

September 19, 2011

TO: ALL PROPOSERS
FROM: MARK CONNER
DEPUTY ATTORNEY GENERAL
SUBJECT: ADDENDUM #1 TO REQUEST FOR PROPOSAL Transcription of Law
Enforcement Interview Audios and Videos, DOJ11001-LEITranscrip

As required in the above referenced RFP, requests for clarification were to be submitted to the DOJ by September 12, 2011. Below are the questions posed and the responses.

1. **Question** - Will the DOJ provide samples of any audio recordings, videos or transcripts?

Answer – No samples will be provided.

2. **Question** - Time stamp of what, the entire transcript to that point in time?

Answer - It will be the vendor's responsibility to time stamp each line of the transcript based on the running time of the recording.

3. **Question** - Is the time stamp specifically stamped or embedded in the media?

Answer – No. Please see the answer above.

4. **Question** - The length of time of that line?

Answer – No.

5. **Question** - Is the time stamp keyed into the margin?

Answer – No.

6. **Question** – Can the time stamp be in time increments, e.g. every 5 or 10 minutes, rather than at the end of each line?

Answer – No.

7. **Question** - How does this affect the format parameters of the transcript as stated in the RFP?

Answer – Please see the RFP and the addendum to the RFP for the format requirements of the transcript.

8. **Question** – Are you able to provide the measurements for where the time codes are to be notated.

Answer – Time stamps are to appear at the **beginning** of each line. Note: This is a revision from the RFP requirements that they appear at the end of each line.

9. **Question** - Is the time stamp counted as a word?

Answer – No.

10. **Question** - The transcript must be able to be edited by the Department of Justice. If edited by DOJ, would we be notified of any changes? How would this effect our certification of the transcript?

Answer – A vendor may certify the transcript and send that to the Department of Justice with the transcript. The vendor will not be notified of any changes. It does not have an effect on the certification.

11. **Question** - Does DOJ prefer to use their confidentiality agreement or should vendor draft their own?

Answer – The Department of Justice will provide the confidentiality agreement. A draft agreement will be provided in a separate addendum to this RFP.

12. **Question** – Will there be any foreign language involved in these audios and videos or do you have a separate bid for that work?

Answer – The RFP seeks services for transcription of digital law enforcement interview recordings in the English language only. A separate bid is not applicable.

13. **Question** - Is the insurance amount of \$3,000,000 for aggregate on Errors and Omissions? If so, is \$2m acceptable for purposes of submitting the proposal and upon award, we will increase coverage?

Answer - As stated in the RFP, professional liability insurance coverage or errors and omissions liability insurance coverage must be carried at a level of \$1,000,000 per incident and \$3,000,000 aggregate. However, Section III.A.2 requires that the vendors be able to, at the time of the submission of their proposals, demonstrate at least \$1,000,000 coverage for professional liability to meet the minimum requirements of the RFP. Further, any excess insurance will be taken into consideration when determining whether there is sufficient coverage.

As for the required insurance overall, should a vendor wish to take exception to any requirements, they must do so within their proposal as required in the RFP.

14. **Question** - Are you sending the digital files via CD? If so, would you be interested in an option to upload electronically, via encrypted uploading software provided by the vendor?

Answer – The files will not be sent electronically to the vendor. Please note the RFP requires the transcripts should be able to be provided both buy e-mail or by CD.

15. **Question** – Can we receive and send files by FTP (File Transfer Protocol)?

Answer – No.

16. **Question** – Will any of the recordings be made available via a secured Internet download using a secure FTP client or other secure program, such as VPN client, in lieu of using CDs or DVDs?

Answer - No.

17. **Question** - What percentage of the interviews will be in video format?

Answer – As this is a new contract, it is not know at this time.

18. **Question** - Will all recordings be video, or will there be some audio only recordings?

Answer – There will be both video and audio recordings.

19. **Question** – If there are both audio and video recordings, please provide the approximate hours for each.

Answer - As this is a new contract, there is no breakdown available on the number of hours of each type.

20. **Question** - What format are the audios and videos?

Answer - The audio and video formats may include but not be limited to dss, mp3 and wav. Proposers should be able to accept various formats as there is no one uniform format used.

21. **Question** – Is there a price list page included in the RFP? Can we get an example of the price page required?

Answer - A price list page will be provided in a separate addendum to this RFP.

22. **Question** – Who will be responsible for delivery cost? If vendor, should it be included in the proposal?

Answer – The vendor will be responsible for delivery cost. Vendor should price accordingly based on this requirement.

23. **Question** – Have you considered a “page” rate over a “word” rate?

Answer – The requirement is a word rate.

24. **Question** – How many words do you expect per page?

Answer - As this is a new contract, it is not known.

25. **Question** - Are we to bid two prices, one for 5-10 day turnaround time and a second price for 24-48 hour turnaround time?

Answer – Yes. There will be a separate addendum providing a price list sheet.

26. **Question** - What is the volume of the 24-48 hour TAT? How often is expedited transcription (24-48 hours) requested?

Answer - As this is a new contract, it is not known at this time.

27. **Question** - Is the RFP any type of set-aside?

Answer – No.

28. **Question:** Who is the current vendor(s) and what is the current word rate?

Answer – There is no current vendor. Therefore, there is no information to be provided regarding any existing contract.

29. **Question** – Can all transcription work be done at the Vendor’s site if the Vendor is not in the State of Delaware?

Answer – All transcription work can be done at the Vendor’s site, if within the United States of America.

30. **Question** – Is this a one-year contract and are there any extensions available?

Answer - See Section IV.D.1.a of the RFP.

31. **Question** – Is the state planning to award more than one vendor?

Answer – The DOJ has reserved the right to award to more than one vendor within the RFP.

32. **Question** – Is 3000 hours of transcription for the Fraud and Consumer Protection Division a reliable estimate?

Answer – As stated in the RFP, all estimates are only estimates and not a guarantee of work or the number of transcripts or transcript hours that may be ordered during the term of the resulting contract.

33. **Question** – Does the transcription company have to be located in Delaware in order to respond to the Transcription Services RFP?

Answer – There is no requirement that any proposer for this RFP be located in Delaware.

34. **Question** – Does the transcription company have to be a Delaware company?

Answer - There is no requirement that a proposing company be incorporated in the State of Delaware. However, to meet the MINIMUM REQUIREMENTS as outlined in Section III A. 1 of the RFP, any individual or entity offering a proposal must provide EITHER proof of a Delaware business license OR proof of an application for a Delaware business license. Further, no contract will be executed until the selected vendor(s) has demonstrated that they possess a Delaware business license.

35. **Question** - In the RFP, it is required that we have a Maryland business license. Can that be secured if we are the successful bidder or must we purchase it to be able to bid?

Answer – There is no requirement that you hold a Maryland Business license. However, to meet the MINIMUM REQUIREMENTS as outlined in Section III A. 1 of the RFP, any individual or entity offering a proposal must provide EITHER proof of a Delaware business license OR proof of an application for a Delaware business license. Further, no contract will be executed until the selected vendor(s) has demonstrated that they possess a Delaware business license.