

Request for Proposal No. 8312

# TRANSCRIPTION SERVICES

City of Fort Collins  
Financial Services  
Purchasing Division  
215 N. Mason Street, 2nd Floor  
Fort Collins, CO 80522

Response Due: May 27, 2016

Net Transcripts, Inc.  
3707 N 7th Street, Suite 320  
Phoenix, AZ 85014

**ORIGINAL**





Ed Bonnette, CPPB, CPM, Senior Buyer  
City of Fort Collins  
Purchasing Division  
215 N. Mason Street, 2nd Floor  
Fort Collins, CO 80522

RE: RFP No. 8312 – Transcription Services

Mr. Bonnette,

On behalf of Net Transcripts, I would like to thank you for the opportunity to participate in this bid solicitation. It has been our privilege to have worked with Ms. Lisa Robles over the past several months to demonstrate the benefits of outsourcing transcription services.

It is our goal to provide government agencies with a secure, cost-efficient alternative for completing the transcription of highly sensitive, confidential information. We realize this is a critical task that many agencies rely upon, but often struggle to process with in-house personnel. We strive to provide a secure, user-friendly service, and to reliably and accurately process large volumes of transcription at significantly less cost.

Net Transcripts provides several different ways for our customers to transfer audio files to us for transcribing – secure web upload, mobile application submission, and dial-in dictation platform. We've developed these methods to provide flexible options to enable agencies to securely outsource the transcription of both dictated officer reports and verbatim interviews/statements.

Our Web-based Transcript Management Center, which FCPS has been utilizing, was specifically developed to facilitate the secure, encrypted transfer of digital audio recordings to us for processing and the return transfer of completed transcribed documents within a secure communications and operation environment. It also provides the ability to search through past and pending order requests and offers a centralized solution to managing transcription requests.

I would also like to acknowledge the Department's recent experience with turnaround delays. We have addressed these concerns and how we intend to resolve them within this proposal. I believe these changes will improve the timeliness with which FCPS receives transcribed reports.

I hope you will find our response to be comprehensive of our service options and platforms. Should you have any additional questions or seek further information, please contact me so I can be of assistance.

Kind Regards,

A handwritten signature in blue ink that reads "Gary Nudd". The signature is fluid and cursive, with the first letters of "Gary" and "Nudd" being capitalized and prominent.

Gary Nudd  
CEO

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## **SPECIAL CONSIDERATIONS**

The following proposal addresses how Net Transcripts is qualified to provide secure, confidential transcription services to Fort Collins Police Services. However, we would like to bring special attention to the following topics:

### **Confidential Information**

Net Transcripts has marked several portions within this response as Confidential and respectfully request that information not be disclosed as public information. Net Transcripts shall provide redacted copies upon request.

### **Caution Against Offshore Transcription Sources**

Net Transcripts promotes the fact that our services are provided by professionals who are all located within the United States. In our experience, a majority of offshore transcription companies specialize in medical or financial transcription and cannot handle the language or the specific skills required for the more demanding challenge involved with law enforcement transcription. Professionals from offshore countries tend to miss the nuances of Americanized English, which often results in surprising errors and, thus, the need to perform costly and time-consuming corrections to transcripts utilized as evidence in the prosecution of crime. Additionally, not all international organizations recognize the rule-of-law that Americans require. Accordingly, we have found there is no way to hold offshore professionals accountable for their actions.

To clarify, all transcription services provided by Net Transcripts are produced by highly qualified American citizens who work and reside within the United States.

### **Value-Added Considerations**

Net Transcripts provides free, hosted dictation platforms should the Department need back-up systems or wish to explore alternative ways reports can be dictated, including our Smartphone Application, and Dial-in Dictation Service. Please contact us for more details about either of these options.

Additionally, Net Transcripts provides verbatim transcription services of interviews, hearings, phone calls, and other investigative recordings. We also provide several different service options for transcribing and/or translating foreign language recordings and documents.

### **Hours of Operation**

Net Transcripts' business hours are Monday – Friday from 8:00 am CT to 6:00 pm CT. Orders placed during these hours will be processed on the day they are received. Orders received after hours will be processed the next business day (interviews only).

All dictated officer reports are automatically processed and returned 24/7/365, including nights, weekends and holidays, and are not subject to our normal hours of operation.

Holidays Observed: New Year's Day, Memorial Day, July 4th (observed), Labor Day, Thanksgiving and the day following, Christmas Eve, Christmas Day and New Year's Eve.

