

WRITTEN QUESTIONS AND ANSWERS**SP-19-0070 Transcription Services****ANSWERS ARE IN BLUE**

QUESTION NUMBER	SECTION REFERENCE	WRITTEN QUESTION & ANSWER
1	1.9 Subcontractors	<p>Can you please clarify if individual transcribers and proofreaders who are employed as independent contractors need to be listed in the Proposed Subcontractors Form?</p> <p>Contracted employees do not need to be included on the Proposed Subcontractors Form.</p> <p>Or only if sub-contracting to another company?</p> <p>Subcontracted companies do need to be included on the Proposed Subcontractors Form.</p>
2	2.3 D	<p>Section 2.3 D states that, "Each transcriptionist assigned to the ASP account shall have passed an FBI Identity History Summary Check". The FBI's web page for Identity History Summary Checks (https://www.fbi.gov/services/cjis/identity-history-summary-checks) indicates that the current processing time is 6-8 weeks, and to allow additional time beyond that for mail delivery. Will contractors be allowed time, following notification of an award, to receive clearance from the FBI regarding transcriptionist submissions?</p> <p>See Addendum 1 Item 2.3.D.</p>
3		<p>Who is the current vendor providing these services to the Arkansas State Police?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>
4		<p>What are the rates being charged currently for services being performed under this contract?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>
5		<p>We work with audio minute duration rather than pages. Are you able to provide an estimate for monthly or yearly audio minutes instead?</p> <p>No.</p>

6		<p>Please clarify if the FBI check and the secretary of state registration have to be done before the proposal packet is submitted.</p> <p>See Addendum 1 for clarification on the FBI check Requirement. See IFB Item 2.3.A. for clarification on the Secretary of State registration Requirement.</p>
7		<p>Who is the incumbent vendor currently providing these services to ASP?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>
8		<p>What are the rates for these services with the incumbent vendor?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>
9		<p>Who is the current vendor?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>
10		<p>What are the current rates paid for transcription services?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>
11		<p>Is all work required to be done inside the United States?</p> <p>See Addendum 1 Item 2.4.A.</p>
12		<p>What is the anticipated value of the contract?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>
13		<p>How much was spent on transcription services in prior years?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>

14		<p>Regarding Table 2 in the Bid Price Sheet, it says “cost per transcription”. Can you please clarify whether bidders are supposed to propose a flat rate fee for 3 day and 24-hour transcripts, or if bidders are supposed to propose a per page price that would be added to the per page prices listed above in the case of expedited requests? For example, if a 3 day request is made, will the price be the per page rate plus a flat fee for 3 day expedited requests? Or will it be the per page rate plus an additional per page rate for 3 day expedited requests?</p> <p>See Addendum 1 Item 1.10.C.2.</p>
15		<p>Most of our transcribers are background checked, but not with the FBI Identity History Summary Check. It is our understanding that FBI check takes about 8-10 weeks to process. Will the awarded bidder be given adequate lead time before the contract begins to process the FBI check for their transcribers?</p> <p>See Addendum 1 Item 2.3.D.</p>
16		<p>Will a background equivalent to the FBI Identity History Summary Check be accepted?</p> <p>No.</p>
17		<p>For damages pertaining to errors on transcripts, how is “error” defined?</p> <p>See Addendum 1 Item 1.6.Q.</p>
18		<p>Other than the EO policy, bid price sheet, EO 98-04, bid signature page, and subcontractors form, can you please confirm that nothing else need be included in the submission response?</p> <p>See IFB Section 1.7 for Bid Submission Requirements.</p>
19		<p>Are you willing to do pricing by line?</p> <p>No.</p>
20		<p>How many lines do you count for a page?</p> <p>This information is not available. Line count per page is determined based on ASP specifications under IFB Section 2.5.C.</p>
21		<p>Are you able to let us know what you paid for the previous contract?</p> <p>This question is not relevant to the Prospective Contractor’s response to the Requirements of this IFB.</p>

