronic format) and within the timeframe agreed upon by the Judiciary or requester and the Contractor.

3. Minimum Qualifications

- a. Contractors must be nationally certified transcriptionists in good standing through one of the following:
 - American Association of Electronic Reporters and Transcribers (AAERT) – Certified Electronic Transcriber (CET)
 - National Court Reporters Association (NCRA) – Registered Professional Reporter (RPR) or higher
- b. Contractors must also meet all Hawai‘i-specific requirements applicable under the Rules Governing Court Reporting and Hawai‘i Revised Statutes.
- c. Personal Requirements:
 - Good moral character
 - Free of any felonious wrongdoing
- f. Professional Requirements:
 - Must hold AAERT or NCRA certification as described above
 - Must meet all requirements to perform court-related transcription work in the State of Hawai‘i
 - Freelance shorthand reporters, if applicable, must hold a current Notary Public commission to administer oaths
- g. Education Requirements:
 - High school diploma, GED, or equivalent
- h. Continuing Education:
 - Maintain required continuing education units, including those required by AAERT, NCRA, or State regulations (minimum 30 hours per three-year term if applicable)

5. Contractor Eligibility

The Judiciary will accept Statement of Qualifications from both companies and individual service providers, subject to the following:

- a. Company Providers
 - i. Must employ or subcontract transcriptionists who hold the required AAERT or NCRA certifications.
 - ii. Must demonstrate secure, encrypted, or Judiciary-approved methods of receiving and transmitting recordings and completed transcripts.
 - iii. Must maintain all required compliance documentation and professional liability insurance.
- b. Individual Services Providers
 - i. Must personally hold the required AAERT or NCRA certifications.
 - ii. Must individually meet all State of Hawai'i rules and statutory requirements.
 - iii. Must demonstrate their own secure method of receiving and transmitting Judiciary recordings and transcripts.
 - iv. Must maintain all required compliance documentation and professional liability insurance.

6. Compensation

Rates shall comply with Rule 19 of the Hawai'i Rules Governing Court Reporting.

7. Additional Requirements

- a. Compliance: Contractors must demonstrate compliance with HRS §103D-310 prior to contract execution. Use of Hawai'i Compliance Express (HCE) is encouraged: <https://vendors.ehawaii.gov/hce/>
- b. Insurance: Contractors must maintain professional liability insurance (errors and omissions) with minimum coverage of \$1,000,000.00 at the time of contract execution.
- c. Other Information: Contractors may include any additional information they consider relevant to their qualifications to provide the services described.

8. Rejection of Qualifications

A qualification submittal may be rejected, in whole or in part, when deemed in the best interest of the purchasing agency, pursuant to HAR §3-122-97.

All submissions will be kept on file through June 30, 2027, after which date the Judiciary may issue a new solicitation to prospective contractors for professional legal transcription services.

9. Submittal Instructions

Contractors interested in providing professional legal transcription services for the Judiciary, State of Hawai'i, are invited to submit a Statement of Qualifications and Expression of Interest on an ongoing basis pursuant to HRS §103D-304.

All submittals must be signed and emailed with the subject line: “RFQ J27137 – Statement of Qualifications”

To: Ms. Luzviminda Abad
Email: Luzviminda.B.Abad@courts.hawaii.gov

Your completed statements must be received by the Judiciary , State of Hawai‘i, Financial Services Department by or before **12:00 P.M. HST on August 15, 2026.**

Statements received **after** August 15, 2026, will be added to the qualified list and will be considered for the remainder of the fiscal year.

/s/ Terri Gearon

Terri Gearon
Financial Services Director
The Judiciary, State of Hawai‘i