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## METHODS AND APPROACH

### 1. **CJIS Compliance**

The electronic transfer of files via our Transcript Management Center complies with minimum federal regulations including FBI Criminal Justice Information Services (CJIS); FIPS 200, Minimum Security Requirements for Federal Information and Information Systems; Homeland Security Presidential Directive 12; Privacy Act of 1974; E-Government Act of 2002; Federal Information Security Management Act of 2002; and Health Insurance Portability and Accountability Act of 1996 (HIPPA).

Please refer to Attachment A – Security Addendum for additional details regarding Net Transcripts data security protocols and procedures

### 2. **Confidentiality**

All employees and subcontractors undergo a national-level criminal background check. Criminal checks include a nationwide search for public records of felonies and misdemeanor offenses. Each individual is also checked against the national Sexual Offenders Registry. No person with felony arrests or involvement with misdemeanors of moral turpitude, perjury or false statement issues shall be permitted to be involved in any manner.

The company that completes these security checks on behalf of Net Transcripts is HireRight, Inc., 3349 Michelson Dr., Suite 150, Irvine, CA 92612.

Identities are confirmed by a sworn official who also finger prints each applicant. Fingerprint cards are maintained on file. Social security number(s) are confirmed and a complete home address history is verified. Address history is used to verify where applicants have worked and the time frames stated on their resume.

All employees and subcontractors are bound by a Confidentiality Agreement which includes Conflict of Interest provisions that were specifically created for the services that Net Transcripts performs. These agreements are meant to protect and preserve the confidentiality and privacy of all information, including: any material contained on audio/video materials; the identities of persons associated with any material being processed; and the identities of Net Transcripts' customers including users, staff and other involved persons. Net Transcripts shall make a copy of this agreement available to the Department upon request.

### 3. **Process**

Services shall be primarily facilitated through our secure website, readily accessible at <https://www.NetTranscripts.com/OrderCenter>.

Our Web-based Transcript Management Center provides an encrypted platform through which a variety of audio and video files can be securely transferred. All files transferred electronically via the Transcript Management Center are encrypted with 128-bit SSL/TLS and 2,048-bit RSA encryption key and meet CJIS and FIPS data security requirements. There are no file size limitations when transferring recordings through the Transcript Management Center. Dictated reports can be uploaded in batches via our bulk uploader tool.

Upon award of contract, Net Transcripts shall create user accounts as needed for Department personnel. Designated users will be provided unique login credentials, with which they can gain confidential access to Net Transcripts' secure systems to send, track and retrieve transcription requests. Net Transcripts' systems support up to three (3) tiers of user/administrator access: Agency Administrator, Division Administrator, and General Users.

Administrators can monitor account activity, activate and deactivate users, assign administrative permissions and manage templates, officer rosters and other supporting documents all from within this platform.

Completed transcripts can be retrieved electronically via the Transcript Management Center. Users are automatically notified via email when completed transcripts are posted to their account. Authorized users can then login and securely download completed transcripts. Designated Administrators can also access/retrieve completed reports for subordinate users.

Please refer to Attachment B – Quick Reference Guide (Administrator).

**4. Quality Assurance**

Net Transcripts guarantees 98.8% error-free transcripts, which meets or exceeds the most rigorous quality standards in the country. Net Transcripts maintains a Quality Control (QC) Department to ensure adherence to quality specifications. Every transcript is verified through Net Transcripts' QC Department before the final copy is delivered to the customer.

Accuracy is defined as the correct words as spoken in the audio file, proper spelling of words, adherence to formatting specifications, and the proper use of any provided participant/terms lists on all transcriptions. Accuracy measurement for transcription will not be impacted if NT cannot understand words due to extraneous background noises, crosstalk, poor recording acoustics, recording equipment failures/problems, or words in languages other than English and English words spoken with foreign accents.

Inaudible portions of the recording are marked as "(unintelligible)". Words, names, locations, and/or phrases where the spelling or accuracy is questionable will otherwise appear in parentheses. Net Transcripts maintains "Parts Lists" for some of their customers. Such lists may contain rosters of people who may regularly be heard on recordings, industry relevant terminology, location names, acronyms, etc.

Regardless, transcription work containing errors identified by the Department may be returned to Net Transcripts for immediate correction. Corrections to all transcripts are made free of charge.

