



STATE OF DELAWARE
EXECUTIVE DEPARTMENT
OFFICE OF MANAGEMENT AND BUDGET

December 1, 2017

TO: ALL OFFERORS

FROM: Pamela Barr
STATE CONTRACT PROCUREMENT OFFICER

SUBJECT: ADDENDUM TO REQUEST FOR PROPOSAL GSS16144A-STENO_SRVC –
Stenographic Reporter and Transcription Services - SUPPLEMENTAL

ADDENDUM #1

The purpose of this addendum is to answer questions received regarding the solicitation.

Information regarding the current contract is available online at:

[GSS16144-STENO SRVC](#)

QUESTIONS & ANSWERS

1. Does the State Agency cover the cost of shipping hard copies of transcripts?

Answer: [Please refer to Appendix A – Scope of Work. The cost of sending hard copies is the responsibility of the vendor.](#)

2. Please note that there were various questions regarding where work will take place. They are compiled here with one answer. Is the RFP for work within the State of Delaware? Is this request for work to take place in Delaware? Where are these settings taking place? Will they be in Washington state or other areas? We are in Iowa. Are the services to be done in Delaware? Would this be for an assignment in Tennessee? Are you requesting court reporting services in the State of Alabama for these dates? Do you anticipate need of our service in NW Florida? I just realized you are from Delaware, so does that mean a contract for these also? Can this be done remotely – out of state? Is it required that I have an office in Delaware?

Answer: [Please refer to Appendix A – Scope of Work. The work is for State of Delaware agencies. There are no requirements that the vendor be located in Delaware or that the work be performed in Delaware.](#)

3. How do I double check to make sure I would meet the criteria that you are looking for?

Answer: [Please refer to the following sections of the RFP:](#)
[A. Section B. Responsiveness and Responsibility of Vendor, including E. Criteria and Scoring.](#)
[B. Attachment 16 – Proposal Reply Requirements](#)

4. What type of transcription services? Videotapes, audiotapes? Live reporter?

Answer: Please refer to Appendix A – Scope of Work and Appendix B - Pricing. Any State of Delaware Agency can request services under this contract. Submitted files may consist of, but are not limited to, hearings, depositions, phone calls, interviews, interrogations or any other recording requested to be transcribed by the agency. There is no requirement for live court reporters stenographic services under this contract.

5. Are these depositions? District Court? Federal Court?

Answer: Please refer to Appendix A – Scope of Work and Appendix B - Pricing. Any State of Delaware Agency can request services under this contract. Submitted files may consist of, but are not limited to, hearings, depositions, phone calls, interviews, interrogations or any other recording requested to be transcribed by the agency. Historical usage can be found under the current contract [GSS-16144-STENO SRVC.](#)

6. Does the vendor have to be located onsite at the time of the transcription in the State of Delaware or registered with Delaware to provide services under this RFP?

Answer: On site services are not required. Please refer to Appendix A – Scope of Work.

7. Can you please let me know exactly what the stenographic reporter and transcription services in Delaware entail?

Answer: This RFP is for supplemental transcription services. Please refer to Appendix A – Scope of Work for details.

8. We did have one question regarding delivery method for PSC and DPA copies. Are those printed and bound hard copies, electronic copies or a combination of both?

Answer: Please refer to Appendix A – Scope of Work 5. Delivery of Transcripts and 6. Electronic Version.

9. I am a very small business but am capable of “some” in which your proposal is requesting. Do you suggest I send a proposal as a small business with 0-3 employees?

Answer: The State of Delaware cannot provide advice to a business. Please refer to D. Requirements of the Vendor and E. Criteria and Scoring.

10. Whether companies from outside USA can apply for this? Whether we need to come over there for meetings? Can we perform the tasks (related to RFP) outside USA? (like from India or Canada)

Answer: No activity is to be executed in an off shore facility, whether by personnel, a subcontracted firm or a foreign office or division of the vendor.

11. Can we submit the proposals via email?

Answer: No. Refer to 4. Delivery of Proposals.

