

# STATE OF ALASKA

Department of Administration

Office of Procurement & Property Mgt.



## Statewide Transcription Services

RFP #2023-0200-5226

Amendment #3

August 9, 2022

**This amendment is being issued to answer question presented by vendors.**

**Important Note to Offerors:** You must sign and return this page of the amendment document with your proposal. Failure to do so may result in the rejection of your proposal. Only the RFP terms and conditions referenced in this amendment are being changed. All other terms and conditions of the RFP remain the same.

Company Name: \_\_\_\_\_  
Offeror Name: \_\_\_\_\_  
Offeror Signature: \_\_\_\_\_  
Date: \_\_\_\_\_

Joshua Hartman

Statewide Contracting Officer III

Phone: (907) 465-5758

Email: [Joshua.Hartman@alaska.gov](mailto:Joshua.Hartman@alaska.gov)

**NOTE TO VENDORS:** This solicitation will be completed by Joshua Hartman, Alaska Statewide Contracting Officer. You may direct your bids to the NEW name and email address provided within this Amendment.

## Questions submitted by potential offerors and answers from the state:

**Question 1:** Is there any in-state vendor preference?

**Answer:** Yes – Refer to RFP Document page 28, Section 6.11 – Application of Preferences

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**Question 2:** Out of the four services mentioned in the RFP document, can we respond to only the 'Document Translation' part?

**Answer:** No. The state is looking for a vendor to provide all of the three types of transcription services requested in this solicitation document. A responding vendor must be able to provide all three requested services: (General, Legal and Medical transcription services) per RFP Document Section 1.01 – Purpose, Section 2.01-Background Information, and Section 3.01-Scope of Work.

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**Question 3:** What would be the volume for 'Document Translation' ?

**Answer:** This contract does not ask for “translation” services.”  
The Transcription Services contract will be on an as-needed basis and that volume is unknown. There is no guarantee any minimum or any maximum usage by the state on this contract. (Per RFP Document introduction, and Section 2-Background Information.)

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**Question 4:** May we know who the other registered vendors are?

**Answer:** No. This is confidential information that can only be released after the Notice of Intent is issued.

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**Question 5:** The State has noted it is looking to develop a Statewide contract outside of NASPO – Is this procurement affiliated in any way with NASPO?

**Answer:** No

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**Question 6:** The pricing for each service is broken down by 500 “lines.” What is the total anticipated volume for these services? Can the state provide a volume estimate for these services for the next fiscal year?

**Answer:** A single job size is estimated to be 500 lines. The number of jobs purchased, or the size of the jobs purchased is not available.

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**Question 7:** Due to the cadence of the speaker and specific formatting for each of the requested formats (general, medical, legal), "per line" pricing can vary significantly for similar work and/or processes. Since transcripts will be made from submitted audio/video files, can vendors propose pricing on a "per minute" basis?

**Answer:** No. Vendors must submit their proposed pricing based on a "per line" basis, as listed in the RFP Document, Attachment F – Cost Proposal Sheet.

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**Question 8:** Can the State provide a sample format for each of the three requested Transcription Services (General, Medical, Legal)?

**Answer:** No - The State does not have samples.

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**Question 9:** Would the State consider an AI-driven solution that meets the requirements set forth in the scope of work?

**Answer:** No – The State is unable to determine the total scope of this question at this time.

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**Question 10:** Would the state consider an AI-driven solution that meets 80-85% accuracy but is available at a considerable discount?

**Answer:** No

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**Question 11:** Will the State allow vendors to propose two different solutions, an AI-generated one and a human one? We feel this would create options for the State for varying formats where accuracy may not be at a premium, but turnaround time may be (AI-generated transcripts are instantaneous). An AI, machine-generated solution may also provide additional privacy protections for medical and confidential information. Machine-generated transcriptions are also available at a considerable discount to market prices for human transcription.

**Answer:** Per RFP Document Section 1.13 – Alternate Proposals, Offerors may only submit one proposal for evaluation. In accordance with 2 AAC 12.830 alternate proposals (proposals that offer something different than what is asked for) will be rejected.

Per RFP Document Section 3.01 A.4. – Optional Transcription Services (Value-Add), Offerors may add Optional Transcription Services on their COST PROPOSAL - Attachment F, in the Optional Transcription Services (Value-Add) section. The optional services (Value-Add) will not be evaluated and there is no guarantee that the optional service (Value-Add) items will be used. Optional service (Value-Add) items may be incorporated into the contract via an amendment at a later date if found to be in the State's best interest.

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**Question 12:** Can reference forms be sent from the referring client directly to the State? Must references be signed by the referring client and included in the proposal response?

