



County of Roanoke

FINANCE DEPARTMENT PURCHASING DIVISION

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February 12, 2018

IFB #2018-066 Transcription Services

ADDENDUM NO. 2

Questions

Due Date & Time:
February 26, 2018 2:00PM
(Local Prevailing Time)

IFB #2018-066
Transcription Services
ADDENDUM NO. 2

1. Specifications – P states that the Vendor “must have the ability to set up File Transfer Protocol (FTP) site for transferring documents. Must have secure server for uploading files and transmitting documents. Would the County consider working with a vendor that utilizes a secure web-based platform for the upload of transcription requests and download of completed transcripts, of which CJIS compliant file transfers are maintained?

Answer: No FTP is required with an https site. If the Vendor does not have a secure site and http or www then they will need to be able to set up a FTP.

2. What vendor is currently providing these services to the Police Department?

Answer: M2Comm Systems

3. Who is the current vendor that supports the County of Roanoke for these transcription & translation services?

Answer: M2Comm Systems

4. Can you provide the existing contract rates for each type of transcription effort?

Answer: Please refer to Addendum 1

5. What is the volume for that past two years of Audio minutes delivered for transcription and/or translation?

Answer: We had 28 minutes in 2017 and 0 minutes in 2016

6. What are the workload percentages of English to English, Spanish to Spanish and Spanish to English transcriptions for 2017?

Answer: We do not have that data. We had 2 Spanish to English transcriptions in 2017

7. For calculating the number of words for the "per word count" will the number of words in the audio or the finished transcript be used?

Answer: Transcription must be verbatim (Specification T) so what is in the audio

has to match the final product.

8. For transcripts that have a Spanish source and a English transcription, we usually use a dual column format that shows side-by-side both the Spanish and the matching English transcription. Will a similar dual column format be used on this effort or will there only be a single English transcription?

Answer: All transcriptions are determined on a case by case basis. Make note if there is an extra charge in the area for "Additional costs or fees"

9. If the dual column format (or a variant) is being used for Spanish to English transcriptions, which language will be used to calculate the per word count?

Answer: English because that is the language that will be used in court.

10. While English to English and Spanish to Spanish translations each are a single transcription effort, the Spanish to English transcription is actually a compound effort consisting of both the initial transcription and the associated translation. The pricing sheet does not recognize that this type of effort is not comparable to a straight up transcription. Furthermore, the costs for English to English and Spanish to Spanish transcriptions are also different. Will you consider modifying the RFP so that separate prices could be given for each type of work? This would enable us to provide a lower cost. Otherwise the existing pricing will reflect the highest cost for all of the three types of transcription work.

Answer: Make note of this in the area for "Additional costs or fees"

11. What are the rough percentages of audio recordings between the various situations as specified in Specification F?

Answer: No data on this.

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*****IMPORTANT*****

*****Please sign and return with your bid package*****

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Sign Name:

Print Name:

Date: