

REQUEST FOR PROPOSALS

For

Transcription Services

issued by

COMMUNITY BEHAVIORAL HEALTH

Date of Issue:
January 7, 2022

Applications must be received no later than
2:00 P.M. on January 31, 2022

All questions related to this RFP should be submitted via e-mail

to: Hans Leach at hans.leach@phila.gov

**EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER – WOMEN,
MINORITY INDIVIDUALS AND PEOPLE WITH DISABILITIES ARE
ENCOURAGED TO RESPOND**

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1. Project Overview

1.1. Introduction/Statement of Purpose

Community Behavioral Health (CBH) is issuing this Request for Proposals (RFP) to contract with a qualified, independent vendor who specializes in secure Transcription Services. It is the intent of this RFP to solicit proposals from all interested vendors possessing expertise in securely transcribing audio recordings. The CBH Quality Department will be managing the contract.

1.2. Project Background

The purpose of this CBH Request for Proposal is to solicit proposals from interested vendors with documented expertise in securely transcribing audio recordings and from other sources. All the requirements are specified in the scope of work section (Section 2.2. Services to be Provided/Required Tasks of this RFP).

1.3. Request for Proposals

CBH anticipates selecting one vendor to provide all the services specified in this RFP.

1.4. General Disclaimer

This RFP does not commit CBH to award a contract. This RFP and the process it describes are proprietary and are for the sole and exclusive benefit of CBH. No other party, including any Applicant, is intended to be granted any rights hereunder. Any response, including written documents and verbal communication, by any Applicant to this RFP, shall become the property of CBH and may be subject to public disclosure by CBH.

2. Scope of Work

2.1. Project Details

The overall objective of this RFP is to identify a qualified vendor who can accurately and securely transcribe audio recordings, with the possibility of other sources such as video or in-person meetings. The selected vendor should be able to convey how their infrastructure, staffing, experience and understanding of these project details would meet these requirements.

2.2. Services to be Provided/Required Tasks

CBH is seeking a transcription vendor who can create written versions of audio or video recordings, with the possibility of live meetings and/or conversations in the future. Primary service requirements involve listening to audio recording and transcribing it into text format. Services/project deliverable shall also include the following:

1. Must be able to produce a document that has been reviewed, proofread, spell-checked, demographically checked, and correctly formatted. The transcriptionists must understand and apply correct English grammar, spelling and punctuation skills.
2. The document must be verbatim what is on the audio recording or alternative source.

3. Upon CBH's request, the vendor must translate the transcription into a preferred language. Language needs include but are not limited Spanish, Chinese – Mandarin, Vietnamese, Russian, Chinese – Cantonese, Cambodian, Arabic, and Portuguese.
4. For audio transcriptions where translation services are needed, it is the expectation that the vendor submit the translation in English and in the member's preferred language.
5. The vendor must have access to necessary equipment to provide complete transcription services as required.
6. The vendor shall have the capability of providing audio to text and video to text.
7. The vendor shall use a secure file transfer protocol (SFTP) website for use in transferring documents to and from the participating entity, or a secure e-mail solution for doing the same.
8. CBH will be given the opportunity to review, approve and accept all work ordered and received by the vendor.
9. Deliverable deadlines shall be agreed upon by CBH and the vendor prior to order placement.
10. The vendor shall have an established system for quality assurance and quality control to ensure the accuracy of dictations and transcriptions, required reports and bill documents.
11. Complete transcription requests in a timely manner as requested by CBH.
12. Adhering to all confidential and privacy regulations
13. Transcription should be completed and returned within two (2) business days of receipt. If the transcription requires translation to another language other than English and Spanish the vendor should notify CBH of the turnaround time for the required translation.

2.3. Monitoring

The CBH Quality Management Department will be managing the contract. An individual from that unit will be identified as the point person for the work to be conducted under the contract that is developed through this RFP and will monitor those activities for the duration of the contract.

2.4. Reporting Requirements

The vendor shall provide the following reports:

1. Monthly an itemized report/invoice
2. For all audio recording translated in a language other than English, the vendor shall provide evidence that the transcribed/translated document was evaluated for quality and shall be submitted upon the completion of any transcription/translation project(s), including that:
 - The transcribed document conveys the intended meaning the audio recording.
 - The translation is culturally appropriate.
 - The quality review of the transcribed/translated materials was conducted by a competent transcriptionist who was not involved in the original translation or reviewed by back-translation.
 - Documentation of the credentials of the individual who conducted the quality review.

2.5. Compensation/Reimbursement

A cost proposal must be provided based upon your best understanding of the scope of the project and the services to be delivered. This should be presented as the total cost, itemized by each phase of the project (i.e., expected project deliverables detailed in Section 2.2.), and further by a detailed list of charges for services, including hourly personnel rates for all staff assigned to this project, subcontractor fees, reimbursable expenses and other miscellaneous costs and fees. Services for the proposed project will be reimbursed as they are incurred through submission of invoices to CBH.

