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AMENDMENT NO. 01 (A01)

A01 ISSUE DATE: April 13, 2023

TO: ALL PROSPECTIVE OFFERORS

IN REGARD TO: RFP# DCSC-23-RFP-82
Transcription Services for the District of Columbia Courts

RFP CLOSE DATE: Monday, May 1, 2023 by 2:00p EST

The above-mentioned solicitation is hereby amended as follows:

1. The close/submission date has been extended from Friday, 04/21/2023 to Monday, 05/01/2023 by 2:00p EST
2. See the attached Questions & Answers (Q&A) document

****ALL OTHER TERMS AND CONDITIONS REMAIN UNCHANGED**

This amendment will be sent to only those offerors who received a copy of the solicitation. This amendment will also be posted on the District of Columbia Courts website. Offerors shall sign below and attach a signed copy of this amendment to each offer to be submitted to the Courts in response to the above-mentioned solicitation. Offers shall be emailed in accordance with the instructions provided in the original solicitation documents. This amendment, together with your offer must be received by the District of Columbia Courts no later than the date and time specified for offer submission. Revisions or price changes occasioned by this amendment must be received by the Courts no later than the date and time set for offer submission. Failure to acknowledge receipt of this amendment may be cause for rejection of any offer(s) submitted in response to the above-mentioned solicitation.

Darlene D. Reynolds
Darlene D. Reynolds, Contracting Officer

This amendment is acknowledged and is considered a part of the above-mentioned solicitation.

Signature of Authorized Representative

Date

Title of Authorized Representative

Name of Firm

Q1:

Who is the current vendor(s) and what are their prices?

A1:

The current contractor is Diversified Reporting Services, Inc.

The Base Year contract, with one modification issued was for \$250,000.00 and the Option Year One, with one modification issued is for \$325,000.00.

Q2:

C.2.3. – What is the cutoff time for receiving recordings that are needed back the same day by 4PM (e.g. 10am that morning, etc.)?

A2:

Same day requests require prior approval before the order can be placed. Historically, on the rare occasion that a same-day transcription request is made, we would coordinate with the contractor and the customer taking into consideration the length of audio being requested in order to ensure that the request is reasonable and can be fulfilled.

Q3:

What is the format of the digital audio files the vendor will receive (MP3, WAV, etc.)?

A3:

The vendor will primarily receive audio from CourtSmart. Audio produced by CourtSmart will be sent as a transcription package. The vendor will run an executable file to access the "CDPlayer" which will launch a proprietary CourtSmart player that allows the user to easily start and stop the audio. It also provides timestamped tag information entered into CourtSmart by courtroom clerk regarding the case (i.e., case name, case number and other participant information).

If CourtSmart audio is not available, files will be provided as a .MP3 or .Wav or any other type of standard audio file.

Q4:

Does the vendor get any sort of annotations (reporter notes) for each recording?
a. If so, in what format?

A4:

The case information is available via a public portal on the Courts' website. The Courts are transitioning from the CourtView Case Management System to the Odyssey Case Management System. There is a public portal available for both systems where case information can be obtained. Additionally, the contractor will receive CourtSmart tag reports with the audio.

Q5:

What other proceeding specific information and/or documents are provided with each recording?

A5:

CourtSmart tag reports and case information from the Courts' case management system.

Q6:

Is the Sample Test done before the submission of proposals or after?

A6:

Sample Test should be submitted with proposal.

Q7:

Same Day, Daily Copy, and Express Copy each require a time the transcript is due, but the solicitation does not state a time the vendor can expect the audio. Please offer the cut-off time to receive audio to meet the required delivery times.

A7:

Daily Copy Orders will be sent to the contractor no later than noon each day. All other audio will be sent to the contractor by 3 p.m. each day. For Express Copy, the contractor will have two full business days to complete the order with the transcript being due to the Courts by 8:30 a.m. on the third business day following receipt of the order. For Same Day, please see A2.

Q8:

Will the court entertain an alternative to Box.com such as uploading to a proprietary workflow system?

A8:

The Courts preferred solution for large file storage and transfer is Box.com because it is in the **Courts' software technology stack**.

****Using a different large file storage and transfer solution significantly increases the work and time for the Courts. Adding another solution will require the file to be uploaded to the Courts' system, then downloaded to a local device and uploaded to the alternative solution. Using the Court's preferred solution will reduce the time required to process files.**

An alternative solution may be proposed if it meets the following criteria. The Court will make the final determination if the proposed solution is acceptable, prior to contract award.

The proposed solution must be:

- FedRamp certified.
- Provide web, mobile and desktop applications for cloud content management by the court.
- Provide the ability to produce real time and historical analytical reports, including but not limited to retrieval, upload, download, user, date, time and file metadata information.
- Provide enterprise-grade security which allows the Court to maintain the control of the encryption keys.
- Provide intelligent threat detection and smart access providing granular, real-time prevention and detection capabilities.
- Provide native security classifications and granular access controls to the Courts
- Provide detection against potential insider threats and compromised accounts.
- Provide data security policies allows the Court to apply quarantine or notification-only policies to sensitive confidential files.
- Provide the Court the ability to control how long documents are to be retained and the disposition of those documents when the retention period expires.

Q9:

Are you open to working with a remote company based on the East Coast? XXXXXX is a United States based company and all of our employees reside and operate within the US, however we do not currently have any employees in the District of Columbia.

A9:

Yes.

Q10:

How are you currently capturing audio from each speaker? What physical hardware components are you currently using (microphones, audio mixers, recorders, headsets)?

A10:

Microphones

- Judges Bench: standard microphone on desk, side bar button microphone on top of the bench, and front facing button microphone (which picks up the well of the court when attorneys are not stationary).
- Government table
- Defense table
- Witness Stand
- Jury Stand
- Podium
- Clerk's desk
- Remote Party (WebEx) – the audio is feed from a laptop is routed to audio codec or mini bridge which is then routed as a direct input to the DSP.

Q11:

In what format are your audio files recorded and saved?

A11:

CourtSmart files are recording and saved originally as .Ogg files.

WebEx files are recorded and saved as .MP4 and converted to a .MP3 or .Wav or any other standard audio file.

Q12:

What is the average length of your audio files?

A12:

It is difficult to determine the average length of a file. The files are based on the recorded session and a session may be as short as 1 minute or as long as 12 hours.

Q13:

On average, how would you describe the quality of the audio files you capture?

A13:

The audio is generally clear and discernable.