

Addendum 2
September 15, 2023

IFB 2023-09 Hearing Reporter and Emergency Transcription Services

The following are official modifications which are hereby incorporated into IFB 2023-09 – Hearing Reporter and Emergency Transcription Services. The information contained in this Addendum prevails over the original IFB language for all changes below. Deleted language appears in strikethrough (“~~xxx~~”) and added language appears in bold underlined (“xxx”). All other terms and conditions remain the same.

1. Addition of Attachment D-1 to IFB 2023-09 - Attachment D-1-Catchment Area Boards.

2. Page ii, Bid Opening:

INVITATION FOR BIDS (IFB) 2023-09

Hearing Reporter and Emergency Transcription Services COVER SHEET	TITLE:
BID OPENING:	Hearing Reporter and Emergency Transcription Services
DATE: August 23 , <u>September 28</u> , 2023	
TIME: 3:00PM EST	
INVITATION FOR BIDS NUMBER: IFB 2023-09	SPECIFICATION REFERENCE: As incorporated herein.
CONTRACT PERIOD: Five Years commencing January 1, 2024, or upon approval by the Office of the State Comptroller (OSC) whichever is later.	
DESIGNATED CONTACTS – ADDRESS INQUIRIES IN WRITING TO:	
Primary Contact:	Secondary Contact(s):
Darlene Weed	Joanne Hughes; Susan Dinan
E-mail address:	E-mail address:
DOCCScontracts@doccs.ny.gov	DOCCScontracts@doccs.ny.gov

3. 1.1.Overview

This document is an Invitation for Bid (IFB) to provide the Board of Parole (BOP), with one or more qualified Contractors to provide hearing reporter and emergency transcription services to handle BOP proceedings as defined in Section 4.1 : Proceeding Types of this IFB. Prospective Bidders shall have some history of successful service to other clients, preferably with providing similar services to other government entities.

The Department of Corrections and Community Supervision (DOCCS) provides

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administrative support to the Board of Parole; both parties are hereinafter referred to collectively as the “Agency” or “State.”

The Contractor shall provide comprehensive hearing reporter and emergency transcription services to the BOP. The Contractor shall provide all personnel, equipment, materials, supplies, licenses, permits, certifications, transportation, lodging, meals, packaging, postage/handling and all other services and supplies necessary for, and incident to performance required by the resulting contract from this bid.

The Contractor must be able to provide in-person hearing reports when required or requested by the authorized user. The Contractor shall provide services at the Agency’s offices, courthouses, jails, hospitals, over the phone, via videoconference and other locations as directed by the BOP. The Contractor shall further provide accurate transcripts in the format acceptable to the BOP as well as timely distribution of requested transcripts. The Contractor shall comply with all federal, state, local laws and rules and regulations.

The services required include the provision of a hearing reporter(s) in attendance as specified by the authorized user, to transcribe/produce word for word verbatim records of the proceedings and the timely provision of the electronic transcripts utilizing stenographic/steno machine or Digital Reporting technology (see Section 4: Scope of Services). In addition, at the discretion of the authorized user, the Contractor may be asked to transcribe an electronically recorded proceeding. In the event that a hearing is video-conferenced, the hearing reporter must be in attendance, either in-person or virtually, to capture the proceedings in their entirety for the purpose of creating a verbatim transcript. Contractors may be allowed to subcontract with other hearing reporter service providers, if necessary, to meet the terms of this IFB, (see Section 4.2: Method of Providing Services) If such a “consortium” or subcontracting relationship is proposed, subject to BOP approval, one Contractor will be responsible for purposes of contract compliance. The Catchment areas will be defined later in this IFB.

For proceedings that are electronically recorded by a Digital Reporter, and transcribed, the Digital Reporter shall obtain an accurate verbatim electronic sound record of the entire proceedings. This Digital Reporter must also be able to keep detailed notes, ~~swear in a witness~~, mark exhibits and provide readbacks as requested.

