

STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS

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May 7, 2013

**ADDENDUM NUMBER ONE**  
**RFQ # 7463393**

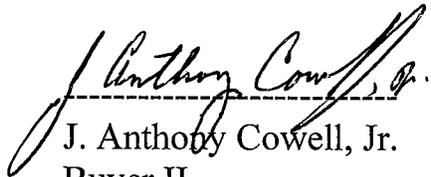
**TITLE: DICTATION AND TRANSCRIPTION SERVICES, DCYF**

**Closing Date and Time: 20-MAY-2013 11:15 AM**

Per the issuance of this **ADDENDUM #1**

- The two pages of Requirements for DCYF dictation and transcription services are being included within this solicitation per attached.
- The paragraph above the line item bid is revised to read:

**THE UNIT "WORD" IS FOR EACH WORD TRANSCRIBED AS AN  
ADDITIONAL PART OF THE DESCRIPTION "TO PROVIDE  
STATEWIDE AUTOMATED MOBILE DICTATION"**

  
J. Anthony Cowell, Jr.  
Buyer II

## Requirements for DCYF dictation and transcription services

- To provide statewide automated mobile dictation and transcription services 24 hours per day, 7 days per week starting *June 1, 2013*. All services procured must be accessible from anywhere in Rhode Island using a toll free telephone line or, other systems including but not limited to, software/systems compatible with digital recorders, desktops, laptops, and/or telephone dictation equipment;
- All services provided by the selected vendor must be provided within the contiguous United States by live transcriptionists, the use of voice recognition software is prohibited;
- Transcription services are required for the following: dictation of narratives, conversations, interviews, conference calls, legal documents, and letters. This is not an exhaustive list of possible sources;
- Accessibility to access system from any touch-tone telephone/fax (Analog, cellular or digital such as voice over IP lines) using a toll free telephone line or software/systems compatible with digital recorders, desktops, laptops, and/or telephone dictation equipment;
- Ability to accept large volume of transcription requests from employees in various methods, including but not limited to, telephone calls, faxes, e-mails, digital audio files compatible with Agency's hardware and software.
- Ability to e-mail completed dictated work as an attachment in Word format to user and designated third parties;
- Ability to maintain a total monthly average turnaround time of not more than 3 hours between 7 a.m. – 6 p.m. Monday through Friday Eastern Standard Time and an average turnaround time of not more than 8 hours on weekends, and federal and State of Rhode Island holidays;
- User should have ability to submit or access dictations on any device allowing access to the Internet;
- Archive of dictations must be maintained for a minimum of 14 days. Exceptions may be made, at the request of the Agency for special circumstances;
- Ability to guarantee and maintain confidentiality under Health Insurance Portability and Accountability Act of information and other documents received or provided by Agency;
- Ability to comply with federal, state, and RI DCYF confidentiality requirements pertaining to client data, case-related information, personal information and documents received or provided by the Agency;

- Ability to develop and provide reference tools for users, such as reference cards, brochures, on-site training (if needed), etc. as approved by the Agency;
- Ability to provide web based training;
- Unique account number and PIN access for each user.
- Pricing must be based on cost per word
- Invoicing must include detailed information including: User name, date/time of dictation, number of words, total cost.

Historical Usage

Month	Number of Jobs	Average Number of Words	Number of Actual Words
October 2012	452	772	348,905
November 2012	454	784	355,820
December 2012	416	716	297,744
January 2013	493	713	351,386
February 2013	495	693	343,241
March 2013	563	784	441,117