



# COUNTY OF LOS ANGELES PROBATION DEPARTMENT

9150 EAST IMPERIAL HIGHWAY – DOWNEY, CALIFORNIA 90242  
(562) 940-2728



**RAY LEYVA**  
Interim Chief Probation Officer

September 16, 2020

## **ADDENDUM NUMBER TWO - REQUEST FOR PROPOSALS (RFP) #6402003 TO PROVIDE TRANSCRIBING SERVICES**

This is Addendum Two - Request for Proposals for Transcribing Services (RFP # 6402003), which was released on August 21, 2020. This Addendum contains responses to written questions that were submitted prior to the September 2, 2020, 12:00 p.m., PT deadline. This Addendum is posted on the following websites:

Los Angeles County "Doing Business with Us":

<http://camisvr.co.la.ca.us/lacobids/BidLookUp/BidOpenStart.asp>

Los Angeles County Probation:

<http://probation.lacounty.gov/wps/portal/probation/work>

Proposals are due on Friday, October 9, 2020, 12:00 P.M., (Pacific Time). No late proposals will be accepted. We look forward to receiving your proposal.

Sincerely,

Tasha Howard, Director  
Contracts & Grants Management Division

**TRANSCRIBING SERVICES  
RFP #6402003**

**VIRTUAL PROPOSERS' CONFERENCE  
SEPTEMBER 10, 2020  
QUESTIONS AND ANSWERS**

1.	Question	Do you have an incumbent?
	<b>Answer</b>	<b>Yes, Fenton Transcription, LLC</b>
2.	Question	If yes, can you provide us the rates the current incumbent is charging you?
	<b>Answer</b>	<b>1) Fixed per line rate/fee for services provided - Per line: 19.6 cents.</b>  <b>and</b> <b>2) The Contractor does not charge the County rate to develop/modify Court Reports.</b>
3.	Question	Do you require any specific certification to submit a bid?
	<b>Answer</b>	<b>No</b>
4.	Question	Will the transcription service ever require foreign language transcription?
	<b>Answer</b>	<b>See Subparagraph 2.1.4 page 2 of Appendix A (Statement of Work) and Appendix D (Required Forms) Exhibit 11</b>
5.	Question	In Technical Exhibit 4, Section 14g, an annual SOC 3 certification is listed as a requirement. Given that this certification cost can exceed \$20,000, will the County consider subsidizing the SOC 3 certification?
	<b>Answer</b>	<b>No</b>
6.	Question	<b>5 PROPOSER'S REQUIREMENTS AND CERTIFICATIONS</b> 5.18.4 Are health benefits considered part of the Living Wage Program?
	<b>Answer</b>	<b>No</b>
7.	Question	<b>2 PURPOSE-AGREEMENT FOR TRANSCRIBING SERVICES</b> 2.2.3.4. If couriers are used, how frequent?
	<b>Answer</b>	<b>The last time we had courier service was approximately 15 years ago.</b>

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8.	Question	3 PROPOSER'S MINIMUM MANDATORY QUALIFICATIONS 3.1.4 How must Proposer demonstrate producing at least 400,000 pages annually?
	Answer	<b>Through the references you provide in Appendix D (Required Form) Exhibit 2 (Prospective Contractor References).</b>
9.	Question	4 COUNTY'S RIGHTS AND RESPONSIBILITIES 4.3 Will the county be awarding this contract to multiple vendors?
	Answer	<b>No. the contract will be awarded to one contractor.</b>
10.	Question	4 COUNTY'S RIGHTS AND RESPONSIBILITIES 4.5.1.1 Will the County be conducting Contractor's background checks at the published rate of \$49?
	Answer	<b>Yes</b>
11.	Question	7 PROPOSAL SUBMISSION REQUIREMENTS 7.12.1 Can a flash drive be submitting in lieu of a Compact Rewritable Disc?
	Answer	<b>No</b>
12.	Question	2.0 SPECIFIC TASKS 2.1.1 What is the current digital system in use for telephonic dictation of adult and juvenile court reports?
	Answer	<b>To obtain information on the digital system used, you will need to submit a Public Records Request to the Analyst listed in the RFP.</b>
13.	Question	2.6 Security 2.6.1 What is the current security system being used?
	Answer	<b>Please restate the question.</b>