12. I wish to renew but I understand I need more than 1 contract, so I do I go about it?

Answer: [This question cannot not be interpreted and answered. Please refer to Appendix A – Scope of Work.](#)

11. Do you anticipate the use of any multilingual transcription and translation during the upcoming contract period? Or is this type, or any other type of language services outsourced via any other contracts?

Answer: [Appendix B – Pricing does not include multilingual transcription. There is a section to add Additional Capabilities/Services and Related Costs. For information on other State of Delaware Contracts please go to <http://contracts.delaware.gov/>.](#)

13. The Appendix B instructions state, "Your Appendix B must be submitted in Excel format on CD." However the RFP instructions state (PDF p. 62) that vendors shall provide one "electronic copy of the vendor proposal saved to CD or DVD media disk, or USB memory stick." Hence, can the proposal -- including Appendix A, Appendix B, and the required attachments -- be submitted via a USB memory stick?

Answer: [In addition to the requested hard copies, vendors must submit an electronic copy of their proposal. This can be on a CD, DVD, USB memory stick, or any other device. Appendix B must be a separate Excel file.](#)

14. There is a section where it says that the staff member must be a notary for the State of Delaware?

Answer: [Exceptions can be submitted on Attachment 3 - Exceptions.](#)

15. Is this for live-reporter-attended events, just remote transcription of agency-recorded media, or both?

Answer: [The RFP is for remote transcription of agency recorded media.](#)

16. Please explain the timecoding requirement shown on the rate sheet. It is on an "as requested" basis and what does the agency require?

Answer: [Timecoding is on an as requested basis and each agency may have different requirements. It generally refers to a 20 – 30 second time stamp on the transcription for referencing audio feedback.](#)

17. Are there quantity estimates (page count) for the line items?

Answer: [This RFP is for supplemental transcription services for an existing contract, GSS16144-STENO_SRVC. Historical usage can be found under that contract \[GSS-16144-STENO_SRVC\]\(#\).](#)

18. Noting multiple-award is possible, is it likely?

Answer: [The State reserves the right to award the proposed contract to multiple Vendors if the Head of the Agency determines that such an award is in the best interest of the State.](#)

19. Within Section II. SCOPE OF WORK > A. Overview, the State requests that the Vendor “shall provide all equipment, materials and labor to supplement the State of Delaware’s need for as described herein.” Can you please advise if pre-recorded audio/video recordings will be provided to the Vendor for transcription or if the Vendor is to record the audio/video in-person?

Answer: [Pre-recorded audio/video recording\(s\) will be provided to the vendor.](#)

20. Within Appendix B – Pricing, the State requests two (2) hard copies for general agencies including PSC and DPA delivered copies, as well as one (1) hard copy for the Department of Justice. Would the state be open to utilizing a service in which digital formats are returned to the requesting agencies via a secure proprietary web portal in lieu of hard copies?

Answer: [Please refer to Appendix A – Scope of Work 5. Delivery of Transcripts and 6. Electronic Version.](#)

21. Under the scope of work and overview sections, the RFP only calls for transcription services and not Stenographic Reporter services, correct? Just to confirm, this RFP is for Transcript Services – Supplemental only, correct?

Answer: [This RFP is for supplemental transcription services.](#)

22. If the RFP is only for Transcription Services, how will the audio be given to the selected provider? Via e-mail? FTP? Please provide more clarification on this.

Answer: [Each Agency will have it’s own way of sending the audio files. In addition, please refer to D. Requirements of the Vendor for proposal response information.](#)

23. Under the overview section, it states that qualified/certified agencies will provide services on an as needed basis. Do you have an estimated amount of hours for these supplemental transcription services?

