

QUESTIONS AND ANSWERS

1. My question pertains to the language on Exhibit A, Section 1.8, and Section 2.2.3 regarding who can prepare the transcript. The language states a California certified C.S.R. is the only person allowed to prepare the transcript from the audio recording. Am I correct that an AAERT certified transcriptionist would not be allowed to transcribe the audio recorded court proceeding, under the language of this RFP? **You are correct.**
2. Will the audios to be transcribed contain English only or will it include foreign languages? If so, will the court require double column transcription or interpretive transcription only? **Audio is to be transcribed in English only.**
3. Please clarify the following text in the RFP: When an order is made for a transcript, it will include, but is not limited to, any of the following variations:
 - o An original printed transcript, plus additional printed copy(ies) of the transcript as ordered.
 - o An original printed transcript plus an electronic copy of the transcript.
 - o An electronic copy of the transcript.
 - o An original printed transcript.
 - o The number of pages in each transcript will vary; however, they will not exceed three hundred (300) pages per volume.

A. Does this referred to how the transcript is to be delivered to the court? **Yes.**

B. Does the court have any preferred specifications in regards to the presentation of printed transcripts to be delivered? **The specifications are described in the California Rules of Court Rule 8.144 in Exhibit A3 and Court Reporters Manual page 8 through 11 in Exhibit A4.**
4. Please confirm that the following information is correct:
 - The non-cost portion documents include a 1-page cover letter and attachments 3-6. **Please refer to section 8.1 of the RFP document for non-cost proposal content requirements, specifically sections 8.1.1. thru 8.1.7. The court does not determine how many pages are required for a Bidder to submit a complete non-cost proposal.**
 - The cost portion documents include a 1-page "Budget Justification" statement in addition to attachment "Exhibit D: Cost Worksheet." **Please refer to section 8.2 of the RFP document for cost proposal content requirements. The court does not determine how many pages are required for a Bidder's Budget Justification.**
 - Each portion will be mailed or delivered in two separate envelopes. **Please refer to section 7.0 of the RFP document for submission of proposal requirements. The non-cost and cost portions must be in separate sealed envelopes that may be delivered in a single delivery package or in separate delivery packages. In either choice, the RFP name and title must be on the outside of each envelope.**
 - The information will also be combined into one digital file and provided in a USB flashdrive. **Please refer to section 7.2.2.1. of the RFP document for electronic version requirements.**

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5. Who is currently providing transcription services for the Court? **Please submit a public records request by completing this form: <http://www.sb-court.org/sites/default/files/Forms%20and%20Rules/PublicRecordsRequestFormFillable.pdf> and emailing it to pr@sb-court.org.**
6. What are the rates being charged currently? **Please submit a public records request by completing this form: <http://www.sb-court.org/sites/default/files/Forms%20and%20Rules/PublicRecordsRequestFormFillable.pdf> and emailing it to pr@sb-court.org.**
7. Understanding that there can be no commitment regarding future volume, what is the anticipated volume of work under this contract? Or, alternatively, what has been the recent historical volume of transcription work for the Court? **Volume can vary substantially, and the court has no way of predicting future volume. The court does not have historical volume at this time; however, historical expense from 8/2013 to 11/2016 was approximately \$86,000.00 and from 11/2016 to present was approximately \$3,000.00.**
8. What percentage of the work, historically, has been ordered under each turnaround time option: 'standard', 'expedited', and 'rush'? **Very few rarely ordered as a rush or expedited.**
9. If for a particular order transcripts are delivered both electronically and via hard copy (shipped paper transcript), is the transcript considered to have been delivered when it's been shipped and delivered electronically? Or only after the hard copy has arrived as well (typically the hard copy transcript would be shipped at the same time as the delivery of the electronic copy of the transcript)? **If both versions have been ordered, the order isn't considered filled until all versions are received.**
10. What is "Reports, statistical"? **Statistical data reports often used for analysis. These reports contain data such as: number of requests; how many were standard, expedited or rush; how many were original, copy and/or electronic; how many pages, etc.**
11. Exhibit A4 Transcript Format Standards: 2.a "Transcripts are paid at 2.64 folios": I understand folios per page, the legislated rate is \$1.00 per folio: With the Cost Worksheet, are we to bid a per folio rate? Or do we bid a page rate? **Per page rate.**
12. Exhibit B: Cost Worksheet: "Cost per page for electronic copy": Is this rate for electronic copy only or a paper copy included? I assume only electronic, but wanted to confirm. **This specific row is for electronic copy and per rules of court it is a "reasonable" charge for CD or similar medium.**
13. Are the audio recordings only of misdemeanor trials, criminal trials and civil trials on appeal? And does it include matters held on criminal court calendars? **The recordings are infractions, small claims, landlord tenant and could be misdemeanors.**
14. In re: Cost Portion: 8.2.1. Am I correct in presuming you would like us to justify our rates on the Cost Worksheet? I am unclear as to what you mean by "narrative". **You are correct.**