ADDENDUM #1   *March 5, 2021*

TO: ALL INTERESTED PARTIES

FROM: RON VENTURELLA, BUNCOMBE COUNTY PROCUREMENT MANAGER

SUBJECT: ADDENDUM #1 FOR RFP TRANSCRIPTIONIST SERVICES

The following changes, revisions, additions, and/or clarifications to the request for proposal and/or specifications are hereby made a part of the original documents.

Addendum # 1

The following questions were asked by potential bidders (listed in no particular order):

Who is the current vendor?
The current contractor is Speakwrite LLC.

What are the percentages of work in each category General, Legal and Group?
Primarily General – Over 90 %

Will a sample transcript be provided?
We could provide a sample of worker dictation, but would have to redact as it is all confidential

How are the voice files currently delivered to the vendor?
Voice files are delivered via an app on each Social Workers I-phone. They dictate into phone and then send to service.

What type of voice files are delivered to the Vendor? i.e. .mp3, WAV, .mp4
Mp4

What was the budget for this contract in 2019 and 2020?
Roughly 230,000.00 for 2019 and 218,000.00 for 2020

What is the expected budget for the initial 1 year term of this *upcoming* contract per year?
200,000.00 – 218,000.00

What was the volume under the current/most recent contract per year? For example, about how many hours of proceedings/hearings were transcribed and/or about how many pages per year were transcribed in 2019 and 2020?
2020 – 14,900,000 words
2019 – 18,500,000 words

What is the expected volume under the initial 1 year term of the upcoming contract? For example, about how many hours of proceedings and/or about how many pages per year?
14 million – 15 million words

What pricing are you paying now for your current transcription services?
$0.0125 Cost per Word – "General" – Work not requiring the use of a trained legal transcriptionist.
$0.015 Cost per Word – "Legal" – Work requiring the use of a trained and legal transcriptionist.
$0.02 Cost per Word – "Group Conversations" – Transcription of recorded conversations, interviews, seminars, conference calls or anything which involves more than one person speaking.
100 minimum word charge per document.

Will you be considering companies that use artificial intelligence at any point in their process?
Would consider but would need to better understand accuracy rate

Will you be considering foreign owned companies?
The company must be licensed to do business in North Carolina.

Will you consider companies who use dual citizens to do the work? An example would be a company with an Arizona address who uses dual US citizens in Canada that have AAERT certifications to do the work?
The company must be licensed to do business in North Carolina.

Will you be considering any foreign owned subsidiaries that pay both US taxes and their home country taxes? An example of this would be a US subsidiary based in Arizona and owned by a Canadian parent company?
The company must be licensed to do business in North Carolina.

How many pages are produced per year?
In 2020 we processed 14,900,000 words.

Is it acceptable to submit pricing per page or per audio hour rather than per word?
Per word is the preference. Other pricing options may be submitted but may not be accepted.

For the references, are we to submit three public and three private references or three references total?
Three public would be the preference but private are acceptable.

Due to the sensitive nature of these recordings, will the County require all transcription work be completed domestically within the U.S.?
The company must be licensed to do business in North Carolina.

Is this contract for transcription of English-only recordings or is foreign languages a factor as well?
We do many translations into other languages, but primarily the dictation is in English.

Which turnaround would the County like transcription requests processed with? (I.e. 3rd Business Day, 5th Business Day, etc.)
Our current turnaround is typically 4-8 Hours.

END OF ADDENDUM #1
RFP TRANSCRIPTIONIST SERVICES