4. 1.5. Glossary of Terms

<u>Term</u>	<u>Definition</u>
Agency/State	The Board of Parole (BOP) and the Department of Corrections and Community Supervision (DOCCS) which has entered into contract utilizing this IFB) for Board of Parole related proceedings
Appearance Fee	An Appearance fee is a fixed fee the contractor may charge the Agency for each location the hearing reporter is required to visit in a single day between the hours of 8am and 6pm. A breakdown of appearance fees can be found in Section 3.7: Cost
Authorized User	Any Board of Parole or Department of Corrections

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	and Community Supervising employee authorized by the Chairman of the Board of Parole or their designee to utilize the Hearing Reporter and Emergency Transcription Services contract to cover proceedings
BOP	Board of Parole
Chairperson	Chairperson of the New York State Board of Parole (BOP) or duly authorized designee
Commissioner	Commissioner of the Department of Corrections and Community Supervision (DOCCS) or duly authorized designee
<u>Contract Administrator</u>	<u>Designee authorized by the Chairperson of the BOP as the subject matter expert (SME) who is responsible for preparing, responding to inquiries, and managing of the contract. This individual is also responsible for providing additional direction to the Contractor when necessary. To be identified after award.</u>
Contactor	Successful Bidder/Vendor
Digital Reporter	The official officer creating an accurate verbatim electronic sound record of the entire proceeding. The digital reporter must use equipment, that meets the current standards of The American Association of Electronic Reporters and Transcribers (AAERT)
DIN	A DIN is assigned to each incarcerated individual admitted to the Department of Corrections and Community Supervision. This is an internal number used as an identifier for the incarcerated individual while they are in the custody of the DOCCS
DOCCS	Department of Corrections and Community Supervision
Emergency Transcription	Creation of a word for word verbatim record from a recorded record of a proceeding in situations where unforeseen factors resulted in the assigned reporter being unable to attend the proceeding. Or in a situation deemed an emergency by the Authorized user.
Facility	Where an interview, hearing or other proceeding may take place, such as a courthouse, correctional facility, jail, area office or other designated location
Hazard Pay	Hazard pay is a fixed fee the contractor may charge if the reporter is required to enter a correctional facility (jail or prison) to attend a proceeding. This fee is per day not per location.

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	Additional information can be found in Section 3.7: Cost
Hearing Reporter	A reporter either a stenographer or digital reporter assigned to cover a contracted job either in-person or virtually
IFB	Invitation for Bids
In-person Hearing Reporter	The official officer creating the verbatim record of a proceeding who is physically at the location where the proceeding is being held
Issuing Office	Department of Corrections and Community Supervision, Division of Support Operations/Contract Procurement Unit
NYSID	New York State Identification Number: A unique identifier assigned to an individual by New York State Division of Criminal Justice Services (DCJS)
Offeror/Offerer or Bidder	Any person, partnership, firm, corporation or other authorized entity submitting a bid to the State pursuant to this IFB
Prohibited Locations	Prohibited locations are locations in which an Agency staff is unable to establish a virtual conference, or it has been established that a virtual reporter is unable to adequately hear the proceedings, and the authorized user has prohibited future coverage by a virtual hearing reporter. Locations are subject to change by the authorized user.
Stenographer	The official officer creating the verbatim record/transcript of a proceeding with the use of a Stenographic/Steno Machine
Stenographic/Steno Machine	A keyboard machine used to record dictation in shorthand by a series of phonetic symbols or a phonetic symbol or combination of symbols produced by such a machine
Vendor	Contractor
Virtual Hearing Reporter	The official officer creating an accurate verbatim record of the entire proceedings, who is not physically at the location where the proceeding is being held but is attending via phone or a videoconferencing platform
Waiting Fee	A waiting fee is a fixed fee the contractor may charge the agency for any in person stenographer who is required to stay at one location either a half day (4 continuous hours not including a lunch break) or a full day (seven continuous hours

	including a lunch break). This fee may only be charged if the same reporter stays at that location for the full duration. Additional information can be found in Section 3.7: Cost
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Please be aware that verbatim record and transcript are synonymous.

5. 3.7.Cost

The services offered must be provided on a specific fee per page transcribed (in-person Stenographer, in-person Digital Reporter, virtual Stenographer, virtual Digital Reporter, transcription of an electronic recording). The proposed cost must be all inclusive of all associated travel, electronically submitted copy, photocopying if requested, equipment rental, overhead and any other costs related to the transcription.

All pages including the cover and certification pages will count towards the ~~page~~**20-page** minimum ~~number~~**per location (courthouse, area office for boards or other location required by the BOP).** ~~For hearings/statements~~**If a location** exceed the 20- pages, certification pages are not billable. Bids should clearly indicate requested pricing on Attachment C – Cost Sheet and submit the completed Attachment C – Cost Sheet as part of the proposal.

Bids must be for in-person stenographers.

Number of pages are estimates only and are not guaranteed. Actuals may be higher or lower. The Agency will only pay for actuals.

