



City of Cambridge

PURCHASING DEPARTMENT

SHUO WANG
Assistant Purchasing Agent for
Goods & Services

NATALIE SULLIVAN
Assistant Purchasing Agent for
Design & Construction

Elizabeth Unger
Purchasing Agent

TO: All Bidders

FROM: City of Cambridge

DATE: August 22, 2023

**RE: File No. 11142 Additional Transcription Services for City Clerk’s Office -
Addendum No. 1**

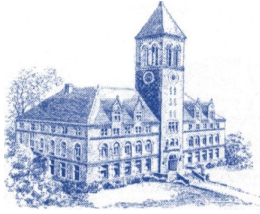
This addendum is comprised of:

- I. Submitted Questions and Answers**
- II. Revised Quality Requirements**

Submitted Questions and Answers

1. **Q:** On page 6 – Quality Requirements, Question 1 - The bidder is a stenographer or court reporter, who has the ability to receive recordings from a variety of media sources, including .mp3 Files sent by email, audio CDs, CD-ROMS and cassettes/microcassettes. We are a transcription company who specializes in providing transcription services across the US to various GOVT, State and Municipal entities, including town meetings, board meetings, HOA meetings, and the like, where neighborhood residents regularly speak – we are not stenographers or court reporters, as noted in the sentence – we can, however provide the work you need an we can receive recordings as stated. Do we mark this question as YES?
A: Please see the revised quality requirements.
2. **Q:** Do you currently have a Transcription Services contract with anyone and if so, what are the contracted prices?
A: No.
3. **Q:** The Invitation asks if "the bidder is a stenographer or court reporter". The scope of service is for transcription only. We have a transcription team - Are the transcriptionists required to be court reporters or stenographers or do they just need to have the ability to receive audio files to transcribe?
A: Please see the revised quality requirements.





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4. **Q:** Can all work be done remotely? We are based in Iowa but handle multiple vendors, some quite large, across the country remotely. It was mentioned that the vendor needs to carry work in their office location and that performance of the work will be offsite...just want to ensure that it is all handled offsite remotely via electronic correspondence.

A: Yes.
5. **Q:** What is the timeline for completion of the 400 hours of audio?

A: The contract term for this service will be 1 year, work must be completed within the contract term.
6. **Q:** Do you provide the template/format or does anything double-spaced with 22 lines of text of 60 characters/spaces per line work?

A: No template will be provided, the successful bidder will meet with the City Clerk's office prior to providing the transcriptions to discuss what will be expected in terms of formatting.
7. **Q:** Is it possible to provide us with a sample audio file? This will assist us in providing a more accurate timeline of when the work will be completed.

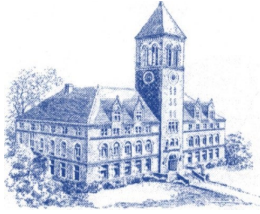
A: No, a sample audio file will not be provided. All previously recorded City Council meetings are available online through the open meeting portal:
<https://cambridgema.iqm2.com/citizens/default.aspx?>
8. **Q:** How was the audio from each speaker captured in your files? What physical hardware components were used (microphones, audio mixers, recorders, headsets)? What software was used for recording?

A: Audio is captured via microphones at each speaker's desk. Council meetings are recorded through Granicus, an online video archive that can found here:
https://cambridgema.granicus.com/ViewPublisher.php?view_id=1, as well as onto physical DVDs.
9. **Q:** In what format are your audio files recorded and saved?

A: Please see the answer to question 8.
10. **Q:** On average, how would you describe the quality of the audio files you wish to have transcribed?

A: Good quality.