**5. Turnaround Time**

Net Transcripts provides several different turnaround options that can be selected by the user at the time a transcription request is placed. Our platform automatically calculates turnaround deadlines based upon the turnaround selected. Net Transcripts' Production Team verifies this deadline and ensures transcribers adhere to assigned deadlines.

The following turnaround options are available for Dictated Officer Reports:

- 24-hour
- 12-hour (ASAP)
- 3-hour (STAT)

**6. Training**

Continued training is essential for Net Transcripts to maintain accuracy and provide knowledgeable customer and technical assistance. Employee and Subcontractor training is either provided on a one-on-one or group basis, depending on the training topic and scheduling. Training is provided by Net Transcripts' management team at varying levels.

Training topics typically include: hardware operation, software operation, phone operation, customer service techniques, document formatting, grammar and punctuation, web research techniques, and techniques and tools for adherence to special client requirements.

Training initially occurs upon hiring and must be completed accurately before the employee or subcontractor begins working with 'live' files. Additional training occurs when new hardware, software, operating procedures or other policies are introduced. Training occurs to meet the special needs/requirements of individual clients. The Quality Control staff provides daily feedback regarding the quality and accuracy of their work. Individual coaching occurs on an as-needed basis.

**7. Software and Equipment**

The use of Net Transcripts' service does not require any specialized hardware or software. Services shall be primarily facilitated by transferring files through our secure website, which requires the use of Internet browser software. Our platform is optimized for use on Google Chrome and Internet Explorer 10 or newer. Please refer to Attachment B – Quick Reference Guide (Administrator) for more information and screen shots of our web-based Transcript Management Center.

**8. Archiving**

Once transcripts have been completed, they will be available through the Department's secure account for a ninety (90) day period, upon which they are automatically purged from the online database. The associated audio file(s) are also purged at this time. Transcripts are archived for up to three (3) years and can be made available upon request.

**9. Contingency**

Net Transcripts currently has a Disaster Recovery Plan in place in the event of data loss or natural disaster. This plan covers multiple types of disasters by creating teams to take care of specific tasks. Included in the plan are system backups, redundancies, areas to record events and procedures of what to do. Currently, data loss would be less than one day if the data center was destroyed, as a current image is sent to the off-site locations nightly. Once service is restored, we do guarantee that the site will be available, but cannot guarantee any data or telecom issues outside of our network if the disaster is greater than our location.

**10. Transcribed Reports**

It is Net Transcripts' standard procedure to return all completed transcripts as a Microsoft Word (.doc, .docx) document formatted to print in black ink on an 8-1/2" x 11" sheet of paper, in the following layout:

- Font: Times New Roman, 12pt
- Page Setup: Single-spaced, consecutive line and page numbers
- Margins: 1" top, bottom, left, right
- Header: Times New Roman, 9pt
- Document Header & Title blocks include the officer's name, badge number, date and time of report, and case number (if provided).

Please see Attachment C – Sample Officer Report.

Net Transcripts is capable of accommodating most special formatting requests to ensure transcribed reports are provided in a manner that is consistent with the Department's current operating procedures. Additionally, our transcriptionists are trained to follow requested formatting instructions spoken during dictation. This includes bolding, underlining, or italicizing words, creating numbered or bulleted lists, correcting misspoken statements, and completing document fields.

**11. Implementation Plan**

As the incumbent service provider, Net Transcripts' services are already implemented within the Records Department.

In addition to transcribing dictated officer reports, Net Transcripts provides verbatim transcription services of interviews, hearings, phone calls, and other investigative recordings. We also provide several different service options for transcribing and/or translating foreign language recordings and documents. In addition to Spanish, Net Transcripts has resources available for other foreign languages, including most Asian, European and Middle Eastern dialects.

Should the Department consider the expansion of our services to assist other divisions (i.e. Criminal Investigations, Internal Affairs) the following steps shall be followed:

1. Initial Consultation
2. Account Setup / User Configuration
3. User Training
4. Phased Deployment (depending on volumes and availability)
5. Periodic Performance Review

**12. Sustainability**

Net Transcripts takes measures to ensure we are following environmentally-friendly, sustainable business practices. This includes promoting electronic file transfers, telecommuting, and virtual customer service in an industry that has historically relied heavily upon printed paper and the physical transport of files/materials. These practices greatly reduce the carbon footprint associated with providing our services throughout the product lifecycle.