Appearance fee, as defined in Section 1.5: Glossary of Terms, is a fixed fee schedule that can be charged for revocation hearings and Victim Impact for each location per day attended by an in-person Stenographer or Digital Reporter.

- **In-person Stenographer** \$125.00 first location, \$75.00 each additional location, per day.
- **In-person Digital Reporter** \$75.00 first location, \$50.00 each additional location, per day.
- Under no circumstances can an appearance fee be charged for virtual appearances by the Stenographer or Digital Reporter.

The appearance fee is per location, so it is only paid once per location per day. If a reporter is unable to complete that day's work and is replaced by a new reporter, a second appearance fee will not be paid for that location on that day.

Waiting fee, as defined in Section 1.5: Glossary of Terms, is a fixed fee schedule that can be charged for revocation hearings in a single location that has enough cases to constitute a half-day, or a full-day (as defined below) attended by an in-person Stenographer.

- **Full day** – seven (7) continuous hours including **arriving as required 20 minutes prior to the proceeding and** lunch at a single location:
 - In-person Stenographer \$120.00
- **Half day** – four (4) continuous hours **including arriving as required 20 minutes prior to the proceeding but** not including lunch at a single location
 - In-person Stenographer \$60.00

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- Under no circumstances can a waiting fee be charged for virtual appearances or appearances by Digital Reporter.
- Under no circumstances can a waiting fee be charged **for** Victim Impact statements
- The same reporter must stay the duration in order to bill for a waiting fee.

Hazard Pay, as defined in Section 1.5: Glossary of Terms, can be charged if the hearing reporter is required to enter a ~~correctional~~**secure** facility (jail, ~~or~~ prison, **hospital ward, etc.**) in order to attend the proceedings. This fee is a fixed daily fee and cannot be charged per location.

- Single day Hazard Pay - \$10.00

If Contractors are required to cover hearing(s) that for some reason, other than a Contractor's failure to provide contracted services, are not held that day, or result in the total number of pages per location for the entire day being less than 20 pages (with the exception of Board interview transcripts), the Contractor shall be entitled to a minimum payment equal to the value as follows:

- Preliminary Hearings and Final Revocation Hearings are compensated at 20 pages per location at normal delivery rates dependent on the type of reporting and the method of appearance of the reporter;
 - If the reporter arrives at the location prior to being informed of a cancelation, the reporter is entitled to the location appearance fee as described above under Appearance Fees
- Victim Impact are compensated at 20 pages per statement at normal delivery rates dependent on the type of reporting and the method of appearance of the reporter.
 - If the reporter arrives at the location prior to being informed of a cancelation, the reporter is entitled to the location appearance fee as described above under Appearance Fees

Emergency Transcription, as defined in Section 1.5: Glossary of Terms is at the discretion of the authorized user. The Bidders inability to provide coverage for a proceeding does not constitute an emergency, except in the event the authorized user deems it an emergency.

Virtual Hearing Reporter, as defined in Section 1.5: Glossary of Terms is at the discretion of the authorized user and should only be considered if there are no in-person reporters available. In the event that Agency staff is unable to establish a virtual conference, or a virtual reporter is unable to hear the proceeding, the authorized user can prohibit future virtual reporting at that location.

The Agency reserves the right to request that the transcriptionist/digital reporter review their notes for accuracy at no charge.

Price per page must reflect the normal cost for an in-person stenographer. The price per page will be reduced as follows for other types of reporting/emergency transcription service:

- 15% in-person Digital Reporter
- 25% virtual Stenographer

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- 30% virtual Digital Reporter
- 40% emergency transcription only

Reductions only apply to how the hearing reporter attends the proceedings. If the hearing reporter is in-person at the designated location they are considered in-person for the purpose of billing even if the individual(s) participating in the proceeding attend virtually or by phone.

Please refer to Section 1.5: Glossary of Terms for definitions of the above reporting types.

6. The following section 3.21 is added:

3.21.Unforeseen Events

If an unforeseen event occurs, the contract administrator will be responsible for providing direction to hearing reports for attendance and scheduling. The contract administrator will also determine the length of time for which the direction is valid. In the event that the direction is until further notice, the contract administrator will provide the Contractor with a minimum of 48-hour notice of the expiration of the direction.

In the event that a hearing reporter(s) is directed to appear virtually by the contract administrator, the hearing reporter will be considered in-person for the purpose of billing. Even during an unforeseen event, Contractors should expect Boards will remain as actual in-person for the hearing reporter(s) unless otherwise directed.

