

January 15, 2015

Notice to Prospective Contractors:

**BULLETIN NUMBER 2  
REQUEST FOR STATEMENT OF QUALIFICATIONS (RFSQ)  
TRANSCRIPTION SERVICES  
RFSQ NUMBER 536-SH**

This Bulletin Number 2 is being issued to provide revisions to the RFSQ documents and the RFSQ Timetable, and to provide responses to questions that were received. The responses are final and become part of the RFSQ.

**A.** RFSQ, Paragraph 1.4, Vendor's Minimum Mandatory Qualifications, shall be deleted in its entirety and replaced as follows:

**1.4 Vendor's Minimum Mandatory Qualifications**

Interested Vendors that can demonstrate their ability to successfully provide the required services outlined in Appendix B (Statement of Work) of this RFSQ are invited to submit a Statement of Qualifications (SOQ), provided they meet the following Minimum Mandatory Requirements.

1.4.1 Vendor must have three (3) years experience, within the last five (5) years, providing transcription services to government agencies of a similar volume and work to that described in Appendix B (Statement of Work) of this RFSQ. One of the three (3) years of experience must have been providing transcription services for a law enforcement agency. Vendor shall submit references to verify this experience.

1.4.2 Vendor must have a Project Manager with at least three (3) years experience in providing transcription services to government agencies of a similar volume and work to that described in Appendix B (Statement of Work) of this RFSQ. One of the three (3) years of experience must have been providing transcription services for a law enforcement agency. Vendor shall submit references to verify this experience.

1.4.3 Vendor must have an office within Los Angeles County or an adjoining county.

- B. RFSQ, Subparagraph 2.6.2, Vendor's Qualifications (Section A), introductory paragraph only, shall be deleted in its entirety and replaced as follows:

**2.6.2 Vendor's Qualifications (Section A)**

The Vendor must provide sufficient detail to demonstrate that the Vendor meets the Minimum Mandatory Qualifications set forth in Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ, and has the capability to perform the required services as required in Appendix B (Statement of Work) of this RFSQ. Vendor must indicate in Section A of the SOQ all experience as it pertains to Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of this RFSQ. The following sections must be included:

- C. RFSQ, Subparagraph 2.6.5, Proof of Licenses, Permits, Registrations, Accreditations, and Certifications (Section D), shall be deleted in its entirety and replaced as follows:

**2.6.5 Proof of Licenses, Permits, Registrations, Accreditations, and Certifications (Section D)**

Vendor must provide copies of required licenses, permits, registrations, and certifications (such as business registrations/licenses, and typing certificates) required to perform the required services.

- D. RFSQ, Appendix A, Model Master Agreement, Subparagraph 2.21, "Qualified Contractor," shall be deleted in its entirety and replaced as follows:

2.21 "Qualified Contractor" means a contractor who has submitted a Statement of Qualifications (SOQ) in response to County's Request for Statement of Qualifications (RFSQ) Number 536-SH, has met the minimum mandatory qualifications listed in the RFSQ, and has an executed Master Agreement for Transcription Services with County.

- E. RFSQ, Appendix A, Model Master Agreement, Exhibit C, Rate of Compensation, shall be deleted in its entirety and replaced with a revised Appendix A, Model Master Agreement, Exhibit C, Rate of Compensation, which is attached to this Bulletin Number 2 as Attachment 1.

- F. RFSQ, Appendix B, Statement of Work, Paragraph 1.2, shall be deleted in its entirety and replaced as follows:

1.2 The Department requires the services of several transcriber typists in the State of California to transcribe recorded dictation of interviews and investigations of victims, subjects, witnesses, suspects, departmental personnel, 9-1-1 calls, radio transmissions, polygraph examinations, and other recorded information. The recorded dictations are provided in English and Spanish languages. Spanish language dictation shall be transcribed and translated into the English language as described in Section 12.0 (Spanish Language Transcriptions) of this SOW.

- G. RFSQ, Appendix B, Statement of Work, Subparagraph 2.1.6, shall be added as follows:

2.1.6 Contractor shall transcribe and translate recorded dictation from Spanish language into English language as described in Section 12.0 (Spanish Language Transcription) of this SOW. Contractor shall be compensated for transcription and translation services in accordance with Exhibit C, Rate of Compensation, of the Master Agreement.