Net Transcripts utilizes 50% Post-Consumer Waste Recycled Paper products in printing bid responses, transcript hardcopies, and other printed materials. We recycle office waste, printer toners and drums, and regularly shred/recycle paper products used during normal business activities. Employees that opt to join the Company health insurance plan are also eligible for the health/fitness reimbursement program to encourage a healthy, active lifestyle.

## QUALIFICATIONS AND EXPERIENCE

Net Transcripts is a high-volume, verbatim transcription and translation company located in Phoenix, Arizona. In business since 1988, Net Transcripts serves hundreds of government agencies nationwide.

Our customers include police departments, sheriff's offices, city and district attorneys, public defenders, child protective services, fire departments and other municipal, state and federal government agencies. The scope of work we process includes patrol and case report narratives, interviews, interrogations, witness and victim statements, child interviews, 911 and dispatch communications and more.

We specialize in the transcription of investigative and narrative audio recordings from law enforcement and other government agencies. As such, our transcriptionists are highly experienced and skilled in the specific nuances, terminology and procedures associated with this often challenging type of transcription.

The work we transcribe is typically confidential and requires the utmost accuracy. Therefore, we have stringent confidentiality, security and quality control measures already in place. We anticipate the scope of work to be similar in nature to what we have received from these agencies, which typically include a vocabulary of words and acronyms unique to military/law enforcement, and requiring the accurate identification of different speakers. It is common for these recordings to be conducted in uncontrolled environments, over the phone, with a body wire, with uncooperative subjects or under other circumstances that may make the resulting audio file more difficult to understand than a conventional controlled recording.

### [BEGIN CONFIDENTIAL INFORMATION]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**References**

**Denver Police Department**

[REDACTED]  
[REDACTED]  
[REDACTED]

Dates served: Jan 2011 – present  
Confidential transcription of dictated detective reports.

**Las Vegas Metropolitan Police Department**

[REDACTED]  
[REDACTED]  
[REDACTED]

Dates served: Jan 2006 – present  
Confidential transcription of officer reports, including arrest reports that need to be completed within 12 hours or less. We also provide verbatim transcription for all detectives within Investigation Services Division and Area Commands.

**Wichita Police Department**

[REDACTED]  
[REDACTED]  
[REDACTED]

Dates served: July 2012 – present  
Confidential transcription and translation of law enforcement interviews, dictated police reports and other recordings.

**Chino Police Department**

[REDACTED]  
[REDACTED]  
[REDACTED]

Dates served: June 2015 – present  
Confidential transcription and translation of dictated police reports and other recordings, many of which need to be completed by end of an officers shift in 3 hours or less.

**Pueblo Police Department**

[REDACTED]  
[REDACTED]  
[REDACTED]

Dates served: Feb 2014 – present  
Confidential transcription and translation of law enforcement interviews, dictated police reports and other recordings.

