



Erie County Medical Center Corporation
RFP # 21612
Addendum Number 1

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TRANSCRIPTION SERVICES

The deadline for submission still remains:

TUESDAY, NOVEMBER 15, 2016 at 11 a.m. EST.

The following questions were submitted to the Designated Contact:

- 1. In order to provide the most accurate cost proposal we would need the estimated annual volume for last year. Will you please provide this information?**
The estimated volume is 54,923 reports annually.
- 2. Will you please provide the current rate at which Commonwealth is currently paying for transcription services?**
ECMCC will not provide that information.
- 3. Please describe which price format is preferred to submit with our proposal (price per line, price per VBC, etc.)**
Price per line format is preferred.
- 4. What is the yearly volume of transcription in lines?**
The yearly volume is 2,638,477 lines.
- 5. What percentage of transcription is requested as a STAT?**
Unknown.
- 6. Are vendor's allowed to submit multiple proposals?**
Yes.
- 7. Under section 1.1.2, where is the bar code used and what is its purpose?**
Bar codes are used as patient identifiers in the medical record.
- 8. Is a web based system acceptable vs. installed on site?**
Either is acceptable.



- 9. Can domestic and global resources be used for transcription services?**
Yes.
- 10. Who is ECMC's current transcription vendor?**
Nuance.
- 11. Does ECMC currently have a transcription contract in place?**
Yes, with Nuance.
- 12. Is ECMC currently using front end or back end speech recognition?**
ECMCC currently uses both.
- 13. What EHR is currently in place?**
Meditech is currently in place for inpatient and Allscripts for outpatient.
- 14. Does the M/WBE have to be NY companies or can they be national?**
The M/WBE must be certified by NYS. A complete list is available here:
<https://ny.newnycontracts.com/FrontEnd/VendorSearchPublic.asp>
- 15. Approximately how many files will you upload per day? And are they going to be coming all throughout the day? What time of day would we receive the highest volume of files?**
Files will be uploaded throughout the day (8am-5pm). There is no set time of day that the volume would be higher.
- 16. What are "off hours"?**
Off hours is anytime after 6pm and before 8am.
- 17. What is the average workload for off hours, weekends and holidays?**
ECMCC does not have this information available at this time.
- 18. What is the required TAT for files uploaded on off hours, weekends and holidays?**
Stat - 2 hours, History & Physical - 4 hours, Operative report - 4 hours, discharge summary - 24 hours unless STAT, cardiac catheter STAT - 2 hours, cardiac catheter - 24 hours.
- 19. What's the approximate length of each type of report?**
This varies based on the type of report.
- 20. What's the approximate length of STAT files?**
This depends on the length of stay for the patient.
- 21. Do you provide a template for each type of report?**
Yes, there are templates.
- 22. What languages are the speakers going to be dictating in?**
English.



23. Will we receive a list of doctors that require STAT reports?

No.

24. What departments are going to be submitting files for transcription?

All medical, surgical, some clinics, therapy and ECMCC's Long Term Care Facility will be submitting files.

25. Are you going to provide a list of doctors in each department when award is granted?

No.

26. Would there be an issue if transcribers are located outside of the US?

No.

27. Should the paper copy and the digital copy of the proposal be in the same envelope?

Yes.

28. Is the November 15th deadline for when the package arrives at the designated address or can the package be postmarked by that date?

The proposals must be received in the Purchasing Department at ECMCC no later than Tuesday, November 15, 2016 at 11 a.m. EST or it will be considered late and will not be accepted.

29. Can you please explain number seven (7) in section 5.1.3 Quality assurance?

The HIM staff monitors the reports and will report any issues directly to the contact at the transcription company.

30. Report distribution: from how the questions are phrased, does ECMCC need a person to monitor reports distribution from vendor? Or does ECMCC already have a schedule and system in place for distribution that we can connect our system to?

Interface is required and our staff reviews the reports that are put in manual review by transcriptionist.

31. Section 2. Reservation of Rights, 2.6 states, "ECMCC reserves the right to apportion the award among 1 or more respondents." If awarded to more than one, how will work be apportioned as vendors use different dictation/transcription platforms?

ECMCC will not be able make this determination at this time. ECMCC would engage in dialogue with the successful respondents at that time to determine the best method for apportionment.

32. What is the volume of lines by work type?

ECMCC does not have this information available at this time.

33. What is the definition of a line?

A virtual line is 65 characters.

34. Can work be transcribed outside of the United States?

Yes.



35. Who is the incumbent?

Nuance.

36. What is the price structure in the current contract?

ECMCC will not provide this information.

37. What are the approximate numbers of transcription lines per month expected under the contract?

Approximately 20,000 lines are expected per month under the contract.

38. What is the approximate dollar value estimated of the contract?

ECMCC will not provide that information.

39. Is a sealed copy anything other than just a glue seal?

Yes, a glue seal will be accepted as a sealed copy.

40. Must all work be done in the USA?

No.

41. Do we need to come over there for meetings?

Currently, we are able to conduct telephone meetings or communicate via email.

42. Can we submit the proposals via email?

No.

43. How the work will be performed-Onsite or offsite at contractor's location.

Offsite.

44. The term of contract is not provided.

TBD.