**STATE OF MAINE REQUEST FOR PROPOSALS**

**RFP AMENDMENT # 1 AND**

**RFP SUBMITTED QUESTIONS & ANSWERS SUMMARY**

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| **RFP NUMBER AND TITLE:** | 202407128 Medical Transcription Services |
| **RFP ISSUED BY:** | Department of Health and Human Services, Office for Family Independence |
| **SUBMITTED QUESTIONS DUE DATE:** | September 9, 2024, no later than 11:59 p.m., local time |
| **AMENDMENT AND QUESTION & ANSWER SUMMARY ISSUED:** | September 18, 2024 |
| **PROPOSALS DUE DATE:** | October 9, 2024, no later than 11:59 p.m., local time |
| **PROPOSALS DUE TO:** | [Proposals@maine.gov](mailto:Proposals@maine.gov) |
| **Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.** | |
| **DESCRIPTION OF CHANGES IN RFP:**   1. Part II, D.17.b. is removed in its entirety. 2. All references to Minimum System/Service Access Charge are removed in its entirety. 3. Part V, B.1. Section IV is revised. 4. Part V, B.3. Section IV is revised. 5. **Appendix G** is revised. | |
| **REVISED LANGUAGE IN RFP:**   1. Part V, B.1. Section IV is amended to read:  |  |  |  | | --- | --- | --- | | **Section IV.** | **Cost Proposal**  Proposal materials to be evaluated in this section:all elements addressed above in Part IV, Section IV of the RFP. | **30 points** |  1. Part V, B.3. Section IV is amended to read:    1. **Scoring the Cost Proposal:** The Rate Per Line (based on sixty-five (65) characters) proposed for conducting all the functions specified in this RFP will be assigned a score according to a mathematical formula. The lowest Rate Per Line (based on sixty-five (65) characters) will be awarded thirty (30) points. Proposals with higher Rate Per Line (based on sixty-five (65) characters) values will be awarded proportionately fewer points calculated in comparison with the lowest bid.   The scoring formula is:  (Lowest submitted Rate Per Line (based on sixty-five (65) characters) / Rate Per Line (based on sixty-five (65) characters) of proposal being scored) x 30 = pro-rated score  No Best and Final Offers: The State of Maine will not seek or accept a best and final offer (BAFO) from any Bidder in this procurement process.  All Bidders are expected to provide their best value pricing with the submission of their proposal.   1. **Appendix G** is replaced in its entirety.   **The Revised Cost Proposal Form may be obtained in a Word (.docx) format by double clicking on the document icon below.** | |

**Provided below are submitted written questions received and the Department’s answer.**

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| **1** | **RFP Section & Page Number** | **Question** |
| Not provided | Who is your current provider for transcription services? |
| **Answer** | |
| Brown & Meyers, Inc. | |

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| **2** | **RFP Section & Page Number** | **Question** |
| Not provided | How much does the state currently pay for these services? |
| **Answer** | |
| The current contract (20230925000000000888) can be reviewed on the [Service Contract Search | Division of Procurement Services (maine.gov)](https://www.maine.gov/dafs/bbm/procurementservices/reports/service-contract-search) website. | |

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| **3** | **RFP Section & Page Number** | **Question** |
| Part 1, A.  Page 6 | 1. How many reports are done monthly or yearly? 2. Alternatively, what is the average length or range of pages per report? |
| **Answer** | |
| 1. Approximately sixty-three thousand three hundred and fifty-eight (63,358) Lines using sixty-five (65) character Line calculation are generated monthly. 2. The length and range of pages varies depending on the exam type and the health professional. | |

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| **4** | **RFP Section & Page Number** | **Question** |
| Not provided | How many Health Professionals in total were trained in the system during the last RFP period? |
| **Answer** | |
| Approximately forty (40). | |

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| **5** | **RFP Section & Page Number** | **Question** |
| Part II, D.9. Page 10 | 1. Is an audit trail with geolocation considered sufficient proof that all work is being performed within the continental US? 2. If not, what alternative method would be considered definitive proof? |
| **Answer** | |
| 1. Yes. 2. N/A | |

