

**BULLETIN NUMBER 2
ATTACHMENT 3**

**TRANSCRIPTION SERVICES
RFSQ No. 536-SH**

Questions and Answers

1. Can Vendors from outside the USA apply for this RFSQ?

Response: Yes, but Vendor must have an office within Los Angeles County or an adjoining county. Refer to RFSQ, Paragraph 1.4, Vendor's Minimum Mandatory Qualifications, as revised in this Bulletin Number 2, Paragraph A.

2. Does Vendor need to come over there for meetings?

Response: Yes. Refer to RFSQ, Appendix B, Statement of Work, Section 13.0, Meetings/Orientation, as revised in this Bulletin Number 2, Paragraph J.

3. Can Vendors perform the tasks related to RFP outside USA?

Response: No. Refer to RFSQ, Appendix B, Statement of Work, Paragraph 1.2, as revised in this Bulletin Number 2, Paragraph F.

4. Can Vendors submit their proposal via email?

Response: No facsimile (fax) or electronic mail (e-mail) copies will be accepted. Refer to RFSQ, Paragraph 2.7, SOQ Submission.

5. If a Vendor has experience in medical transcription and performed minimal work for the government in this area. Would the Vendor be considered?

Response: Potential Vendors must meet the qualifications under RFSQ, Paragraph 1.4, Vendor's Minimum Mandatory Qualifications, or Paragraph 1.5, New Firm Eligibility, to be considered for contract award.

6. Should a potential Vendor be:

- a. Quoting rates and prices for all services described in this RFSQ using line items and classifications that are appropriate for billable items and countable quantities?

Response: No

- b. Not quoting any price and instead, only agreeing to be paid the prices that are already explicitly shown in Exhibit C (i.e., \$0.20, \$0.75, \$0/30, etc)?

Response: Yes

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- c. Quoting only items shown in Exhibit C and filling in vendor-determined prices instead of the prices already in Exhibit C?

Response: No

7. What is the estimated proportion and/or quantity of work per unit time that can be classified "Routine Jobs" (i.e., has a turnaround time between 45 hours and 96 hours)?

Response: The proportion and quantity of work will fluctuate month to month, but the estimated proportion and/or quantity of work that is classified as "Routine Jobs" may range from approximately 85% to 100%. The execution of a Master Agreement does not guarantee Contractor any minimum amount of business. County does not promise, warrant, or guarantee that County will utilize any particular level of Contractor's service, or any service at all, during the Term of the Master Agreement.

8. What is the estimated proportion and/or quantity of work per unit time that can be classified "Priority Jobs" (i.e., has a turnaround time between 24 hours and 48 hours)?

Response: The proportion and quantity of work will fluctuate month to month, but the estimated proportion and/or quantity of work that is classified as "Priority Jobs" may range from approximately 0% to 20%. The execution of a Master Agreement does not guarantee Contractor any minimum amount of business. County does not promise, warrant, or guarantee that County will utilize any particular level of Contractor's service, or any service at all, during the Term of the Master Agreement.

9. What is the estimated proportion and/or quantity of work per unit time that is in the English language?

Response: The proportion and quantity of work will fluctuate month to month, but the estimated proportion and/or quantity of work that is "English language" may range from approximately 55% to 100%.

10. What is the estimated proportion and/or quantity of work per unit time that is in the Spanish language?

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Response: The proportion and quantity of work will fluctuate month to month, but the estimated proportion and/or quantity of work that is "Spanish language" may range from approximately 0% to 55%.

11. What is the estimated proportion and/or quantity of work per unit time that is in a language other than the English or Spanish language?

Response: Only English and Spanish language requests will be handled under this RFSQ 536-SH for Transcription Services. Refer to RFSQ, Appendix B, Statement of Work, Paragraph 1.2, Subparagraph 2.1.6, and Section 12.0, Spanish Language Transcriptions, as revised in this Bulletin Number 2, Paragraphs F, G, and I.

12. No mention of Spanish to English translation is noted in the RFSQ; are translation services needed for Spanish and other language or are transcripts to be provided in the source language only?

Response: All dictations recorded in Spanish language shall be translated and transcribed into the English language. Refer to RFSQ, Appendix B, Statement of Work, Section 12.0, Spanish Language Transcriptions, as revised in this Bulletin Number 2, Paragraph I.