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December 3, 2013

**ADDENDUM # 1**

**RFP#7537378**

**Title: Transcription Services**

**Bid Closing Date & Time: December 17, 2013 @ 11:00 AM (ET)**

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**Notice to Vendors: Attention All Bidders**

**ATTACHED ARE VENDOR QUESTIONS WITH STATE RESPONSES.**

**NO FURTHER QUESTIONS WILL BE ANSWERED.**

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**David J. Francis**  
**Interdepartmental Project Manager**

*Interested parties should monitor this website, on a regular basis, for any additional information that may be posted.*

## Vendor Questions for RFP #7537383 Transcription Services

Question 1: Will points be given to minority-owned or women-owned businesses? Is there a set aside for this?

Answer to question 1: No, please see the evaluation section for the evaluation criteria.

Question 2: Whether companies from Outside USA can apply for this ?? (From India or Canada)

Answer to question 2: No, companies within the US only.

Question 3: Whether we need to come over there for meeting?

Answer to question 3: No, all issues can be addressed by e-mail or conference calls; meetings at our office aren't necessary.

Question 4: Can we perform the tasks (related to RFP) outside USA? (From India or Canada)

Answer to question 4: No, companies within the US only.

Question 5: Can we submit our proposals via email ?

Answer to question 5: No.

Question 6: Who is the current provider of these services?

Answer to question 6: Sudhi Infomatics, Inc.

Question 7: What is the currently contracted price per line?

Answer to question 7: 0.066 is the current price per line.

Question 8: How much was paid for these services in the preceding 12 months?

Answer to question 8: Approximately \$52,800

Question 9: What the line count for those same 12 months?

Answer to question 9: Approximately 800,000.

Question 10: Should our per line price quote take into consideration the cost of postage for mailing reports to dictators or is the reimbursement of postage handled as a separate item?

Answer to question 10: Reports are submitted to provider electronically (fax or secure website); however, you may also provide a separate postage rate.

Question 11: How does the DDS office receive their copies of all typed reports on a daily basis?

Answer to question 11: All reports are currently uploaded to a secure website that DDS accesses on a daily basis.

Question 12: Is there anything regarding the performance/deliverables of the current service that DDS would like to see improved upon?

Answer to question 12: Enhanced quality of report, specifically spelling of claimant's name; enhanced faxed report quality - at times reports that are faxed are difficult to read.

Question 13: How will we be notified that there is a mandatory pre-bid proposal conference should you decide to have one?

Answer to question 13: No pre-bid conference.

Question 14: Who is your current vendor?

Answer to question 14: Sudhi Infomatics, Inc.

Question 15: Are you satisfied with your current vendor?

Answer to question 15: Yes

Question 16: #11, Page 7: When notifying dictators to clarify missing or incomplete information, to notify the dictator of a problem or to resolve problems encountered by dictators, and to also keep the DDS informed of these problems, may communication be done via secure email?

Answer to question 16: Yes