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| **6** | **RFP Section & Page Number** | **Question** |
| Part V, B.3.  Page 18 | Please provide scoring examples for one company bidding 17 cents/line and $170/week per minimum System/Service Access Charge vs. Lowest submitted Rate Per line of $0.15 and $150/week Lowest submitted Rate for Minimum System/Service Access Charge |
| **Answer** | |
| Refer to the amended language at the beginning of this document.  Scoring of the Rate Per Line (based on 65 characters) will be scored as follows:   |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | Lowest Submitted Rate Per Line | ÷ | Rate Per Line of Proposal Being Scored | x | Score Weight | = | Score | |  | ÷ |  | x | 30 points | = |  | | |

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| **7** | **RFP Section & Page Number** | **Question** |
| Appendix G, Line 2, Page 32 | Please define the Minimum System/Service Access Charge. Is it a weekly dollar amount minimum for the RFP, assuming the estimated basis on 63,358 lines/month, so there are possibly some weeks with little dictation and few lines? |
| **Answer** | |
| Refer to the amended cost form at the beginning of this document. | |

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| **8** | **RFP Section & Page Number** | **Question** |
| Part V, C. | 1. Who is the current vendor? 2. What was their score, pricing per line and the rate for Minimum System/Service Access Charges? |
| **Answer** | |
| 1. Refer to the answer to Question 1 of this document. 2. Refer to the answer to Question 2 of this document. | |

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| **9** | **RFP Section & Page Number** | **Question** |
| Not provided | Do the tech regulations have to be in place at the time of the proposal being submitted or by the time the contract is awarded and commencing? |
| **Answer** | |
| The Department will not execute a contract unless all technical requirements are in place and confirmation is received and approved by the Department and MaineIT. | |

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| **10** | **RFP Section & Page Number** | **Question** |
| Part II, D.17.b. | The 7 years of past reports is that in what type of format? |
| **Answer** | |
| Refer to the amended language at the beginning of this document. | |

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| **11** | **RFP Section & Page Number** | **Question** |
| PART IV, Section II (Page 15) and Appendix D (Subcontractor Form) | Since it is common to use independent contractors (ICs) to perform transcription work, could you please confirm whether individual ICs who are managed directly by the bidder must be listed as subcontractors on the Subcontractor Form, or if the form is intended specifically for companies subcontracting to other organizations to perform the work? |
| **Answer** | |
| Any organization or individual who is not an employee of the Bidder must be listed as subcontractors on **Appendix D**. | |

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| **12** | **RFP Section & Page Number** | **Question** |
| PART IV, Section II (Page 15) and Appendix D (Subcontractor Form) | Our technology partners provide hosting and infrastructure support but do not perform transcription work directly. Are these technology partners required to be listed as subcontractors on the Subcontractor Form, or are they exempt from this requirement? |
| **Answer** | |
| Any organization or individual who is not an employee of the Bidder must be listed as subcontractors on **Appendix D**. | |

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| **13** | **RFP Section & Page Number** | **Question** |
| PART I, B.7.  (Page 7) | The RFP states that “all submissions in response to this RFP will be public records, available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA)” (1 M.R.S. § 401 et seq.). Given that financial documents are highly sensitive and proprietary, can these documents be treated as confidential and exempt from public disclosure under FOAA? If so, what is the process to request this exemption? |
| **Answer** | |
| Bidders may mark some portion of their proposal as confidential. If a Bidder marks some portion of their proposal as confidential then the Department will provide the Bidder with a reasonable opportunity to object to public disclosure of the proposal. The Department, however, provides no assurance regarding whether any portion of the proposal will ultimately be determined to be confidential and not publicly disclosed. | |

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| **14** | **RFP Section & Page Number** | **Question** |
| PART I, B.7. (Page 7) | Instead of providing full financial statements, would the Department accept a Dun & Bradstreet (DUNS) report or a letter of financial viability from our accountant as sufficient evidence of financial stability? |
| **Answer** | |
| No. | |

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| **15** | **RFP Section & Page Number** | **Question** |
| PART II  (Page 8) | Leveraging speech recognition technology to generate draft transcriptions, which are then edited by human transcriptionists, is a common industry practice. Are there any restrictions or preferences in this RFP for using speech recognition software? |
| **Answer** | |
| Speech recognition software is not an acceptable solution for the Department. | |

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| **16** | **RFP Section & Page Number** | **Question** |
| PART II  (Page 8) | The RFP specifies the use of a telephone-based dictation system for Health Professionals to dictate medical reports. Would the State of Maine be open to the addition of a HIPAA-compliant mobile app for dictation alongside the telephone system? |
| **Answer** | |
| It is at the Bidder’s discretion to propose a solution which complies with all the requirements of the RFP. | |