- H. RFSQ, Appendix B, Statement of Work, Section 4.0, Job Tracking, shall be deleted in its entirety and replaced as follows:

#### **4.0 JOB TRACKING**

4.1 Contractor shall utilize a computer "job tracking" database that permits the Department to monitor the status and progress of the transcripts to be derived from the Department's recorded dictation set forth on digitally recorded audio, audio/video cassettes, CDs, and DVDs. Specifically, Contractor shall make its "job tracking" database available and accessible to the Department online via the internet, and read-only access to such database must be password protected. This database shall enable the County to determine when Contractor received the job, when and to whom it was assigned, and when it was completed, approved, and returned to the Department. County Project Manager shall provide Contractor a list of authorized users by bureau/unit. Contractor shall utilize and update the database throughout the Term of the Master Agreement. Users shall also be able to access this database twenty-four (24) hours a day, seven (7) days a week, with the

exception of maintenance downtime by Contractor that has been preapproved by County.

Upon completion of each job, Contractor shall update and enter the status by the end of the next Business Day, with the database being automatically updated within four (4) hours of each entry.

- 4.2 A tracking receipt, provided by a bureau/unit that does not have digitally recorded audio, will accompany the audio/video cassette tapes, CDs and DVDs that are picked-up by Contractor. Information contained in the tracking receipt shall be logged into the Contractor's "job-tracking" database for tracking purposes.
- 4.3 In instances where audio/video cassette tapes, CDs and DVDs with tracking receipts are sent to the Contractor, the audio/video cassette tapes, CDs, DVDs, and tracking receipt shall be returned to the Department with the completed transcript. The audio/video cassette tapes, CDs, DVDs and tracking receipt shall not be erased or altered in any way.
- 4.4 The Contractor shall maintain a record of the date, time, and to whom at the Department the completed transcription was delivered.

- I. RFSQ, Appendix B, Statement of Work, Section 12.0, Foreign Language Transcriptions, shall be deleted in its entirety and replaced as follows:

#### **12.0 Spanish Language Transcriptions**

The Work requirements for Spanish language transcriptions that need translation from the Spanish language to the English language may vary from the Work requirements described in Paragraphs 2.2, 2.3, 2.4, 2.5, and 2.6 of this SOW. County Project Manager or designee will provide Contractor with the format, transcription, and translation requirements in writing before Work can commence. Upon request by Department, Contractor shall provide a statement certifying that the transcription and translation from Spanish language to the English language was performed to the best of the ability of the transcriber/translator. The certification shall include information to identify the work product and verification of translator's State certification.

- J. RFSQ, Appendix B, Statement of Work, Section 13.0, Meetings/Orientation, shall be added as follows:

**13.0 Meetings/Orientation**

Contractor shall meet with County Project Director, County Project Manager, and other command personnel of the Department, as deemed necessary by the Department. Contractor shall be available for meetings, orientation, training, and presentations, as deemed necessary by the Department. Contractor shall participate in such meetings, orientation, training, and presentations at no charge to the County.

- K. RFSQ, Appendix B, Statement of Work, Section 14.0, Legal Testimony, shall be added as follows:

**14.0 Legal Testimony**

When required by subpoena or other legal process, or at the request of Department, Contractor shall provide legal testimony related to the transcription and/or translation services and provided under this Master Agreement. Contractor agrees and consents that Contractor and its employees shall be subject to the jurisdiction of the California courts for purposes of subpoena and legal testimony. Contractor shall participate in such legal testimony at no charge to the County.

- L. RFSQ, Appendix D, Required Forms, Exhibit 1, Vendor's Organization Questionnaire/ Affidavit, shall be deleted in its entirety and replaced with the revised Appendix D, Required Forms, Exhibit 1, Vendor's Organization Questionnaire/Affidavit, which is attached to this Bulletin Number 2 as Attachment 2.
- M. RFSQ, Bulletin Number 1, RFSQ Timetable, shall be deleted in its entirety and replaced with the following:

**RFSQ TIMETABLE**

The timetable for this RFSQ is as follows:

- Release of RFSQ.....December 30, 2014
- Request for a Solicitation Requirements Review Due.....January 15, 2015
- Written Questions Due by 3:00 p.m. (Pacific Time).....January 9, 2015
- Questions and Answers Released.....January 16, 2015
- **SOQ Submittal Deadline...by 3:00p.m. (Pacific Time).. January 30, 2015**

The submittal date is an initial due date. SOQs received after the due date may not be reviewed initially; however, they may be reviewed at a later date to determine if

they meet the Minimum Mandatory Qualifications listed in Paragraph 1.4 (Vendor's Minimum Mandatory Qualifications) of the RFSQ. The solicitation will remain open until the needs of the Department are met.

- N.** The Department's response to questions received from Vendors are attached to this Bulletin Number 2 as Attachment 3.

Except as provided herein, all other terms and conditions of the RFSQ shall remain the same and in effect.

You may access this Bulletin Number 2 in electronic (PDF) format via the Department's Website at: <http://shq/lasdnews.net/shq/contracts/info.html>.