

ADDENDUM TWO, QUESTIONS and ANSWERS

Date: October 21, 2022

To: All Bidders

From: Dana Crawford-Smith & Mike St. Cin, Procurement Contracts Officers
DHHS

RE: Addendum for Request for Proposal Number 113289 O3
to be opened November 3, 2022, at 2:00 p.m. Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the State Purchasing Bureau website for all addenda or amendments.

<u>Question Number</u>	<u>RFP Section Reference</u>	<u>RFP Page Number</u>	<u>Question</u>	<u>State Response</u>
1.			How many lines were transcribed in 2020? And 2021? (General, medical, legal and Spanish)	The amount of lines are not specified in the information I could acquire.
2.			What is the current rate for each?	\$0.0728 per standard line (65 characters including spaces)
3.			How would we know what each dictator would prefer?	The dictator will indicate what is preferred.
4.			For files that are not dictated (conversations, videos, etc.) we have a secure file transfer portal currently in place. Do you have specifics of what you need for file transfers?	No, there are no specifics.
5.			Is the 24-48 hour turnaround time	Weekends are included in the 24-48 hour turnaround time.

			inclusive of weekends?	
6.			Who is the current vendor and what is their price per line?	Perry Johnson \$0.0728 per standard line (65 characters including spaces)
7.			Will this be an exclusive award to one vendor?	It is anticipated to be just one vendor awarded.
8.			Can you please provide any information you have regarding approximate estimates of volume? For example: a) About how many hours of audio will be sent for transcription on average per month, and per year? b) About how many lines of transcription are generally transcribed on average per month? c) About how many users are expected to utilize the service each month? d) Any other volume information that can be provided would be greatly appreciated.	This information is not specified in the information I can acquire.
9.			What was the spend for this contract for each of the last 3 years?	Over \$100,000 for the total of 2020, 2021 and 2022 so far. The amount spent each year has increased.
10.			What is the expected spend for this contract each year for the upcoming contract?	Approximately \$50,000 or more.
11.			What type of dictations are expected to be sent, for example: medical evaluations, home visits, safety evaluations, all of the above, etc.?	All of the above, and team meetings.

12.			Understanding this is a contract for dictation services, will there ever be the need for transcription of interviews or other multi-speaker recordings? If so, can vendors provide a price for multi-speaker dictation?	There may be transcription for multi-speaker recordings requested in the future. Yes, vendors may provide a price for that service, but it will not be part of the evaluation process.
13.			Can you please provide formatting information regarding the transcripts required? What are the margins, font, about how many words on average per line, about how many lines per page, etc.?	There are no specifics, however 12pt Times New Roman is the traditionally accepted format.
14.			Can you please provide a redacted sample transcript? If there is more than one format of transcript required, please provide redacted samples of each, if possible.	Yes, it is attached.
15.		1	The cost proposal document requests pricing per line. Could the State provide definitions or parameters around font type, font size, spacing or justification which will be used in a document, as these variables can affect the per-line word count.	There are no specifics, however 12pt Times New Roman is the traditionally accepted format.
16.		i, 5, 33	Several sections require that the submission be signed using an "indelible" method.	Yes, electronic signatures are acceptable.

			For electronic submissions, would electronic signatures be acceptable?	
17.		4	Additionally, the RFP states that the "Request for Proposal form must be manually signed in an indelible manner or by DocuSign..." Would a brand of electronic signature other than DocuSign be acceptable for the form?	Yes, as long as it is an indelible manner.
18.	V.	36	"Transcribe audio or visual recordings in written text"... please elaborate what type of audio recordings are included in this RFP and the estimated percentage of audio recordings needing transcribed in comparison to the overall scope.	The bulk of the audio to be transcribed will be over the phone dictation. There may also be meetings that need to be transcribed.
19.	V.	36	Does the solicitor have any historical references as to the volume of this project regarding either lines of transcription per month, hours of audio per month, etc.?	This information is not specified in the information I can acquire.
20.			Who is your current vendor?	Perry Johnson
21.			What are you paying your current vendor?	\$0.0728 per standard line (65 characters including spaces)
22.			Will you be considering foreign-owned companies for this award?	See Section I. E. of the RFP.
23.			Will you be considering US companies that use	See Section I. E. of the RFP.

			foreign staff to do the work for this award?	
24.			Will you be considering companies that use voice recognition to do the work for this award?	No, as there are nuances that require a human ear.
25.			If you will not be considering foreign-owned companies for this award, how will you make sure the award is given to a legitimate US company?	See Section I. E. of the RFP.

This addendum will become part of the proposal and should be acknowledged with the Request for Proposal.