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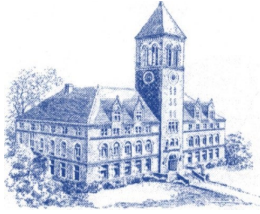
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- 11. Q:** Is it required to accept CDs, CD-ROMS, and cassettes/microcassette tapes, as a remote company it is much easier for us to work with files shared digitally.
A: No.
- 12. Q:** Is it possible to negotiate the City's contract upon award?
A: No.
- 13. Q:** Is it possible to negotiate the City's contract upon award?
A: No.
- 14. Q:** Will any content be submitted on physical media (CDs or cassettes)?
A: No.
- 15. Q:** Is it mandatory for transcribers to be stenographers or court reporters? Our transcribers are trained on and adhere to internal standards that are as good or better.
A: Please see the revised quality requirements.
- 16. Q:** Can we provide a single transcript for each audio/video file or do you need a separate transcript for the public comments section?
A: A single transcript per meeting must be provided.
- 17. Q:** For the the requirement "Transcripts produced for the public comments section should include the speakers' name, address, and the topic on which they are discussing":
a. Where are the names and addresses to be found?
b. Is there a list of predefined topics to choose from?
c. Please provide a sample transcript showing both a public meeting and a public comments section.
A: The names and addresses can be found within the recorded City Council meetings. All comments will be regarding policy orders listed for the specific City Council meeting being transcribed. A sample transcript will not be provided however, all previously recorded City Council meetings are available online through the open meeting portal:
<https://cambridgema.iqm2.com/citizens/default.aspx?>
- 18. Q:** Page 6 requires experience recording hearings (in addition to transcribing). Is recording part of the scope?
A: No.





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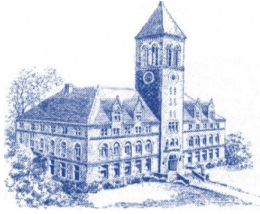
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19. **Q:** Do you require any live transcription or only pre-recorded transcription?
A: Only pre-recorded transcription.
20. **Q:** On page 7, why is there a line item on the bases of both per-hour and per-page? We invoice based on the runtime duration of an audio file. Can we ignore the per-page line item?
A: This was to keep it consistent with prior contracts and billing models. Bidders are free to enter a \$0 charge for the per-page costs.
21. **Q:** Who is the incumbent vendor?
A: There is not currently a contract for this service.
22. **Q:** How is the media currently hosted? Does the city use any video/media platforms, or is it stored locally?
A: All previously recorded City Council meetings are available online through the open meeting portal: <https://cambridgema.iqm2.com/citizens/default.aspx?>
23. **Q:** Are you open to working with a remote company based on the East Coast? Secure Transcription Solutions is a United States based company and all of our employees reside and operate within the US.
A: Yes.
24. **Q:** Your pricing sheet lists pricing per hour and pricing per page, we typically charged based on page rate. Would you prefer we just fill out the price per page section or would you like an estimated price per hour to also be included?
A: The price proposal was done this was to keep it consistent with prior contracts and billing models. Bidders are free to enter a \$0 charge for the per-hour costs.
25. **Q:** As a remote based company, not based in Cambridge Massachusetts, how are the policies set forth in WISP intended for use remotely?
A: Please refer to Page 12 of the Invitation to Bid document for more information regarding the WISP to determine the applicability and please fill out the associated mandatory compliance document.





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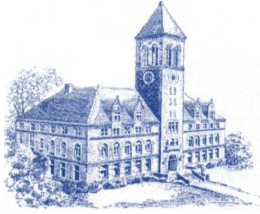
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- 26. As a remote based company, not based in Cambridge Massachusetts, how are the policies regarding CORI intended for use remotely?**
A: Please refer to pages 11, 13, & 14 of the Invitation to Bid document for more information regarding our CORI policy to determine the applicability and please fill out the associated mandatory compliance document.
- 27. Q: Whether companies from Outside USA can apply for this? (like,from India or Canada)**
A: We encourage applicants in the US to submit a bid as we are in located in Cambridge, MA.
- 28. Q: Whether we need to come over there for meetings?**
A: No, bidders are not required to meet in person.
- 29. Q: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)**
A: Please see answer to Question 28.
- 30. Q: Can we submit the proposals via email?**
A: No.
- 31. Q: The Invitation asks if "the bidder is a stenographer or court reporter". The scope of service is for transcription only. We have a transcription team - Are the transcriptionists required to be court reporters or stenographers or do they just need to have the ability to receive audio files to transcribe?**
A: Please see the revised quality requirements.





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Revised Quality Requirements:

1. The bidder has the ability to receive recordings from a variety of media sources, including .mp3 Files sent by email, audio CDs, CD-ROMS and cassettes/microcassettes.	Yes	No
2. The bidder has at least three years' experience recording and transcribing regulatory hearings at which neighborhood residents regularly speak.	Yes	No

All other details remain the same.

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Addendum No. 1

