



STATE OF ARKANSAS
OFFICE OF STATE PROCUREMENT
 1509 West 7th Street, Room 300
 Little Rock, Arkansas 72201-4222

ADDENDUM 1

TO: Vendors Addressed
 FROM: Brandi Schroeder, Buyer
 DATE: May 24, 2019
 SUBJECT: SP-19-0070 Transcription Services

The following change(s) to the above-referenced IFB have been made as designated below:

- Additional specification(s)
- Change of specification(s)
- Change of Performance Standard(s)
- Revised Official Bid Price Sheet
- Cancellation of bid

ADDITIONAL SPECIFICATIONS

- Add the following to Section 1.6.
 - P. "Business Day" means a day occurring Monday through Friday between the hours of 8:00 a.m. and 5:00 p.m., Central Time, excluding State holidays. A current listing of State holidays may be found on the Arkansas Secretary of State's website at <https://www.sos.arkansas.gov/news/state-holiday-calendar/>.
 - Q. "Error" means a discrepancy between the audio file and the transcription, as determined by ASP, such as the insertion, deletion, or substitution of words and sounds (whether due to mishearing the audio or mistyping), the misidentification of speakers and timestamps, and spelling, punctuation, and formatting errors.
- Add the following to Section 1.10.C.2.:
 - b. This cost **must** be a flat rate cost, in addition to the per page transcription cost, regardless of the transcription length.
- Add the following to Section 2.6:
 - E. The Contractor **shall** begin accepting audio files from ASP via the web-based platform by August 23, 2019, or by a date mutually agreed upon by both parties and approved by ASP.
- Add the following to Section 2.7.:
 - K. The Contractor **shall** comply with all requirements of the Criminal Justice Information Services (CJIS) Security Policy regarding the security and privacy of Criminal Justice Information (CJI) and PII.

CHANGE OF SPECIFICATIONS

- Delete 1.2.B and replace with the following:
 - B. The anticipated starting date for any resulting contract is August 1, 2019, with actual provision of transcription services beginning August 23, 2019, except that the actual contract start date may be adjusted forward unilaterally by the State for up to three (3) calendar months. By submitting a signed bid in response to the IFB, the Prospective Contractor represents and warrants that it will honor its bid as being held open as irrevocable for this period

- Delete 1.10.C.2.a. and replace with the following:
 - a. Prospective Contractors **shall** enter the cost per transcript to provide each 3-Business Day (Item 1) expedited turnaround and each 1-Business Day (Item 2) expedited turnaround.
- Delete 2.3.D. and replace with the following:
 - D. Prior to provision of transcription services, anticipated to begin on August 23, 2019, each transcriptionist assigned to the ASP account **shall** have passed an FBI Identity History Summary Check.
 1. The Contractor **shall** submit evidence of an FBI Identity History Summary Check for each transcriptionist assigned to the ASP account upon ASP request.
- Delete 2.4.A. and replace with the following
 - A. The Contractor **shall** be located within the Continental United States and **shall not** outsource to any entities, either subcontractors or wholly-owned subsidiaries of the Contractor that are located outside the Continental United States for any services which include, but are not limited to, transcription services, customer service, and/or data storage.
 1. All data, along with any documents, electronic reports, records, or other media produced as a result of this solicitation **must** remain in the Continental United States at all times.
- Delete 2.4.B.1.b. and replace with the following:
 - b. Respond to ASP within the same Business Day if ASP contacts the dedicated Account Manager by 11:00 a.m., Central Time and before the close of the next Business Day if ASP contacts the dedicated Account Manager after 11:00 a.m., Central Time.
- Delete 2.5.F.1.-2. and replace with the following:
 1. If no timeframe is specified upon audio file submission, the Contractor **shall** submit the transcript by 5:00 p.m., Central Time on the fifth Business Day following audio file submission.
 - a. Should ASP request next-day expedited turnaround time, the Contractor **shall** submit the transcript by 5:00 p.m., Central Time the Business Day following audio file submission.
 - b. Should ASP request a three-day expedited turnaround time, the Contractor **shall** submit the transcript by 5:00 p.m., Central Time by the third Business Day following audio file submission.
- Delete 2.5.G. and replace with the following:
 - G. Should ASP find errors or omissions within the transcript, ASP will notify the Contractor of the errors or omissions via email, and the Contractor **shall** correct the transcript and resubmit the transcript to ASP by 5:00 p.m., Central Time the Business Day following email notification.

CHANGE OF PERFORMANCE STANDARDS

- Delete the Timely delivery Damages per Monthly Timeframe and replace with the following:

\$50 for each Business Day late occurrence
Additional \$15 for each Business Day the file is late past the first Business Day
Waiver of expedited turnaround cost

REVISED OFFICIAL BID PRICE SHEET

- Delete the *Official Bid Price Sheet* and replace with the *Revised Official Bid Price Sheet*
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The specifications by virtue of this addendum become a permanent addition to the above referenced IFB. Failure to return this signed addendum may result in rejection of your proposal.

If you have any questions, please contact Brandi Schroeder at Brandi.Schroeder@dfa.arkansas.gov or (501) 682-4169.

Company: _____

Signature: _____

Date: _____