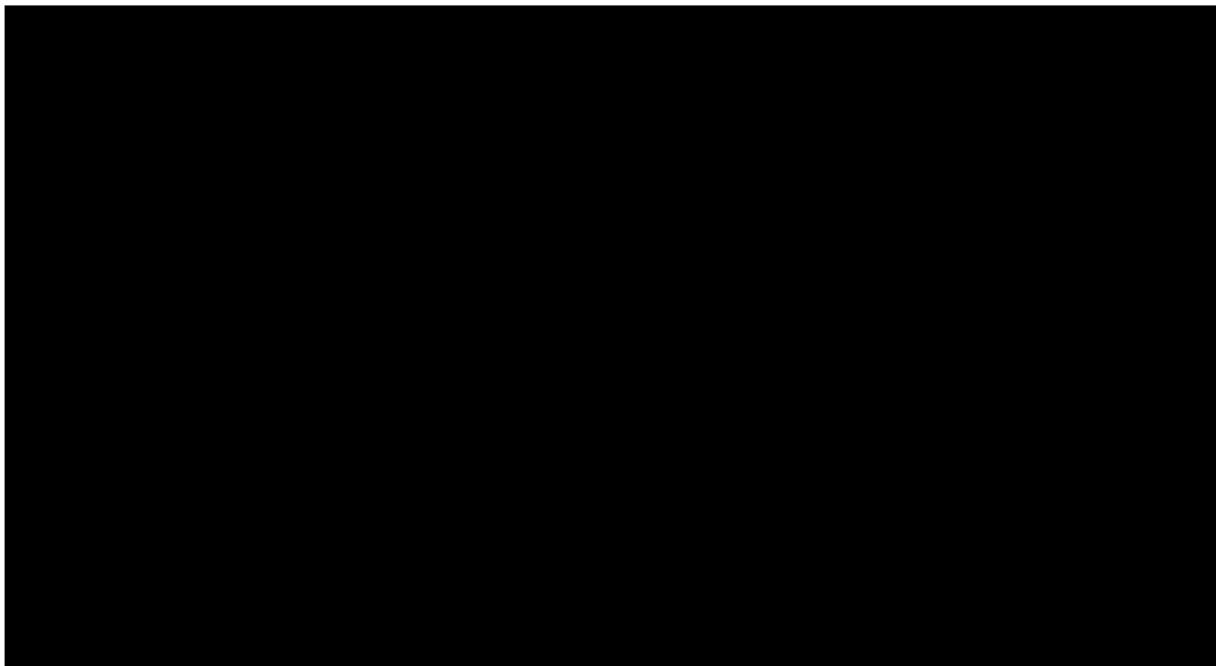
**[END CONFIDENTIAL INFORMATION]**

**LIST OF PROJECT PERSONNEL**

The following staff members will serve as points of contact for coordination of services and serve as general contract liaisons. Additionally, general questions and order inquiries can be directed to [general@nettranscripts.com](mailto:general@nettranscripts.com). Emails received at this address are copied to management, production and quality control teams.

<b>Executive Contact:</b>	Shane Mirkovich, COO Office: 800.942.4255 x7 Cell: [REDACTED] Email: [REDACTED]
<b>Account Manager:</b>	Aaron Hammer, VP Business Development Office: 800.942.4255 x8 Cell: [REDACTED] Email: [REDACTED]
<b>Billing Contact:</b>	Melanie Erwin, Accounting Manager Office: 800.942.4255 Fax: 480.556.9676 Email: [REDACTED]

Net Transcripts' maintains a staff of twenty-nine (29) full-time employees that are responsible for coordinating daily operations. This includes management, human resources, accounting, sales, production and quality control departments. The following organization chart depicts Net Transcripts' management structure.



The transcription team utilizes professional digital transcription software, which includes foot pedal control, variable speed playback, multi-channel control, sound enhancement and more. This software supports a wide variety of digital audio files.

Net Transcripts utilizes highly experienced transcribers, proofers and quality control staff to complete all work. We do not employ the use of voice recognition, which we consider insufficient for processing audio containing multiple speakers and/or audio which is of poor quality recording.

The majority of these subcontractors qualify as small, women-owned, minority-owned or otherwise disadvantaged businesses. These individuals possess a variety of certifications based on prior or current work history, which may or may not include:

- American Association of Electronic Reporters and Transcribers (AAERT)
- American Translators Association (ATA)
- Certified Shorthand Reporter (certifications vary by State)
- Certified Court Report (certifications vary by State)
- Certified Court Interpreter/Translator (certifications vary by State)
- Law Enforcement Information Management Certificate (LEIM)
- Legal Transcription Certificate
- Paralegal Associates Degree
- Bachelors/Masters Degree, Criminal Justice
- Bachelors/Masters Degree, Language Studies

Transcribers are subject to routine performance audits performed jointly by Quality Control and Human Resources. Transcriber performance is also subject to a 3-Strikes Policy to ensure the integrity of work.

Based on the Department's volumes, we anticipate needing to dedicate between five to ten transcriptionists per day to complete all work within the requested deadlines. These transcribers have been identified below and their resumes have been enclosed as Attachment D – Resumes. Please note their personal contact information has been redacted.

- D. Page
- C. Davis
- L. Ireland
- D. Silva
- A. Young
- L. Farris
- C. Sinske
- L. Brown
- C. French

## AVAILABILITY

### **On-site Interview**

Net Transcripts would be happy to send representatives to meet with Department staff in Fort Collins. Unfortunately, we have an existing conflict the dates of June 20-24. However, we are available the following and previous weeks. Please contact Aaron Hammer or Shane Mirkovich to coordinate on-site interviews.

### **Availability of Staffing**

Net Transcripts acknowledges that recently we have not been successful meeting our promised turnaround deadlines 100% of the time. In light of this proposal, we have analyzed FCPS's daily transcription volumes for the past several months to better understand our strengths and weaknesses regarding turnaround times. Net Transcripts is willing to share these turnaround reports with FCPS and discuss our findings during an oral interview.