Answer: [This RFP is for supplemental transcription services for an existing contract, GSS16144-STENO_SRVC. Historical usage can be found under that contract \[GSS-16144-STENO_SRVC\]\(#\).](#)

24. How do I apply for this? Is there someone that can explain proper procedures?

Answer: [Our office cannot provide proposal preparation assistance. Please refer to the following \(some, but not all listed\) sections of the RFP:](#)

- [4. Delivery of Proposals](#)
- [D. Requirements of the Vendor](#)
- [E. Criteria and Scoring](#)
- [Appendix A – Scope of Work](#)

25. Can the financial information requested (balance sheets and income statements) under Section IV. D. Proposal Evaluation Procedures – Requirements of the Vendor be classified as “confidential and proprietary information” in Attachment 5 – Confidential and Proprietary Information?

Answer: [Attachment 5 – Confidential and Proprietary Information is the form to use for identifying confidential information in a proposal.](#)

26. With regards to the timecoding service in the price sheet attachment, how frequent are timecodes required to appear in the transcript?

Answer: Timecoding is on an as requested basis and each agency may have different requirements. It generally refers to a 20 - 30 second time stamp on the transcription for referencing audio feedback.

27. How is the invoicing to take place? We understand it will be per agency, but will it be per transcript, per week, month? Or at the discretion of the ordering agency?

Answer: Section 8. Submission of Invoices provides information on invoice requirements. Individual agencies may have their own submittal requirements.

28. For section 3 of Appendix A, regarding parts of recording that cannot be transcribed due to background noise or other interference, we understand that it must be noted in the transcript. But how the notification should be sent to the requesting agency is unclear. Is it acceptable to include in the delivery email the timings of the portions that could not be transcribed?

Answer: This information should be included as a page in the actual transcript as well as in the delivery email.

29. Can this contract be awarded to companies based outside the U.S., or performed/produced by personnel outside of the U.S.?

Answer: No activity is to be executed in an off shore facility, whether by personnel, a subcontracted firm or a foreign office or division of the vendor.

30. Based on the wording of the price list in appendix B it appears that this request is for transcription from recorded media such as video, audio and digital recordings, as opposed to services where a court reporter shows up at a proceeding and records the proceeding in person. Please clarify, is it entirely media provided by the State agency or some combination of recorded media and in person work?

Answer: This RFP is for supplemental transcription services, not stenographic reporter services.

31. What is the anticipated volume of work per category? Do you have historical data on the volume of work?

Answer: Bidders shall recognize there are no guaranteed minimum contract quantities or values associated with this solicitation. This RFP is for supplemental transcription services for an existing contract, GSS16144-STENO_SRVC. Historical usage can be found under that contract [GSS-16144-STENO_SRVC](#).

32. What types of proceedings will be transcribed ie meetings? Depositions? Trials? Classes? Videotapes?

Answer: Please refer to Appendix A - Scope of Work. Any agency in the State of Delaware can use your service. Historical usage can be found under the current contract [GSS-16144-STENO_SRVC](#).

33. What types of media will be provided? Or is it all digital recordings?

Answer: Types of media may vary by Agency, but may include but not be limited to .wav files, digital recording, etc.

34. Are we allowed to add line items to break down pricing based on the type of proceeding? i.e. charge differently for a deposition than a trial or meeting

Answer: Appendix B specifically states on the General Information tab “Do not make any changes to the electronic Excel file formats, including adding rows or columns, changing column headers, inputting text in numerix fields”. There is an area for Additional Capabilities/Services and Related Cost.

35. Are copy sales anticipated?

Answer: Bidders shall recognize there are no guaranteed minimum contract quantities or values associated with this solicitation.

36. Who is the current vendor? What is current pricing?

Answer: This RFP is for supplemental transcription services for an existing contract, [GSS16144-STENO_SRVC](#). Historical usage can be found under that contract [GSS-16144-STENO_SRVC](#).

37. With regards to hard copy transcripts, for expedited service can electronic delivery be used to meet the deadline with hard copies to follow by a commercial delivery service?

Answer: Please refer to Appendix A – Scope of Work 5. Delivery of Transcripts and 6. Electronic Version.

