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|   | **COUNTY OF DANE**DEPARTMENT OF ADMINISTRATION**PURCHASING DIVISION**Room 425 City-County Building210 Martin Luther King Jr. Blvd.Madison, WI 53703-3345608-266-4131FAX 608-266-4425 TDD 608-266-4941 |  |
| GREG BROCKMEYERDirector of Administration |  | CHARLES HICKLINController |

DATE: September 19, 2019

TO: All Proposers

FROM: Carolyn Clow, Purchasing Agent

SUBJECT: ADDENDUM #1 to RFP #119077 – Medical Transcription Services

**Question 1**

Is it possible to share the current transcription vendor name and the current pricing per line details?

**Answer:** The current vendor isSpeed Scribe of Oregon, WI. They charge .14 cents/line.

**Question 2**

It is stated that there are approximately 400 - 800 reports per year that will be required by the Dane County Medical Examiner’s Office. Can you give an estimate for the number of characters per report?

**Answer:** The current vendor does not count characters but rather lines and words. The average number of lines per month over the last 12 months has been 33,036. The average number of words in a month where the number of lines is close to 33,036 is between 214,464 words and 218,188 words.

**Question 3**

Can you please throw some light on the dispatch mode. Whether transcribed documents to be uploaded on EHR or emailed back to the client?

**Answer:** The current mode is dictation to a dedicated telephone number directly to the dictation service.

**Question 4**

Who is the incumbent EHR vendor? E.g. Meditech, Cerner etc.

**Answer:** See answer #1.

**Question 5**

Do vendors have the option to leverage both onshore or offshore personnel for the transcription work?

**Answer:** No.  Privacy protection under HIPPA is a critical component of the services we would expect under this Agreement.  Enforcing such protections against offshore personnel is logistically problematic and would compromise the County’s ability to prosecute or seek satisfaction for the unauthorized release of confidential information.

**Question 6**

How many dictators will be dictating?

**Answer:**  The total number could be 3 – 15 if including some investigators. There will be 3 – 5 doctors.

**Question 7**

How many dictators will be dictating at the same time?

**Answer:** No more than 3.

**Question 8**

Who is the current incumbent?

**Answer:** See answer #1.

**Question 9**

How long has this vendor had the contract?

**Answer:** They have had the contract since 2011.

**Question 10**

What is the per-character cost for the current contract?

**Answer:** Vendor charges by the line. .14 cents per line.

**Question 11**

How many characters were billed out per year and per contract period?

**Answer:** In the last 12 months we have been billed for 396,440 lines or 2,748822 words. Characters are not tracked.

**Question 12**

How much was spent for these services for each year of the current contract, base plus options?

**Answer:**

|  |  |
| --- | --- |
| **Year** | **Amount Paid** |
| 2011 | $6,190.34 |
| 2012 | $9,847.11 |
| 2013 | $5,627.96 |
| 2014 | $14,135.14 |
| 2015 | $19,176.69 |
| 2016 | $31,132.59 |
| 2017 | $25,087.36 |
| 2018 | $42,833.32 |
| 2019 year to date | $25,241.52 |

**Question 13**

Can out-of-state vendors bid?

**Answer:** Yes.

**Question 14**

Do you allow off-shore vendors to bid?

**Answer:** See answer #5.

**Question 15**

What is the number of reports transcribed per each year of the current contract?

**Answer:** In the last 12 months 1094 reports have been dictated.

**Question 16**

Are the dictators English speaking or ESL descent? Approximately what percentage of the dictators are English and what present are ESL?

**Answer:** All are English Speaking.

**Please acknowledge receipt of this addendum by noting “Addendum #1 Received” on the Signature Affidavit page when you submit your bid. If you have any questions regarding this addendum, please contact me at 608-266-4966.**

Sincerely,

Carolyn A. Clow, CPPB

Lead Purchasing Agent