

REQUEST FOR PROPOSAL #1007

FOR

POLICE DEPARTMENT TRANSCRIPTION SERVICES

FOR

CITY OF PIQUA
PIQUA, OHIO

PROPOSAL TO BE RECEIVED AT THE
OFFICE OF THE PURCHASING ANALYST
201 W WATER STREET
PIQUA, OHIO 45356

UNTIL 2:00 P.M., E.S.T., THURSDAY, MARCH 25, 2010

INVITATION TO SUBMIT
REQUEST FOR PROPOSAL(RFP)
POLICE DEPARTMENT TRANSCRIPTION SERVICES

The City of Piqua invites your firm to submit a sealed proposal for the POLICE DEPARTMENT TRANSCRIPTION SERVICES as described in the accompanying specifications.

One original and one copy of the proposal must be submitted in a sealed envelope to Beverly Yount, Purchasing Analyst, 201 W. Water Street, Piqua, Ohio 45356, **no later than 2:00 P.M. EST, THURSDAY, MARCH 25, 2010.** Any proposal received after that time shall be rejected.

Deliver sealed proposals to:

City of Piqua
Beverly Yount, Purchasing Analyst
“#1007- Transcription Services”
201 W. Water St.
Piqua, OH 45356

Refer questions to:

Chief Bruce Jamison, City of Piqua Police Department
Phone: (937) 778-2033
Fax: (937) 778-4006
Email: bjamison@piquaoh.org

Questions shall be submitted in writing by electronic mail. Questions and responses will be posted on the City’s web site at www.piquaoh.org.

The City reserves the right to reject any and all proposals, to waive irregularities, and to award that proposal which is deemed to be in the best interests of the City of Piqua.

Beverly Yount
Purchasing Analyst
City of Piqua

Police Department Transcription Services Request for Proposal #1007 for the City of Piqua

Scope of Project

The City of Piqua is looking for a company to provide transcription services to our Police Department according to the specifications listed on pages 5-7. As part of your proposal, you must include at least three references for similar type work being performed. We will need the company name & address, contact person, their title, phone number and email address. You are also required to submit detailed and itemized price lists with information on all services that you are qualified to provide.

Criteria for Award of Bid

The criteria for award of this bid will be based on a complete analysis of each bidder's response. Specifically, each bid will be judged on its overall ability to meet the requirements as outlined in this bid. Further, the bidder's proven ability to service a department of this size and proven references of a similar company or department will also be part of the evaluation process. And finally, the overall price performance will be evaluated. The weighted percentage of each category's impact on the overall bid scoring is as follows:

Pricing:	30%
Bidder's Qualifications:	40%
References:	<u>30%</u>
Total	<u>100%</u>

The City has the right to reject any or all proposals. During the evaluation process, the City has the right to request additional information and presentations for clarification in order to understand the Vendor's approach to the scope of work. The City further reserves the right to make an award without further clarification of the proposals reviewed. Any changes to a submitted proposal made before executing the contract will become part of the final vendor contract.

RFP Schedule

RFP Issued:	March 5, 2010
Deadline for submission of Written questions	March 18, 2010
RFP due:	March 25, 2010 at 2:00 p.m.
Recommendation by:	April 6, 2010

The City reserves the right to make adjustments to the above noted schedule as necessary. The selected vendor will be expected to enter into a contract with the City of Piqua within 30 days after notice of award. The transcription service will begin immediately upon signing the contract and continue through April 30, 2011 with an option to renew for one year periods until either party gives 30 days written notice to the other of their intent to end the contract agreement.

Questions

There will not be a required pre-submittal meeting for this request; however, vendors may contact the City for clarification and information pertaining to this request for proposal. Any requests for information or clarification must be submitted in writing by email to Chief Bruce Jamison at bjamison@piquaoh.org before March 18, 2010 at 5:00 p.m. No oral questions will be answered.

