



**OFFICIAL RESPONSES TO VENDOR QUESTIONS**  
**RFB-2023-ADMIN-01-TRANS**

<b>CLARIFICATIONS</b>		
<b>No.</b>	<b>Question</b>	<b>Answer</b>
1.	<b>Section 2., Statement of Work, Subsection 2.1., Paragraph 2.1.2</b> What percentage of time are hard copies requested?	One (1) percent
2.	<b>Section 2., Statement of Work, Subsection 2.1., Paragraph 2.1.2</b> What percentage of time is the vendor required to send the hard copy to more than one mailing address?	One (1) Percent
3.	<b>Section 2., Statement of Work, Subsection 2.1., Paragraph 2.1.2</b> How many other mailing addresses will need to receive a hard copy on average?	One (1) to two (2)
4.	<b>Section 2., Statement of Work, Subsection 2.1, Paragraph 2.1.9.</b> What percentage of the orders are expedited?	Less than five (5) percent



No.	Question	Answer
5.	<p><b>Section 2, Statement of Work, Subsection 2.2., Paragraph 2.2.1.</b>                      How often is Microsoft Teams or Zoom used?</p>	Zoom is used for all hearings and pretrial hearings.
6.	<p><b>Section 2, Statement of Work, Subsection 2.2., Paragraph 2.2.1.</b>                      How often is digital recording used?</p>	For all hearings.
7.	<p><b>Section 2, Statement of Work, Subsection 2.2., Paragraph 2.2.1.</b>                      What is the overall audio quality?</p>	Fair
8.	<p><b>Section 2, Statement of Work, Subsection 2.2., Paragraph 2.2.1.</b>                      Can audio files be uploaded to a vendor's secure web portal?</p>	Yes
9.	<p><b>Section 2, Statement of Work, Subsection 2.2., Paragraph 2.2.1., Subparagraph 2.2.1.3.</b>                      How is the OPLC currently recording proceedings?</p>	Zoom
10.	<p><b>Section 2, Statement of Work, Subsection 2.2., Paragraph 2.2.1., Subparagraph 2.2.1.3.</b>                      Does the OPLC use any special Reporting recording software, with multi-channel capability?</p>	No



No.	Question	Answer
11.	<p><b>Section 2, Statement of Work, Subsection 2.2., Paragraph 2.2.1., Subparagraph 2.2.1.3.</b></p> <p>Are the proceedings conducted in person, remotely (participants), telephonic, or hybrid?</p>	Hybrid
12.	<p><b>Section 2, Statement of Work, Subsection 2.2., Paragraph 2.2.1., Subparagraph 2.2.1.3.</b></p> <p>Who (what role) currently records the proceedings and is responsible for delivering the audio file to the vendor?</p>	Board administrators are responsible for recording and the Division of Administration Program Specialist will be responsible for delivering the audio file.
13.	<p><b>Section 2, Statement of Work, Subsection 2.2., Paragraph 2.2.1., Subparagraph 2.2.1.3.</b></p> <p>Which audio file formats will be provided by OPLC?</p>	MP4
14.	<p><b>Section 2, Statement of Work, Subsection 2.6.</b></p> <p>Are hard copy transcripts always required in addition to the electronic transcription file, or are hard copies required only as needed?</p>	As needed.
15.	<p><b>Section 2, Statement of Work, Subsection 2.13</b></p> <p>What specific certification is required, for example, CRA, or just transcriber certification?</p>	Transcriber Certification



No.	Question	Answer
16.	<p><b>Section 2, Statement of Work, Subsection 2.13</b>                      Is 'No-Cert' option applicable on any proceeding transcription?</p>	No
17.	<p><b>Section 2, Statement of Work, Subsection 2.14.</b>                      Does the OPLC have a data sovereignty requirement or preference for either transcript data storage or processing of transcripts?</p>	The OPLC requirements are that the data storage comply with NH RSA 359-C:19-21.
18.	<p><b>Section 7, Bid response Requirements, Subsection 7.1, Paragraph 7.1.1, Subparagraph 7.1.1.2.</b>                      Can I submit a bid without the vendor number?</p>	Yes. See Part 7.1.1.2.1.
19.	<p><b>Section 7, Bid response Requirements, Subsection 7.1, Paragraph 7.1.1, Subparagraph 7.1.1.2.</b>                      Can I register my business in the State of New Hampshire if I do not live in the State of New Hampshire?</p>	Yes. See Part 7.1.1.2.3.
20.	<p><b>Appendix A, Section 1.6</b>                      Is this field for the NH Vendor Code Number?</p>	No. Appendix A is a sample of what the resulting contract will contain. It is not to be completed by vendors. It is not to be returned by vendors.



No.	Question	Answer
21.	<b>Appendix A, Section 1.7</b> Is this the date that the vendor submits the application?	No. Appendix A is a sample of what the resulting contract will contain. It is not to be completed by vendors. It is not to be returned by vendors.
22.	<b>Appendix A, Section 1.8</b> Is this a number that the vendor provides?	No. Appendix A is a sample of what the resulting contract will contain. It is not to be completed by vendors. It is not to be returned by vendors.
23.	<b>General</b> What are the estimated volumes of orders/pages that may be received?	The OPLC does not have that data.
24.	<b>General</b> How many hearings and/or interviews need to be transcribed per month?	The OPLC does not have that data.
25.	<b>General</b> Who is the current provider of transcription services?	The OPLC does not have a current provider.
26.	<b>General</b> What is the current provider's pricing?	The OPLC does not have a current provider.



No.	Question	Answer
27.	<b>General</b> Please provide a copy of the current contract for transcription services.	The OPLC does not have a current contract.
28.	<b>General</b> Can companies from outside of the USA submit a bid?	Yes.
29.	<b>General</b> Does the transcriber have to attend in-person hearings and/or interviews at the OPLC?	No.
30.	<b>General</b> Can tasks outlined in the RFB be performed outside of the USA?	No.
31.	<b>General</b> Can bids be submitted via e-mail?	See Paragraph 6.1.1. of the RFB.
32.	<b>General</b> Please provide a sample transcript from each type of transcript required under this RFB.	Samples are not available.
33.	<b>General</b> What is the annual budget for this RFB?	This is dependent upon the winning bidder's pricing.



No.	Question	Answer
34.	<b>General</b> What is the anticipated start date of the resulting contract?	Please see Subsection 1.3.
35.	<b>General</b> When submitting invoices, are all invoices sent to one individual?	Yes.
36.	<b>General</b> Are all recordings in English?	All recordings reflect accurate recordings of proceedings and/or interviews. If there is a translator present, the translation will be made in English.

**NOTE: ALL CHANGES TO THE RFA NOTED IN ADDENDUMS WILL SUPERSEDE PREVIOUSLY SUBMITTED DOCUMENTS AND MUST BE SUBMITTED WITH THE APPLICATION. ALL OTHER SPECIFICATIONS OF THE RFA REMAIN UNCHANGED AND VALID. ANY QUESTIONS CAN BE DIRECTED TO THE CONTRACT SPECIALIST IDENTIFIED IN RFB-2023-ADMIN-01-TRANS.**