While CBH may award a contract based on the initial offer, an Applicant should make its initial offer on the most favorable terms available. CBH reserves the right, however, to have discussions with those potential consultants falling within a competitive range, and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

2.6. Organization and Personnel Requirements

CBH is seeking a vendor with the requisite skills and abilities to perform the work being sought through this RFP. The selected vendor must have at least three (3) years of experience securely transcribing audio recordings, or related work. Applicants should include any credentials from any certifying organization that attest to the capabilities of the organization or of any of the individuals employed by the organization that will be working on the proposed project.

The vendor will also ensure that staff providing transcription services possess the appropriate and acceptable education and experience requirements to demonstrate competency in providing audio transcription and language translation. The contracted vendor must have at least three (3) years of experience with transcription/translation projects, including credentials from any certifying organization that attest to the capabilities of the organization. The vendor will also ensure that staff providing transcription/translation services possess the appropriate and acceptable education and experience requirements to possess at minimum, one of the following:

- A degree in advanced transcription/translation studies.
- A minimum of two years demonstrated experience transcribing.
- Accreditation by the American Translator Association or equivalent national or regional translation organization/group.

2.7. Technology Capabilities

Applicants must have the technology capabilities required to perform the proposed activities in this RFP.

3. Proposal Format, Content, and Submission Requirements; Selection Process

3.1. Required Proposal Format

3.1.1. Format Structure

3.1.1.1. Proposal Cover Sheet

The cover sheet (see Attachment A) should be completed with the Applicant's information and included as the first page of the proposal.

3.1.1.2. Table of Contents

A table of contents should be included as the second page of the proposal with each section of the proposal included and with a page number for the first page of each section.

3.1.1.3. Format Requirements

Proposals must be prepared simply and economically, providing a straightforward, concise description of the Applicant's ability to meet the requirements of the RFP. Each proposal must provide all the information detailed in this RFP using the format described below. The narrative portion of the proposal must be presented in print size of 12, using a Times New Roman font, single spaced on 8.5" by 11" sheets of paper with minimum margins of 1". For each section where it is required, the Applicant must fully answer all of the listed questions in the outline form in which they are presented in the RFP. Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFP. Failure to number and letter the questions or to respond to all questions may result in the proposal's being considered non-responsive. Each attachment, appendix or addendum must reference the corresponding section or subsection number.

Applicants are required to limit their narrative responses to five (5) single-spaced pages. This page limit includes sections 3.1.2.1. – 3.1.2.5. below. There are no limitations for the cost proposal and operation documentation requirements, sections 3.1.2.6. and 3.1.2.7. If you have responded to a requirement in another part of your proposal, make reference to that section and do not repeat your response. Applicants whose narrative exceeds five single-spaced pages may have their proposals considered non-responsive and be disqualified.

3.1.2. Proposal Content

The proposal should follow the format below. Information should be complete and demonstrate that the consultant can perform the required work in a professional manner.

3.1.2.1. Applicant Profile/Statement of Qualification/Relevant Experience

Provide company contact information, including how long you have been in business, and the specific services you provide. Please provide a brief narrative description of the

purpose, corporate status (profit or non-profit), and organizational structure of the company. Organizational charts may be used to support appropriate aspects of this narrative and included as an attachment to your proposal. Identify and briefly describe related work completed in the last three years. Describe only work related to the proposed effort and include any examples of similar work in governmental, non-profit or human services related organizations. Include evidence of satisfactory and timely completion of similar work performed for past projects.

3.1.2.2. Project Understanding and Proposed Scope of Work

Prepare a brief introduction including a general demonstration of understanding of the scope and complexity of the required work. Provide a description of how the proposed services will be provided. Please include a description of each item identified in the scope of work section (Section 2.2.) and describe creative solutions and alternative approaches where feasible. Please describe how you would prefer work be developed, shared, mutually agreed upon, and assessed by CBH.

3.1.2.3. Personnel

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. Provide copies of certifications of any individual whose job description requires a certification. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor will assist in fulfilling the goals for inclusion of minority, woman, or disabled owned businesses.

3.1.2.4. References

Please include references with contact information from at least three organizations that have used your organization's services in the past three years and have been customers for a minimum of 12 months.

3.1.2.5. Project Plan and Timeline

Provide a description of the project plan and timeline for providing secure transcription of Audio Recordings development and delivery, and related services being sought through this RFP. Please note that the desired training timeframes are discussed in Section 2.2. Services to be Provided/Required Tasks.

3.1.2.6. Cost Proposal

Please provide a cost proposal based upon your best understanding of the scope of the project and the services to be delivered. This cost proposal should include the total estimated cost for this project, itemized by the expected project deliverables detailed in

section 2.2. This cost proposal should also include the provision of a detailed list of charges for services. The list of services should include, but not be limited to:

- a. Hourly personnel rates for all staff assigned to this project
- b. Fees for subcontractors
- c. Reimbursable rates for expenses such as printing, copies, etc.
- d. Other miscellaneous costs and fees

Final rates will be determined in negotiations with the qualified Applicant after the proposal submissions have been reviewed and contract negotiations have begun. Although CBH may begin contract negotiations based on the submitted proposal, CBH reserves the right to have discussions with those Applicant(s) falling within a competitive range and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