22	Cost Sheet	<p>Is turnaround time price in addition to difficult audio price? (There's only 1 table to support turnaround for two different job types, e.g., single speaker and multiple speaker)</p> <p>Yes. See Addendum 1 Item 1.10.C.2.</p>
23		<p>Who is the current vendor and what are the current rates for this contract?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>
24		<p>Is it possible to get a copy of a sample transcription as well?</p> <p>No. Samples are not available because they include sensitive case information.</p>
25	1.10.A.	<p>Who is your current provider, and what is their price per page?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>
26	1.10.C.	<p>Can you provide a sample template prior to bid opening?</p> <p>See answer to Question 24 above.</p>
27	1.10.C.	<p>What are the average number of pages per report?</p> <p>This information is not available.</p>
28	1.10.C.1.	<p>What percentage of the files are due within 24 hours?</p> <p>This information is not available.</p>
28	1.10.C.1	<p>What percentage of the files are due in three days?</p> <p>This information is not available.</p>
29	1.10.C.1.	<p>What percentage of the files are due in five days?</p> <p>This information is not available; however, the Criminal Investigation Division requires most transcriptions to be completed within five (5) Business Days.</p>
30		<p>Please define day late.</p> <p>See Addendum 1 Item 2.5.F.1.</p>

31		<p>Are days business days or calendar days?</p> <p>See Addendum 1. Item 2.5.F.1.-2.</p> <p>If calendar days and a due date falls on a weekend, when would the report be due?</p> <p>Not applicable.</p>
32	1.24.A.	<p>What is the standard method of payment, i.e. the State's procurement card, check, or ACH?</p> <p>Check.</p>
33		<p>What was your total expenditure for the year 2018 for these transcription services?</p> <p>Approximately \$75,000, however the State's goal is to obtain the most competitive rate for these services.</p>
34		<p>Are the audio files uploaded at one time or multiple times throughout the day?</p> <p>Audio files may be uploaded multiple times throughout the day.</p> <p>And how long in minutes, on average, are the audio files?</p> <p>This information is not available.</p>
35		<p>What is considered an error?</p> <p>See Addendum 1 Item 1.6.</p>
36		<p>What was the total amount assessed for penalties in 2018?</p> <p>This question is not relevant to the Prospective Contractor's response to the Requirements of this IFB.</p>
37	2.4.A.	<p>Question – Does the State of Arkansas allow foreign owned businesses with operations in the United States to be awarded contracts such as this? Example – An Australian company owns a transcription business in Cleveland, OH.</p> <p>See Addendum 1 Item 2.4.A.</p>
38		<p>Does the State of Arkansas allow US based companies that are subsidiaries of foreign companies whom are publicly traded in another county to be awarded contracts by the State of Arkansas? Example – A company in London England is publicly traded on the London Stock Exchange and owns a transcription company in Miami, FL as one of it's subsidiaries. This means the publicly traded company in London would have to provide confidential information to their respective oversight agencies (similar to our SEC) and law enforcement agencies within the</p>

		<p>UK if they are required to by law for any type of investigation, which in turn would mean they are no longer HIPAA or CJIS compliant.</p> <p>See IFB Item 2.7.B and Addendum 1 Item 2.4.A.</p>
39	2.7.	<p>In regards to sections A, B, C, D, D 1. does the State of Arkansas allow their data, now and in the future, to be stored, accessed, or pass through servers in foreign countries? Example – A German company hosts, maintains, upgrades, and or works on servers for a sister company in the United States that provides transcription services.</p> <p>See Addendum 1 Item 2.4.A.</p>
40		<p>Does the State of Arkansas use Google, Google Maps, LinkedIn, FaceBook, and/or SAM (System for Award Management) to determine if a company is in fact truly based in the United States?</p> <p>See IFB Section 2.3.E.</p>
41		<p>Will the State of Arkansas allow US citizens living in foreign countries to transcribe for them?</p> <p>See Addendum 1 Item 2.4.A.</p>
42		<p>Will the State of Arkansas allow US citizens living on US soil (Air Force Base...) within foreign countries to transcribe for them?</p> <p>See Addendum 1 Item 2.4.A.</p>
43		<p>Does the State of Arkansas require the awarded company to be fully CJIS compliant in all aspects of their operations to fulfill the transcription services contract?</p> <p>See Addendum 1 Item 2.7.</p>