



**STATE OF NEW HAMPSHIRE  
REQUEST FOR PROPOSALS  
RFP Addendum**

**Questions and Answers**

<b>RFP NUMBER AND TITLE:</b>	RFP NHJB-2023-03 Transcription Services
<b>AMENDMENT DATE:</b>	August 9, 2023
<b>PROPOSAL DUE DATE:</b>	8/23/2023, 11:59 PM
<b>RFP ISSUED BY:</b>	State of New Hampshire Judicial Branch Administrative Office of the Courts
<b>Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.</b>	

**Provided below are submitted written questions received and the NHJB's answers**

Question #	Question	Answer
1.	Who is the current vendor?	The current vendor is eScribers.
2.	What rates are currently paid for these services?	The current rates can be found <a href="#">here</a> and <a href="#">here</a> .
3.	Is there historical spend/order data available?	In the calendar year 2022, the NHJB authorized the production and sale of over 278,000 transcript pages.
4.	Is the scope of transcription service for upcoming recordings or archives or both?	The transcription request may be for both.
5.	How long should the vendor store the audio recording and transcripts? Should we destroy or purge them as soon as the transcripts are delivered?	The transcriptions must be stored for up to 10 years.
6.	When should we request for the audio to produce the sample transcript? Should we wait until August 22, 2023 or can we have earlier than that?	The audio for the sample transcript can be requested at any time before August 22, 2023, 11:59 PM (Eastern Time).
7.	What is the turnaround time for submitting the sample transcript for evaluation purposes?	The sample transcript must be submitted with the proposal by the proposal due date. See RFP Section IV, B and Appendix C.
8.	Page 6, Sections II D specifies the signature of the transcriber or proofreader. Is it mandatory that the transcriber or proofreader is a US court approved	Transcribers must be certified by the American Association of Electronic Reporters, Transcriber Training Academy, or demonstrated equivalent. Bidder shall explain

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	transcriber? Is it acceptable to engage transcribers who are not certified or approved but have relevant transcription experience?	the minimum qualifications for transcribers in their proposals.
9.	Page 6 Section II G specifies that the completed transcript will be supplied as a digitally signed copy. Is it mandatory to get it digitally certified or is it fine if the company's name is mentioned in the last page of the transcript?	Supreme Court Rule 59 requires that all transcriptions are certified and be digitally signed, in PDF-A format.
10.	Could you please provide the expected date when the contract will be awarded and the exact contract period?	No. The initial Contract term will be for one year. The actual contract start date will be established by a completed and approved contract. Following the initial term of the contract, the NHJB may opt to renew the contract for the additional two 2-year extensions, at the sole option of the NHJB, subject to continued availability of funding and satisfactory performance. See RFP Section 1, D.
11.	The RFP states there's no guarantee of minimum or maximum volumes. Are you able to provide us with an estimate breakdown of what percentage of the total each TAT might make up? As in, can we expect 5% of the work to be under the 1 day TAT, 25% to be 5 day TAT, etc.	No.
12.	Can you provide us with any sample transcripts?	No. Bidders must submit a sample transcript as part of the proposals that reflect Bidder's skills and ability to produce high quality transcript in accordance with direction provided.
13.	What is an approximation of the number of analog tapes that would sent?	Due to various factors, including requesting parties and cases, the NHJB will not estimate.
14.	What is an estimation of transcripts that would need to be supplied on CD?	Due to various factors, including requesting parties and cases, the NHJB will not estimate.
15.	What is an estimated volume of transcripts that would need to be printed and mailed?	Due to various factors, including requesting parties and cases, the NHJB will not estimate.