Written responses to all questions will be posted on the City web site for this RFP as well as being sent directly to the person making the inquiry.

Submittal

One original and one copy of your proposal must be received by the Purchasing Department no later than 2:00 p.m. on Thursday, March 25, 2010. Proposals shall be sealed and addressed to:

City of Piqua
Beverly Yount, Purchasing Analyst
“#1007- Transcription Services”
201 W. Water St.
Piqua, OH 45356

The outside of the sealed envelope must be identified as “#1007 – Transcription Services.”

Late proposals and proposals sent by facsimile or email will not be accepted. It shall not be sufficient to show that the proposal was mailed in time to be received before scheduled closing time, postmarks will not be accepted.

Desired Transcription Services:

SPECIFICATION PROVIDED AS PART OF BID (INCLUDED IN BASE PRICE UNLESS LISTED WITH ADDITIONAL CHARGES DETAILED)	YES	NO	WITH MODIFICATIONS
Contractor provides at no charge to Agency a phone system accessible through a nation-wide toll-free number for submitting dictation jobs to Contractor, accessible to Agency authorized users 24 hours a day, 7 days a week from any phone anywhere in the United States.			
The system allows Agency authorized users to add to previously recorded dictation jobs.			
The system requires Agency authorized users to enter personal identification numbers or other security identification, or such other measures as Agency may require implemented to ensure the security of the phone system and access to access the system.			
Contractor provides redundancy to the system to allow for accessibility at least 95% of time.			
Contractor will notify the Agency any time the system becomes unavailable and can notify the Agency of the reason for the disruption along with the estimated time to restoration of service.			
Contractor provides financial guarantees to system availability. If yes, please describe.			
Recorded dictation jobs are accessible to listen to and download for Agency account administrators and authorized users.			
Contractor provides a secure email address for submitting electronic voice recording for transcribing.			
Contractor provides a secure website for submitting electronic voice recording for transcribing. Each Agency User is able to access the website with individual authentication.			
Contractor provides individual user ability to dictate and record directly into their computer through a microphone.			
Contractor provides individual user ability to download jobs recorded on a digital recorder for transcription.			
Contractor shall, for each job submitted, provide a completed written transcription returned to the user in an average time of 3 to 6 hours. This turnaround time shall be available 24 hours a day, 7 days a week at no additional cost. If "no," please describe guaranteed turnaround time.			
Contractor shall send all completed written transcriptions via password protected email to the respective authorized users who recorded the dictation.			
Written transcriptions are accessible to view and to download via a password protected website for Agency account administrators and the respective authorized users.			

Contractor completes all jobs to at least a 95% accuracy rate per job. Accuracy is determined using the number of words in a job that are sufficiently clear and understandable to transcribe. Garbled and unintelligible words should not be transcribed, but indicated in a fashion specified by Agency.			
Contractor provides training in the use of their services. The training will require no special equipment or software and at minimum will consist of an on-line tutorial.			
Contractor allows use of specialized templates provided by Agency or other documentation processes developed and agreed upon by the Agency and Contractor.			
Contractor shall use the standard Microsoft Word word processing software, other approved universally accepted word processing software, "word count" feature for the purposes of computing cost. The words in the templates are to be counted and included in the word total for each individual job. If "no", describe the means used to determine pricing structure.			
Contractor shall not use any voice recognition software in the performance of services. Transcribers must be able to recognize inflection in voices, to distinguish between homonyms (i.e., their, there and they're) and to understand when to start a new paragraph per the dictation instructions.			
Contractor shall identify speakers by voice when providing transcription of submissions of multiple speakers.			
Contractor shall provide advance notice in writing to the Agency account administrators and to all users of any scheduled outages impacting the Contractor's website. Scheduled website work may be performed during the hours of 10:00 pm – 4:00 am Pacific Standard Time.			
Contractor agrees to confidentiality of information, including agreements with any sub-contractors or contractor employees.			