Responses to Questions on RFP #23RFP9041

1. **Transcribing from dictation is a lot like Real-Time Captioning. Is this essentially the service being requested?**

   The South Dakota Disability Determination Services (DDS) is not requesting real-time captioning. The medical transcription service allows physicians to dictate a medical report that is recorded by the vendor and then transcribed.

2. **On-Demand Real-Time Transcription requires having someone on-call at all times. What cost structure have past providers implemented to ensure that this service can be provided? On the other hand, what structures have failed?**

   The DDS is not requesting real-time transcription.

3. **Is this a single or multiple award?**

   The South Dakota DDS intends to issue one contract to the highest ranked offeror upon successful negotiation of terms.

4. **Can South Dakota clarify how many words are in 87,000-155,000 lines? Or how many minutes/hours of service were required?**

   The scope of work was included to provide perspective to the offerors to understand how much the service is used. The South Dakota Disability Determination Services does not have a set requirement for how many words need to be in a transcribed per line nor has the agency tracked words per line from past providers. The number of words per line is left up to the Transcription Service Agency. The South Dakota Disability Determination Services has not paid for a Transcription Service based on minutes per hour of service before, but the Disability Determination Services is open to consider alternative methods of paying for a transcription service. This would just need to be outlined in your cost proposal.

5. **On page 10, 5.1 and 5.1.1, you are asking for an Original and 1 Copy in MS Word or PDF but they cannot be emailed. We are assuming you would like us to send our proposal on a thumb drive?**

   To clarify, the offeror should submit 2 hard copy proposals (5.1) and an electronic copy (5.1.1). Yes, a thumb drive is acceptable and mail it with the two hard copies.

6. **Who is the current vendor?**

   This can be found on the current contract, which is public information and is available on Open SD at https://open.sd.gov/contracts.aspx.

7. **What is the rate that the current vendor is charging per 65-character line?**

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This can be found on the current contract, which is public information and is available on Open SD at https://open.sd.gov/contracts.aspx.

8. **Where is the locale of the current vendor?**

    This can be found on the current contract, which is public information and is available on Open SD at https://open.sd.gov/contracts.aspx.

9. **On page 11, 6.14 and 6.15, it states that vendor must have availability to the project locale and familiarity with the project locale. Is this still the case? If so, what should the availability to the locale be timewise?**

    Yes, this is still the case. 6.1 lists the criteria that are required by state law that will be used to evaluate proposals.

10. **For item 5.2.3.2 A specific point-by-point response, in the order listed to each requirement in the RFP. The response should identify each requirement being addressed as enumerated in the RFP. If not *Section 3.0 Scope of Work* and *Section 4.0 Proposal Requirements and Company Qualifications*, can the State please confirm which sections/requirements we should address here?**

    This includes the entire RFP, not just sections 3.0 and 4.0.

11. **Who is the current vendor and cost per line?**

    See #6 and #7 above.

12. **How many characters is defined as a line?**

    See #4 above.

13. **Is the State's preference to award this contract to one vendor only?**

    See #3 above.

14. **Is the State considering any foreign-owned companies? If not, how will the State ensure this will be awarded to a legitimate US company such as One Transcription Services?**

    The State contract will adhere to the requirements and exclusions laid out within the RFP.

15. **Approximately how many lines have been transcribed for this year so far?**

    For the State Fiscal Contract Year so far (June 2023 – August 2023), 26,906 lines have been transcribed so far.