3.1.2.7. Operational Documentation and Requirements

Please make sure to include completed and signed (where applicable) attachments with your submission:

- Attachment A: CBH Administrative RFP Response Cover Sheet
- Attachment B: City of Philadelphia Tax and Regulatory Status and Clearance Statement
- Attachment C: City of Philadelphia Disclosure Forms (forms attached separately as a pdf)
- Attachment D: City of Philadelphia Disclosure of Litigation form
- Attachment E: Acknowledgement of CBH Administrative Procurement Terms and Conditions

Additionally, in this section, please include the following information, either within the section itself or by reference to an attachment to your proposal:

- Tax Identification Number
- Letter attesting that all required federal, state and local taxes (including payroll taxes) for the past twelve (12) months have been paid
- In the case of for-profit organizations, group or individual practices, disclosure of any person or entity holding any shared ownership or controlling interest of 5% or more.
- MBE/WBE/DSBE Status – For-profit Applicants

3.2. Selection Process

An application review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that are best able to meet the goals of the RFP.

Submissions will be reviewed based upon the merits of the written response to the RFP.

Specific scoring criteria upon which the review will be based include:

3.2.1. Threshold Requirements

Threshold requirements provide a baseline for all proposals, which means they provide basic information that all Applicants must meet. Failure to meet all of these requirements may disqualify an Applicant from consideration through this RFP. Threshold requirements include timely submission of a complete application with all sections outlined in 3.1.2.7. completed. Threshold requirements include having the requisite experience and qualifications to implement the program, and being a vendor in good standing with the City and CBH.

Threshold requirements also include consideration of the Applicant's financial status, including any potential delinquencies to the City and CBH. Proposals may be rejected, if, in CBH's judgment, the Applicant has failed to provide all information required by this RFP; has been delinquent or unfaithful in the performance of any contract with CBH or others; is delinquent, and has not made arrangements satisfactory to CBH with respect to the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City or other taxing authorities; is not in compliance with regulatory codes applicable to Applicant; is financially or technically incapable; or is otherwise not a responsible Applicant.

CBH reserves the right to conduct investigations with respect to financial, technical and other qualifications, and references without notice to the Applicant.

3.2.2. Scoring by Review Committee

Applicants that do not meet all the threshold requirements may have their proposals disqualified. For Applicants meeting the threshold requirements, the scoring criteria for this RFP upon which the review will be based are as follows:

- Demonstrated qualifications and relevant experience **(25 pts.)**
- Demonstrated understanding of the project as indicated by a description of each item in the scope of work section **(25 pts.)**
- Appropriateness of project approach and effectiveness of proposed project plan and timetable **(25 pts.)**
- As stated in the cost proposal section, likelihood that the proposal will provide the best value compared to other submitted proposals **(15 pts.)**
- Appropriateness of staffing to complete the project **(10 pts.)**

3.2.3. MBE-/WBE-/DSBE-owned and Local Businesses

Special consideration will be given for the following:

- Businesses owned and controlled by minorities, women, and disabled persons
- Philadelphia based Applicants

4. Proposal Administration

4.1. Procurement Schedule

The anticipated procurement schedule is as follows:

RFP Event	Deadline Date
RFP Issued	January 7, 2022
Deadline to Submit Questions	January 14, 2022
Answers to Questions on Website	January 21, 2022
Application Submission Deadline	January 31, 2022
Applicants Identified for Contract Negotiations	February 18, 2022

CBH reserves the right to modify the schedule as circumstances warrant.

This RFP is issued on **January 7, 2022**. In order to be considered for selection, all applications must be delivered to the e-mail address below **no later than 2:00 PM on January 31, 2022**.

- Application e-mails should be titled “**Transcription Services RFP.**” Applications submitted by any means other than submission to the e-mail below will not be accepted.
- Applicants must submit an electronic version of the application prepared as a PDF document – please e-mail to hans.leach@phila.gov.
- Applications submitted after the deadline date and time will be returned.
- The individual Applicant or an official of the submitting agency, authorized to bind the agency to all provisions noted in the application, must sign the cover sheet of the application (See Attachment A).

4.2. Questions Relating to the RFP

All questions concerning this RFP must be submitted in writing via email to Hans Leach at hans.leach@phila.gov by January 14, 2022. CBH will respond to questions it considers appropriate to the RFP and of interest to all Applicants, but reserves the right, in its discretion, not to respond to any question. Responses will be posted on the CBH website by January 21, 2022. Responses posted on this website become part of the RFP upon posting. CBH reserves the right, in its discretion, to revise responses to questions after posting, by posting the modified response. No oral response to any Applicant question by any CBH employee or agent shall be binding on CBH or in any way considered to be a commitment by CBH. *Contact regarding this RFP with CBH or related staff other than the individual named above, is not permitted and failure to comply with this restriction could result in disqualification.*

4.3. Interviews/Presentations

Applicants may be required to make an oral presentation concerning various aspects of their application to CBH. Such presentations provide an opportunity for Applicants to clarify their application to ensure a thorough and mutual understanding. CBH will schedule such presentations on an as-needed basis.