**Answer:** All required reference forms must be signed and completed, and then returned with the Offerors submission. Submissions returned without the references included in their packet will be found non-responsive and their proposal will be rejected.  
(Per RFP Document, Section 5.06 – Client References, and Attachment E – Client Reference Form.)

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**Question 13:** Must Out of State Vendors apply for an Alaska Business License as a requirement to respond to this RFP?

**Answer:** NO – An Alaska Business License is only needed at the time of award unless s you are an in-state vendor who is claiming preferences. All Offerors may read the Alaska Business License requirements in the RFP Document, Page 25, Section 6.02 - Alaska Business License and Other Required Licenses.

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**Question 14:** Can the State provide a list of Alaskan firms that out-of-state vendors could potentially subcontract with to receive the scoring benefit?

**Answer:** No

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**Question 15:** Is the Administrative Fee imposed by the State or by NASPO? Can this fee be waived or passed on to purchasing entities within the State?

**Answer:** The Administrative Fee is not related to any NASPO contract. This fee is imposed by the State of Alaska and cannot be waived.

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**Question 16:** How often will “Live Audio” be required as opposed to recorded audio?

**Answer:** This information is unknown. There are no estimated volumes for this contract, and it is not possible to determine the “Live Audio” usage for this contract. This is an as-needed contract, and the State does not guarantee any usage, volume, or purchase quantities.

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**Question 17:** Can you specify the “percentages” of each type of transcription services that will be requested: General, Medical, Legal?

**Answer:** This information is unknown. There are no estimated volumes for this contract, and it is not possible to determine “percentages” of each type of transcription usage for this contract. This is an as-needed contract, and the State does not guarantee any usage, volume or purchase quantities.

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**Question 18:** How often will audio be delivered in a format that isn't electronic? (i.e. Cassette, CD, or other physical media?)

**Answer:** This information is unknown.

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**Question 19:** Can the winning vendor offer transcription services without the ability to perform the optional services, (braille, insurance, etc.)? If not, how often are these optional services requested?

**Answer:** Optional services (Value-Add) are extra services that the offeror may present to the State beyond the services that the RFP solicitation requires. They are not required and are considered additional to the required services. If an offeror does not wish to offer any additional services, or cannot provide any additional services, they may leave the "Optional Services/Value-Add" section of the Cost Proposal blank or they may identify they will not submit any optional services. Note that Optional Services (Value-Add) are not evaluated and may/may not be incorporated into the final contract. Offerors must still meet the Required Services to be considered for this contract.

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**Question 20:** What are the estimated volumes? (i.e. number of pages, number of hours of audio, number of lines, number of files, etc., anticipated for the extent of the contract or per month/year)

**Answer:** There are no estimated volumes for this contract. This is an as-needed contract, and the State does not guarantee any usage, volume, or purchase quantities.

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**Question 21:** What are the requested turnaround times for transcription services from vendor's receipt of audio file to vendors return of completed transcription?

**Answer:** Turnaround times will vary and cannot be determined at this time. Each purchasing agency will have their own specific requests based on their transcription needs and turnaround time will be determined at the time of sale.

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**Question 22:** What is the preferred price point? (i.e. Per word, line, page, audio hour, etc.)

**Answer:** The State does not have this information.

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**Question 23:** Is there an incumbent vendor? If yes, what are the current rates for this service?

**Answer:** This will require a request to be made under the Alaska Records Act. Please contact the Deputy Chief Procurement Officer at: [Linda.polk@alaska.gov](mailto:Linda.polk@alaska.gov)

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**Question 24:** Can the State provide the name and number of the NASPO ValuePoint contract they have been working under for the past 5 years?

**Answer:** 170007304 – Transcription Services

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**Question 25:** What is the total amount paid for transcription services in the previous 12 months?

**Answer:** \$218,480.00

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**Question 26:** Can the State provide a copy of the NASPO ValuePoint Contract they have been working under for the past 5 years?

**Answer:** This will require a request to be made under the Alaska Records Act. Please contact the Deputy Chief Procurement Officer at: [Linda.polk@alaska.gov](mailto:Linda.polk@alaska.gov)

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**Question 27:** Can the State provide a total dollar value of these services ordered through the NASPO ValuePoint contract over the past 5 years?

**Answer:** Yes. Total sales in Alaska were \$786,180.00

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### **Changes to the RFP:**

**Change 1:** New Statewide Contracting Officer will manage and finalize the solicitation and contract beginning August 9, 2022. You may contact Joshua Hartman, Contracting Officer III, at:

**Joshua Hartman**  
[Joshua.hartman@alaska.gov](mailto:Joshua.hartman@alaska.gov)  
**(907) 465-5758**