



ADDENDUM #1

To: All Companies Interested in Submitting a Proposal
From: Rebecca Johnson, CPPB, Purchasing Agent
Bid: Electronic Dictation Transcription System (RFP #PUR0116-140); Dated: May 6, 2016
Subject: Addendum #1 (4 pages)
Date: May 23, 2016

The following questions and/or clarifications were asked relative to the above-listed Request for Proposal. This memo is sent for clarification to all companies to whom the RFP was sent.

PLEASE NOTE

The City has launched a new website, making the links within the RFP document invalid. The link to access RFP information, including the posting of this addendum, on the new website is:

http://www.cedar-rapids.org/local_government/departments_g_v/purchasing_services/current_bid_opprtunities_list.php

Clarifications from pre-proposal conference call held on May 17, 2016:

- Integration with the CRPD iLeads program is preferred but not required
- A total of approximately 210 offices will be using the system, most in the field using a phone to dictate
- Approximately 40 officers are investigators who will use desktop computers (8) with microphone for dictation using front-end speech recognition, if available.
- There are 4 lines on the current Nuance system; 4 lines will be sufficient for the new system
- Call in ports shall be voice over IP, not analog
- The system must be compatible with Windows
- Anticipate a maximum of 20 officers using the dictation system at one time
- General language should be sufficient for speech recognition; legal language recognition is not necessary
- The CRPD would like retention of recordings for 180 days
- 3 to 4 people need to have access to the management console to manage work assignments
- Officers need to be able to review transcripts in Word on desktop or laptop PC
- Total number of transcriptions needed is five (5) and they must work concurrently
- Officers will enter their Officer ID (PIN), case number, and work type (arrest or supplement) prior to dictations
- The City is seeking a system that will generate reports for management
- The City is requesting implementation of the system by the Contract end date of November 30, 2016 stated in the RFP. It is anticipated that there will be ongoing contract for support and maintenance following implementation, depending on what is offered by the selected vendor.

Additional Questions:

Question: What is anticipated to be the total minutes of dictation per month?

Answer: Recent data shows approximately 220 hours dictation time per month.

Question: Do you want to virtualize the Server Hardware?

Answer: Yes

Question: Are you open to a Cloud Solution for Voice Recognition?

Answer: The City intends to provide all computer hardware and hosting services; however, will consider off-site hosting (Cloud) if proposed.

Question: How many dictations do you want recognized at once? Will 8 be sufficient?

Answer: Yes, 8 will be sufficient

Question: Who is the current vendor for the CRPD's dictation system?

Answer: The current system is by Nuance. The new system the CRPD is seeking proposals for is not the same as the current system.

Question: What is the current pricing for using the dictation system?

Answer: Annual maintenance for the current system was \$10,708.76 in 2015.

Question: Does the price of the dictation system include the price for the transcription or each dictation?

Answer: With the current system the CRPD transcribes in-house.

Question: Do you ever need hard copies?

Answer: If hard copies are needed they will be printed in-house.

Question: Does the electronic dictation system need to be installed on the Police Department computers or can it be a website/call in system that is used?

Answer: The solution can be onsite or cloud based.

Question: Would it be acceptable for the officer to make the dictation an arrest or supplement by pressing 1 or 2 or would this need to be editable online?

Answer: This would be acceptable.

Question: What is iLeads? Is this something that we would be given access to?

Answer: iLeads is the Records Management System used by the CRPD (Hexagon product)

Question: If arrest supplements are due at 7:00 a.m., what time are the arrest dictations due?

Answer: The County Attorney requires they be received in their office at 7:00 a.m. Supplement and dictation are the same thing in this context.

Question: Part 4.2.1b doesn't really align with 4.1.5. 4.2.1 says the transcript needs to be completed in the same amount of time as the audio is recorded in but 4.1.5 says that the transcript needs to be completed by the next morning at 7:00 a.m. What turnarounds are needed? Please clarify.

Answer: The RFP requires the dictation be transcribed electronically in no longer than it takes to speak it. The finished deadline of 7:00 a.m. is the deadline for the Officer to submit the final transcription and will not be part of the process for the dictation/transcription system.

Question: Could we have a copy of the CJIS?

Answer: <https://www.fbi.gov/about-us/cjis/cjis-security-policy-resource-center>

Question: Will we be submitting the transcripts to iLeads or will the Officer be submitting the transcript to iLeads?

Answer: The Officer or a Records Tech with the CRPD will be submitting the transcript to iLeads.

Question: Could we have a sample template of what the transcripts should look like?

Answer: The Use Case included in the RFP should be a sufficient example.

Question: Would we be sending the transcripts via email? Should they be accessible online via the same service used for dictation?

Answer: Email may be an acceptable delivery method; however, there are concerns that it might cause issues with CJIS compliance. The CRPD is interested in what other solutions may be available, rather than being limited only to a system that requires delivery via email. This does not mean a system that uses email will not be considered, only that we are interested in exploring a variety of solutions in order to select the one that is best for the City.

Question: In section 4.2.2, is this a requirement or is it just preferred? If this cannot be offered does it mean that the bidder will not be considered?

Answer: It is not required but is preferred, mostly for investigators. It will be taken under consideration in determining award of the contract.

All addenda that you receive shall become a part of the contract documents and shall be acknowledged and dated on the bottom of the Signature Page (Attachment C). The deadline for proposal submittal is Thursday, May 26, 2016 before 3:00 p.m. CDT.