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14.	Question	14. SPECIFIC SOFTWARE AS A SERVICE (SaaS) CONTRACTUAL TERMS AND CONDITIONS h. Services Provided by a Subcontractor – confirming that transcriptionists can be independent contractors vs Contractor Employees.
	Answer	<b>Please restate the question.</b>
15.	Question	EXHIBIT 11 PRICING SHEET What is the current price per line for English and Spanish?
	Answer	<b>Spanish is not part of the current contract.</b>
16.	Question	How long have they had the contract?
	Answer	<b>Since January 1, 2016</b>
17.	Question	How many lines were transcribed annually in years 2017, 2018, and 2019?
	Answer	<b>2017: 4,042,814 - Lines 2018: 3,921,685. Lines 2019: 3,421,426. Lines</b>
18.	Question	Is the present vendor using employees or independent contractors?
	Answer	<b>The current vendor is using employees.</b>
19.	Question	Is the present vendor using subcontractor companies? If so, which ones?
	Answer	<b>No</b>
20.	Question	How many background-checked transcriptionists/employees does present vendor have cleared for the present contract?
	Answer	<b>24</b>
21.	Question	What impact, if any, does AB5 have on this contract?
	Answer	<b>There is no impact as independent contractors are not used.</b>

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22.	Question	How are corrections, if any, handled, i.e., made and billed?
	Answer	<b>If there any corrections needed on court reports, a Deputy Probation Officer will notify the County Program Manager via email/phone call. The Program Manager then notifies the Contractor of the issues and they correct the report and re-send via Probation Enterprise Document Management System (PEDMS). If there are continuous errors, the County's Program Manager would submit a Contract Discrepancy Report for the Contractor to provide how services will be corrected in the future. The County is not charged for corrections.</b>
23.	Question	<p><b>2.2.1</b> The Contractor shall utilize workstations hosted on a separate internal network that do not have access to the Internet.</p> <p><b>Question:</b></p> <p>Does this mean that all transcriptionists are in-house at a brick-and-mortar office and the use of independent contractors working from home is not allowed?</p>
	Answer	<b>Contractor staff may provide services in-house at a brick-and-motor office and their staff may also provide services at home. The use of independent Contractors are not allowed under this contract.</b>
24.	Question	<p><b>2.2.3.2</b> A line is defined as any printed characters extending across or partway across a page, as produced by the Contractor.</p> <p><b>Question:</b></p> <p>How many characters is the longest line?</p>
	Answer	<b>A line is defined as any printed characters extending across or partway across a page produced by a transcriber and not statis wording that is part of a form.</b>

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25.	Question	<p><b>3.1.4</b> The proposer must demonstrate a minimum of three (3) years experience within the last five (5) years providing transcribing services and producing at least 400,000 pages annually.</p> <p><b>Question:</b></p> <p>What method of "proof" is required?</p>
	<b>Answer</b>	<b>Question was asked and answered.</b>
26.	Question	Is vendor using their own proprietary dictation system or an ASP? If an ASP, which one?
	<b>Answer</b>	<b>Please restate the question and clarify the acronym.</b>
27.	Question	What is present vendor using for their backup method?
	<b>Answer</b>	<b>To obtain information on the present vendor's backup method, you will need to submit a Public Records Request to the Analyst listed in the RFP.</b>
28.	Question	If Contractor is a California corporation, with main office in Los Angeles County, but has a brick-and-mortar office in another state, will Contractor be allowed to use those employees in the other state as well as California?
	<b>Answer</b>	<b>No</b>
29.	Question	What is the estimated volume of this contract?
	<b>Answer</b>	<b>Please restate the question.</b>
30.	Question	What if any have been the challenges with this contract?
	<b>Answer</b>	<b>None</b>
31.	Question	What language do you predict will be used the most?
	<b>Answer</b>	<b>English</b>

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32.	Question	Are there inhouse translators?
	Answer	<b>No</b>
33.	Question	Page 57 SOW section 2.0 Specific Tasks: can you explain a little further what is meant by a "digital system that allows telephonic dictation"?
	Answer	<b>A toll-free telephone number for DPOs to dictate court reports. It's a voice message number and the DPO receives a confirmation number when complete.</b>
34.	Question	Page SOW section 2.10 Introduction to New Technology: Can you tell us what technology has been used in the past so we can make sure our suggestion is not already being used?
	Answer	<b>To obtain information on what technology has been used in the past, you will need to submit a Public Records Request to the Analyst listed in the RFP.</b>