38. Page 6, section II.C, Statement of Needs, says that the solicitation is being issued “in anticipation of an increased need for transcriptionist services based on current events in the State of Delaware”. a. How many pages of transcription does the State currently order each year? b. How many pages of transcription per year does the State anticipate it will require? c. Please provide a breakdown of the number of pages of transcription for the past year required by each State agency, listing each agency and the number of transcript pages. d. Please provide a breakdown of the anticipated number of pages of transcription per year that will be required for each State agency, listing the agency and the number of anticipated transcript pages.

Answer: This RFP is for supplemental transcription services for an existing contract, [GSS16144-STENO_SRVC](#). Historical usage can be found under that contract [GSS-16144-STENO_SRVC](#).

39. How many awards does the State plan to make for this solicitation? (page 4, section I.A.5) a. How will each agency select a vendor for transcription orders? i. Will the agency rotate the jobs among the vendors? ii. Will the agency bid each job and give it to the lowest bidder?

Answer: The State reserves the right to award the proposed contract to multiple Vendors if the Head of the Agency determines that such an award is in the best interest of the State. Bidders shall recognize there are no guaranteed minimum contract quantities or values associated with this

solicitation. If the contract is a multiple award, each State of Delaware Agency selects a vendor based on their own requirements.

40. The solicitation refers several times to “the reporter” (e.g., in Appendix A, page 63, section 3; page 64, sections 4(d) and 4(f); page 66, section 9). a. Please confirm that this solicitation requires transcription services only. b. Please confirm that this solicitation does not require court reporting services that involve court reporters being in attendance at hearings, depositions, and other governmental and legal proceedings.

Answer: [This RFP is for supplemental transcription services and does not require court reporting.](#)

41. The Scope of Work (Appendix A, pages 63-66) does not address how audio recordings will be sent to vendors for transcription. a. Will the agency send the audio on a CD? b. Does the agency transfer the audio through a file-sharing site? c. What format is the audio in (WMA, FTR, WAV)?

Answer: [Types of media may vary by Agency, but may include but not be limited to .wav files, digital recording, etc. The method of received files will also vary by Agency. Please refer to D. Requirements of the Vendor.](#)

42. The solicitation states that “normal delivery of completed transcripts will be seven (7) calendar days from date of hearing or deposition” (page 65, Appendix A, section 5). a. In the case of transcription from recordings prepared by the agency, will the turnaround for transcription begin on the day the vendor receives the recording from the agency? b. The price schedule, Appendix B, has a line item for “7 Day – delivery before the end of the seventh business day”. Is “normal delivery” seven calendar days or seven business days? (“business days” being Monday through Friday, excluding federal and state holidays.)

Answer: [The turnaround time begins on the day the vendor received the order and recording from the Agency. Delivery day requirements are based on business days, excluding State of Delaware holidays. State of Delaware 2018 holidays are available here <http://hrm.omb.delaware.gov/labor/holidays/2018.shtml>.](#)

43. Please provide the total number of pages of transcription required last year for each item number on the Price Schedule, Appendix B (Daily, Next Day, 2 Day, 3-5 Day, 7 Day, Additional copies, Timecoding).

Answer: [This RFP is for supplemental transcription services for an existing contract, GSS16144-STENO_SRVC. Historical usage can be found under that contract \[GSS-16144-STENO_SRVC\]\(#\).](#)

44. Does the RFP include the stenographic reporter or is the need for supplemental transcription services only?

Answer: [This RFP is for supplemental transcription services and does not require court reporting.](#)

45. How many vendors do you anticipate will be awarded as result of the RFP?

Answer: [The State reserves the right to award the proposed contract to multiple Vendors if the Head of the Agency determines that such an award is in the best interest of the State.](#)

46. Do you have an estimated annual or monthly volume for this requirement?

Answer: [This RFP is for supplemental transcription services for an existing contract, GSS16144-STENO_SRVC. Historical usage can be found under that contract GSS-16144-STENO_SRVC.](#)

47. How will the vendor receive the audio files?

Answer: [Types of media may vary by Agency, but may include but not be limited to .wav files, digital recording, etc. The method of received files will also vary by Agency. Please refer to D. Requirements of the Vendor.](#)

48. Is this bid for a stenographic court reporter – a live person to be present during hearings or is this bid for transcription services where the agency records the hearing or deposition and it is transcribed by a certified transcriber?

Answer: [This RFP is for supplemental transcription services and does not require court reporting.](#)

49. All transcribers and court reporters are subcontractors so does that mean that we would have to fill out a subcontractor form for each person we utilize? Also, since there is no data concerning the number of hearings and where they will be held, how can we provide the information on the number of transcribers or court reporters. Since every subcontractor would have to be listed – we would need more data to be able to provide that data.

Answer: [Please refer to III. Format for Proposal, Y. Subcontracts as well as Appendix A – Scope of Work, 1. Transcriptionist Qualifications. Historical usage can be found under that contract GSS-16144-STENO_SRVC.](#)

50. Page 17 D – Requirements of the Vendor I am confused on the terminology utilized in this Bid. There is reference to Transcriptionists so I assume this is for transcription services. One of the things that is not clear is how the audio and/or video will be transmitted to us. Does the agencies have the capability to upload the audio/video? Is the audio/video digital? What machinery is it recorded on? In order to provide a work flow process, this must be clearly defined on how we would receive the audio/video.

Answer: [This RFP is for supplemental transcription services and does not require court reporting. Types of media may vary by Agency, but may include but not be limited to .wav files, digital recording, etc. The method of received files will also vary by Agency. Please refer to D. Requirements of the Vendor.](#)

51. Page 19 VENDOR'S DEPOSIT - Is this just standard in the Bids? I believe this was waived, correct?

Answer: [This part of the standard Definitions and General Provisions of the RFP. There is no defined Vendor's Deposit for this RFP.](#)

52. Page 20 c. I was unable to locate a previously awarded contract similar to the one that is part of this bid, can you send us a link to it directly?

Answer: [Historical usage can be found under that contract GSS-16144-STENO_SRVC.](#)

53. Page 20 5. Will the entire bid be subject to public inspection? Usually with other bids only the pricing is allowed to be seen. Will financials also be for the public preview? Also, many agencies have years of experience in the field and have information on processes and procedures that they may not want to share; is this also something that is for public preview?

Answer: [Attachment 5 – Confidential and Proprietary Information is the form to use for identifying confidential information in a proposal.](#)

54. Page 29 Accurate 2nd Tier reports - Is this for a subcontractor that has the designation of WBE or MBE or VOB only?

Answer: [This report is for any subcontracted activity.](#)

55. Page 31 – 42. Personnel, Equipment and Services - What equipment are you referring to? Are you recording the hearings or depositions or are we utilizing personnel to do that?

Answer: [The State of Delaware Agencies and other users of this contract perform the recording. Equipment is anything used by the vendor to perform the transcription services.](#)

56. Page 39 and 40 – Technology Requirements - How much does items a through i weigh in the overall bidding process? How is this monitored throughout the cycle of the bid?

Answer: [E. Criteria and Scoring detailing the information how proposals will be evaluated. Individual agency will be responsible for monitoring through the term of the contract.](#)

57. Page 59 – Cyber Liability Insurance - What has been the average of PII records on the past contracts in this category?

Answer: [This information is currently not available.](#)

58. Page 64 – (d) Questions and/or answers read back by the reporter shall not be retyped in the transcript - So does this mean that you need a stenographic reporter instead of a transcriber to take down the record instead of transcribing an audio that was previously recorded?

Answer: [This RFP is for supplemental transcription services and does not require court reporting.](#)

59. Page 66 – 9. Notary Services – Does this mean that the reporting personnel is a stenographic reporter?

Answer: [This RFP is for supplemental transcription services and does not require court reporting. Exceptions can be submitted on Attachment 3 - Exceptions.](#)

60. Questions for EXCEL Spreadsheet What agencies are these? What is PSC and DPA? Are these hearings or depositions? Are the department of Justice transcripts – hearings or depositions?