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| **17** | **RFP Section & Page Number** | **Question** |
| PART II  (Page 8) | 1. Does the State of Maine expect any significant changes in the volume of transcription work over the contract period? 2. Or are there any anticipated seasonal or cyclical fluctuations? |
| **Answer** | |
| 1. No. 2. The Department cannot predict anticipated fluctuations. | |

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| **18** | **RFP Section & Page Number** | **Question** |
| PART II  (Page 8) | 1. Does the Department have an interest in leveraging human-monitored AI as part of the transcription process to help improve efficiency, enhance accuracy, and lower costs? 2. If so, would the Department be open to exploring AI-assisted solutions alongside traditional human transcription? |
| **Answer** | |
| 1. No. 2. N/A | |

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| **19** | **RFP Section & Page Number** | **Question** |
| PART III, C.2.b  (Page 13) | The RFP states that “E-mails containing links to file sharing sites or online file repositories will not be accepted,” and that only attached files are acceptable. Could you please clarify if it would be permissible to embed YouTube videos directly in the proposal for capability demonstrations? |
| **Answer** | |
| It is at the Bidder’s discretion. | |

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| **20** | **RFP Section & Page Number** | **Question** |
| PART II, D.17.a. (Page 11) | If a new vendor is selected, what is the anticipated transition period from the incumbent vendor to the new one, and what will be the expectations during this transition? |
| **Answer** | |
| The Department, awarded Bidder, and current vendor will negotiate the terms of the transition period, as well as any expectation. | |

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| **21** | **RFP Section & Page Number** | **Question** |
| PART IV, Section II  (Page 16) | Are there any specific page limits for each section of the proposal or for the overall submission? |
| **Answer** | |
| No. | |

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| **22** | **RFP Section & Page Number** | **Question** |
| N/A | What is the anticipated timeline for the award decision following the proposal submission deadline? |
| **Answer** | |
| The Department anticipates the award notification will be issued late October or early November. | |

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| **23** | **RFP Section & Page Number** | **Question** |
| PART II, B.(Page 8) | What type of equipment, including telephone systems and mobile dictation devices, are available for dictating? |
| **Answer** | |
| It is the Bidder’s responsibility to conduct market research to determine what types of dictation systems are available. | |

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| **24** | **RFP Section & Page Number** | **Question** |
| PART II, B. (Page 8) | Will landlines, an internet connection or mixture of both be used by health professionals to dictate medical reports? |
| **Answer** | |
| It is at the Bidder’s discretion to determine what method of dictation health professionals will use at no cost to the health professional or Department. | |

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| **25** | **RFP Section & Page Number** | **Question** |
| PART II, B. (Page 8) | Are health professionals allowed to use their computer microphones to dictate medical reports? |
| **Answer** | |
| It is at the Bidder’s discretion to determine what method of dictation health professionals will use at no cost to the health professional or Department. | |

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| **26** | **RFP Section & Page Number** | **Question** |
| PART II, C.7. (Page 9) | How often and on average how many transcripts required in .mdi and .jpg format? |
| **Answer** | |
| The Department does not have this data, it is at the Bidder discretion to determine what format will be used. | |

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| **27** | **RFP Section & Page Number** | **Question** |
| PART II, C.7*.* (Page 9) | Will medical transcripts in .mdi and .jpg format be required for SSA ERE's system? |
| **Answer** | |
| Refer to Part II, C.7. of the RFP. | |

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| **28** | **RFP Section & Page Number** | **Question** |
| PART II, D.1. (Page 12) | 1. Is there a required data exchange workflow and method set by SSA to create an interface to deliver medical transcripts? If so, please provide the requirements. 2. Will there be a technology point of contact to support the system collaboration effort? |
| **Answer** | |
| 1. Yes. The Department will register the awarded Bidder and provide a PIN Number and Password for ERE, refer to the [ERE Website](https://secure.ssa.gov/acu/iresear/login) for more information. 2. Yes. | |

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| **29** | **RFP Section & Page Number** | **Question** |
| PART II, D.1. (Page 10) | 1. What is the expected timeframe to complete a system interface with SSA ERE's system? 2. Can we utilize the ERE website and portal to upload documents? |
| **Answer** | |
| 1. Registration and PIN takes minutes. 2. ERE Website is the only approved platform to upload reports. | |