7. 4.1.Proceeding Types

Parole Board Release Interview a.k.a. “Boards” – BOP Commissioners conduct interviews of incarcerated individuals who are eligible for discretionary release. Although most interviews are conducted via videoconferencing, some may be conducted at the facility at the discretion of the authorized user. The Boards usually take place for 1 to 3 consecutive days each week conducting interviews from multiple facilities (see Attachment E – Facility Listings). Hearing reporters are expected to be **in-person** at the location(s) with the BOP Commissioners. Unless otherwise stated by the authorized user, Boards are to be covered by an in-person stenographer.

Medical Parole Board Interviews – Occasionally, the Board Commissioners may conduct an interview of an incarcerated individual at a hospital or medical facility to determine whether a terminally ill or seriously ill incarcerated individual should be granted parole. The hearing reporter is expected to go to the location where the interview is taking place, unless otherwise instructed by the authorized user.

Rescission Hearings – BOP Commissioners may need to decide whether to rescind the release of an incarcerated individual. When this occurs, the hearing will be held at the correctional facility or by means of video conferencing. The duration of the hearing may last an entire day or may be adjourned to another

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day, depending upon the facts and circumstances of the matter. Rescission hearings may be conducted with or without counsel for the incarcerated individual.

Preliminary Revocation Hearings – When a releasee is in the process of having their community supervision status revoked, a preliminary hearing may be held to determine if there is a preponderance of evidence. This takes place before a Hearing Officer in a courthouse, county jail, via videoconference, or in a DOCCS office or another location designated by the authorized user. These hearings typically take no more than one day, but there is a possibility they may be adjourned for multiple days. In addition to a warrant number, the transcript will also require the case number which will be allocated to that case.

Final Revocation Hearings – Upon a finding of a preponderance of evidence, a final revocation hearing will be held before an Administrative Law Judge at a courthouse, county jail, via videoconference, or in a DOCCS office or another location designated by the authorized user. In addition to a warrant number, the transcript will require the case number assigned to that case.

Victim Impact Statements –Victims of violent crimes or their family members may request to meet with a BOP Commissioner to discuss the impact that the incarcerated individual's crime has had on them. These meetings may be in-person or over the phone and may take place at any Community Supervision Area Offices or the Agency's Central Office on Fridays. The transcript ~~including all exhibits~~ must be available prior to the incarcerated individuals' Board interview.

Other –The aforementioned list is not exhaustive of the types of proceedings hearing reporters may be asked to cover by the authorized user concerning Board of Parole matters. Contractors may be asked to cover other BOP related proceedings as needed.

Contractors must be able to cover all of these services in the awarded Catchment area(s) as defined in Section 3.8: Geographic Breakdown of Services Required.

8. 4.2.Method of Providing Services

The method of providing services in the order of preference:

1. The provision of an in-person stenographer(s) to produce a verbatim record of the proceedings and the timely provision of the electronic transcripts utilizing stenographic/steno machine.
2. At the discretion of the authorized user, the provision of an in-person digital reporting utilizing industry approved methods to capture a complete audio record as well as detailed notes of the proceedings for use in the production of a verbatim record.
3. At the discretion of the authorized user, the provision of a stenographer in attendance virtually using telephone or videoconferencing technology.
4. At the discretion of the authorized user, the provision of a digital reporter in

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attendance virtually using telephone or videoconferencing technology.

5. At the discretion of the authorized user, the Contractor may be requested to transcribe an electronically recorded proceeding.
 - o The use of transcription software to convert audio files into textual documents is prohibited. All transcription and proofreading services must be performed by a hearing reporter, transcriptionist or proofreader employed by the Contractor.

Contractors may subcontract with other hearing reporter service providers, if necessary, to meet the terms of this IFB. If such a “consortium” or subcontracting relationship is proposed, subject to the BOP approval, the Primary Contractor will be responsible for purposes of contract compliance and payment to the subcontractor.

For proceedings that are electronically recorded, and transcribed, the digital reporter shall obtain an accurate verbatim electronic sound record of the entire proceedings. This digital reporter must also be able to keep detailed notes, ~~swear in a witness~~, mark exhibits and provide readbacks as requested.

Transcripts shall be generated for each interview, hearing or appearance. Transcripts shall only be provided to the Board of Parole and not requested directly from another entity, attorney, incarcerated individual or releasee.

At no time, shall a transcript be withheld by a hearing reporter or a Contractor for failure to pay.