We have identified vulnerabilities and are in the process of implementing an action plan to better manage FCPS workload and deadline requirements. This action plan includes delegating greater oversight responsibilities to management staff, reevaluating staffing levels at various times of day, and dedicating a team of transcriptionists to specifically process FCPS reports.

Based on the Department's volumes, we will need to dedicate between five to ten transcriptionists per day to complete all work within the requested deadlines. These transcribers have been identified in the List of Project Staff and their resumes have been enclosed as Attachment D – Resumes.

While we have identified these transcriptionists, others may be utilized in order to complete work on-time. Regardless of the specific transcriptionist utilized, all have been through Net Transcripts' stringent vetting process and are uniformly bound by confidentiality and non-disclosure agreements. Net Transcripts can provide the requested information on subcontractors that have actually worked on a particular transcript per the Department's request.

**COST SCHEDULE**

<b>Single-Speaker Recordings (Dictations)</b>	
24 hours	\$0.0125 /word
12 hours	\$0.0175 /word
3 hours	\$0.0195 /word

**VALUE ADDED SERVICES**

<b>Multi-Speaker Recordings (Interviews)</b>	
5 business days	\$1.99 /minute
3 business days	\$2.25 /minute
1 business days	\$2.60 /minute
Same business day	\$2.95 /minute

<b>Spanish Language Services</b>	
Direct-to-English Translation *	\$9.00 /minute
Spanish Transcription (spoken Spanish to Written Spanish)	\$4.75 /minute
Spanish Translation (written Spanish to written English)	\$0.19 /word
Other Languages	Quote provided upon request

<b>Audio/Video Conversion Services</b>	
Standard A/V Conversion <i>Audio CDs, DVDs, Standard Digital Video (.avi, .wmv)</i>	\$10.00 /each
Real Time Audio/Video Conversion <i>Special Player Required, Proprietary Media, Analog Media</i>	\$20.00 /each
Editing Audio per Customer Request <i>Audio Enhancement, Multi-Segment Cropping</i>	\$20.00 /each

*Per minute pricing is based on the duration of the recording provided.  
Per word pricing is based on the final word count of the transcribed document.*

**VENDOR STATEMENT**

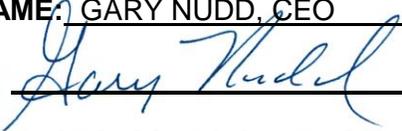
I have read and understand the specifications and requirements for this Request for Proposal and I agree to comply with such specifications and requirements. I further agree that the method of award is acceptable to my company. I also agree to complete SERVICES AGREEMENT with the City of Fort Collins within 30 days of notice of award. If contract is not completed and signed within 30 days, City reserves the right to cancel and award to the next highest rated firm.

**FIRM NAME:** NET TRANSCRIPTS, INC.

**ADDRESS:** 3707 N 7TH STREET, SUITE 320, PHOENIX, AZ 85014

**EMAIL ADDRESS:** INFO@NETTRANSCRIPTS.COM      **PHONE:** (800) 942-4255

**BIDDER'S NAME:** GARY NUDD, CEO

**SIGNATURE:**  \_\_\_\_\_

**PRIMARY SERVICES ISSUES CONTACT:** SHANE MIRKOVICH, COO

**TELEPHONE:** (800) 942-4255 Ext 7      **CELL:** (480) 216-0080

**EMAIL:** SHANE@NETTRANSCRIPTS.COM

**Compensation and Contract Process**

- A. After contract award, progress invoices shall be billed in monthly installments, subject to review and approval by the City's Project Manager. Payment terms will be Net 30 Days from receipt of invoice.
- B. The selected Contractor shall be expected to sign the City's standard Services Agreement prior to commencing Services (see sample attached to this Proposal).
- C. The City reserves the right to award directly as a result of the written proposals. The City may or may not opt to conduct oral interviews.
- D. The City reserves the right to negotiate with any vendor as determined at the City's sole discretion. The City reserves the right to reject any or all proposals, and to waive any irregularities.
- E. COOPERATIVE PURCHASING: The City of Fort Collins allows other Public Agencies the opportunity to purchase off the Award for this RFP at the option of the Awarded Vendor. Other public agencies that are members of the Colorado Multiple Assembly of Procurement Officials (MAPO) cooperative purchasing group in particular may contact the awarded Service Provider with a desire to participate in any resulting awards as a potential cooperative user, including:  
    Larimer County

**COMMODITY CODES USED FOR THIS RFP:**

96172 Transcription Services, Legal and Medical