



Request for Quote

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STATE OF RHODE ISLAND AND PROVIDENCE PLANTATIONS
ONE CAPITOL HILL
PROVIDENCE RI 02908

CREATION DATE : 12-DEC-08
BID NUMBER: 7178883
TITLE: DICTATION & TRANSCRIPTION SERVICES

BLANKET START : 01-JAN-09
BLANKET END : 31-DEC-09
BID CLOSING DATE AND TIME:30-DEC-2008 11:15:00

BUYER: Cowell Jr, John A
PHONE #: 401-574-8114

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DOA CONTROLLER
ONE CAPITOL HILL, 4TH FLOOR
SMITH ST
PROVIDENCE, RI 02908
US

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DCYF MANAGEMENT & BUDGET
101 FRIENDSHIP ST, 4TH FLOOR
PROVIDENCE, RI 02903
US

Requisition Number: 1114119

Line	Description	Quantity	Unit	Unit Price	Total
1	BLANKET REQUIREMENTS: 1/1/09 - 12/31/09 with option to renew for two additional twelve month terms. DCYF;LS.FY09.Dictation and transcription services for child protective, family service, licensing, and probation workers NOTE: THE UNIT "EACH" IS FOR "EACH WORD". * AS AN ADDITIONAL PART OF THE DESCRIPTION: "TO PROVIDE STATEWIDE AUTOMATED MOBILE DICTATION...." SEE ATTACHED REQUIREMENTS.	1.00	Each		

Delivery: _____

Terms of Payment: _____

It is the Vendor's responsibility to check and download any and all addenda from the RIVIP. This offer may not be considered unless a signed RIVIP generated Bidder Certification Cover Form is attached and the Unit Price column is completed. The signed Certification Cover Form must be attached to the front of the offer

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 January 1, 2009. 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	# of Jobs	Avg. # of Words
January 2008	465	943
February 2008	427	1030
March 2008	416	1096
April 2008	495	997
May 2008	466	874
June 2008	393	1012
July 2008	344	925

Contract Terms and Conditions

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MULTI YEAR AWARD

THIS IS A MULTI-YEAR BID/CONTRACT. PER RHODE ISLAND STATE LAW 37-2-33, CONTRACT OBLIGATIONS BEYOND THE CURRENT FISCAL YEAR ARE SUBJECT TO AVAILABILITY OF FUNDS. CONTINUATION OF THE CONTRACT BEYOND THE INITIAL FISCAL YEAR WILL BE AT THE DISCRETION OF THE STATE. TERMINATION MAY BE EFFECTED BY THE STATE BASED UPON DETERMINING FACTORS SUCH AS UNSATISFACTORY PERFORMANCE OR THE DETERMINATION BY THE STATE TO DISCONTINUE THE GOODS/SERVICES, OR TO REVISE THE SCOPE AND NEED FOR THE TYPE OF GOODS/SERVICES; ALSO MANAGEMENT OWNER DETERMINATIONS THAT MAY PRECLUDE THE NEED FOR GOODS/SERVICES.

PURCHASE AGREEMENT BID

BIDDING (a) A single price shall be quoted for each item against which a proposal is submitted. This price will be the maximum in effect during the agreement period. Any price decline at the manufacturer's level shall be reflected in a reduction of the agreement price to the State. (b) Quantities, if any, are estimated only. The agreement shall cover the actual quantities ordering during the period. Deliveries will be billed at the single, firm, awarded unit price quoted regardless of the quantities ordered. (c) Bid price is net F.O.B. destination and shall include inside delivery at no extra cost. (d) Bids for single items and/or a small percentage of total items listed, may, at the State's sole option, be rejected as being non-responsive to the intent of this request. **ORDERING** (a) The User Agency(s) will submit individual orders for the various items and various quantities as may be required during the agreement period. (b) Exception - Regardless of any agreement resulting from this bid, the State reserves the right to solicit prices separately for any extra large requirements for delivery to specific destinations.