Answer: [Any State of Delaware Agency can request services under this contract. DOJ, PSC and DPA have special qualifications and therefore, separate pricing. PSC and DPA are defined in Appendix A – Scope of Work. Submitted files may consist of, but are not limited to, hearings,](#)

depositions, phone calls, interviews, interrogations or any other recording requested to be transcribed by the agency.

61. Is also says Video/Audio/Digital – Does this mean that it is recorded by Delaware Personnel and we transcribe it? Or would we need to send in a court reporter and videographer?

Answer: [It is recorded by a State of Delaware Agency and transcribed by the vendor.](#)

62. Also, what does specify unit of measure in pages mean – price per page?

Answer: [This is pricing requested for billing rates.](#)

63. What is the average pages per deposition or hearing? What are the number of pages per year? What are the number of hearings or depositions per year? What is the average pages per hearing or deposition?

Answer: [This RFP is for supplemental transcription services for an existing contract, GSS16144-STENO_SRVC. Historical usage can be found under that contract \[GSS-16144-STENO_SRVC\]\(#\).](#)

64. What is the total value of this bid? I really need some type of projections in order to be able to be competitive in this bid.

Answer: [Bidders shall recognize there are no guaranteed minimum contract quantities or values associated with this solicitation. This RFP is for supplemental transcription services for an existing contract, GSS16144-STENO_SRVC. Historical usage can be found under that contract \[GSS-16144-STENO_SRVC\]\(#\).](#)

65. Are we supplying stenographic court reporters or are we provider transcribers to transcribe audio/video prepared by the agencies that hire us?

Answer: [This RFP is for supplemental transcription services and does not require court stenographic reporting.](#)

66. I don't see a field on the excel spreadsheet for travel or appearance fees for court reporters? Can that be added?

Answer: [Appendix B cannot be modified. Travel and appearance fees for court reporters is not applicable to this contract.](#)

67. Can the chosen vendor use a 3rd-party vendor to obtain and return the electronic files from the State of Delaware for transcription?

Answer: [Vendors should identify this information in their proposal.](#)

68. Are the files for transcription mainly courtroom and arbitration matters, or are there first responder transmissions (911 or police recordings) as well?

Answer: [Any State of Delaware Agency can request services under this contract. Submitted files may consist of hearings, depositions, phone calls, interviews, interrogations or any other recording requested to be transcribed by the agency.](#)

69. Can you clarify the deduction system for errors or inaudible transcriptions? In other words, who is determining that deductions should be made? If there is a segment that is garbled or inaudible, are those also deducted? Does a deduction take place when there is a word such as then/than or to what level of issue trigger a deduction?

Answer: [The State of Delaware Agency would determine the deductions for error or inaudible transcriptions.](#)

70. The "I can get it cheaper" clause; is that something that happens often? If so, would there be a need to complete the RFP if our pricing is much lower than the average contract price?

Answer: [The IFIC clause is available to any Agency. In order to be awarded work under this contract, a vendor must complete the RFP process and be awarded.](#)

71. When does this contract expire? The dates mentioned for pricing said that the pricing should remain static only till February 2018. Can you please clarify that?

Answer: [Please refer to I. Introduction, Section A. Purpose, Paragraph 7. Contract Period.](#)

72. The audio transcriptions service mentioned also express stenographic services, can an interested participant offer only remote transcription services?

Answer: [This RFP is for supplemental transcription services and does not require court stenographic reporting.](#)

73. In the RFP, it states: *This contract will be issued to cover the requirements for all State Agencies and shall be accessible to any School District, Political Subdivision, Municipality, Volunteer Fire Company or higher education entity receiving state funds. Furthermore, this contract shall be accessible to all other entities as identified by Del. Code, Chapter 69, Title 29 § 6910.* How will each municipal agency and PSC engage the awardee to use the services of resulting contract?

Answer: [After award the contract is listed on the following website <http://contracts.delaware.gov/> and is accessible by the agencies and entities listed above. Each of them will have individual procedures for obtaining services from the vendor.](#)



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