9. 4.3. Records Certification and Transmission

The Contractor shall electronically provide a **certified transcript**, ~~including all associated exhibits and/or word index~~ no later than the fifteenth (15th) ~~calendar~~ **business day starting the day** after the last day a proceeding is concluded, excluding New York State designated holidays (see Section 4.9: State Holiday Schedule). **In the case of Boards, the ~~Del~~ delivery days are counted from the first business day following the conclusion of the reported proceeding entire Board at that location that week.** The delivery due date is the date the complete transcript(s) is received by the Agency. ~~Additionally, all exhibits produced at Victim Impact Statement are to be forwarded by mail to the DOCCS Office of Victim Assistance no later than one (1) business day after the statement is concluded.~~ The transcript delivery times are as follows:

- **Regular:** Delivered no later than the fifteenth (15th) ~~calendar~~ **business day** following the conclusion of a proceeding.
- **Expedited:** Delivered no later than the third (3rd) ~~calendar~~ **business day** following the conclusion of a proceeding.
- **Overnight/One-day:** Delivered no later than 3:00 p.m. on the day following the conclusion of a proceeding.

In addition to a certified transcript, in cases where the proceeding was covered by a Digital Reporter, the Contractor shall also provide a copy of the Digital Reporters notes and electronic sound recording, in the format specified by the authorized user.

10. 4.4. Transcript Format

See sample transcript – Attachment B – Sample Transcripts

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The following formatting guidelines will be applied to the transcripts:

- **Page dimension**, all pages must measure no less than 8 1/2 x 11 inches.
- **Margins** must be 1 inch all the way around. Headers and footers must be within the 1-inch margin.
- **Size of print (pitch)** must be no larger than 12.
- **Font** must be Arial or a font approved by the Contract Administrator.
- **Header print** size must be set at 12 pitch.
 - **Parole Interviews:**
 - LAST NAME, FIRST NAME NYSID DIN PAGE#
 - **Revocation Hearings:**
 - LAST NAME, FIRST NAME NYSID DIN PAGE#
 - **Victim Impact Statements:**
 - LAST NAME, FIRST NAME DIN PAGE#
- **Footer print** size must be no larger than 10 pitch.
 - Bidder Company Name. **Do not** include phone or address.
- **Spacing** must be set at normal (enhanced spacing will not be accepted).
- **Testimony** must be aligned left (justified lines will not be accepted). Each typed testimony line must average not less than 6 1/2 inches in width.
- **Indentations**, there must be no indentations, except for necessary headings and paragraphs indented ten spaces (colloquy).
- **Lines**, transcript pages must contain a minimum of twenty-five (25) numbered lines per page, with the numbers printed outside and adjacent to the left margin of each reporting page. The 25-line requirement does not include the "heading line," which serves to identify the incarcerated individual or releasee who is the subject of the interview or hearing, or the "footer line," which identifies the Contractor's name and phone number. The only exceptions to the 25-line minimum requirement will be the cover page, decision page, closing page, and certification page, which can contain fewer than 25 lines.
- **Boarders or frames:** Transcript pages must **not** contain borders or frames.
- **Page Layout:** Each page, excluding the cover page, must have a header and footer as seen in the samples attached. All headers must include incarcerated individual/releasee name; NYSID (excluded for victim impact statements) and DIN; and page number. The footer must contain the name of the hearing reporter company, ~~address including city, state and zip code and the telephone number with area code.~~

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- **Certification page** must be a separate page and include the incarcerated individual/releasee name, NYSID (excluded for the victim impact statements) and DIN at the top, number of pages included, and the date signed by the stenographer. Electronic signatures are acceptable on the Certification page (see Attachment B – Sample Transcripts). An example of an acceptable electronic signature is changing the font to a *Script font*.
- **Beginning and ending:** Each transcript must begin with the actual interview or testimony and include the statement “Hearing Concluded” at the end of the proceeding. **Under no circumstances should the statement “Hearing Concluded” be on a page by itself. It can be noted on the top of the page containing the decision.**

COVER PAGES

Parole Interviews (including rescission and medical parole) cover page must include (see Attachment B1):

- Incarcerated individual’s first and last name
- DIN number.
- NYSID number
- Type of interview
- Location: XX Correctional Facility (Video-conferenced to Albany Area Office, Address, NY)
- Date (Date proceeding started only)
- Before: Commissioners (first initial and last name)
- At facility staff (first initial, last name and title)
- Observers (first initial, last name and title).
- Reporters name

Please Note: Only the date the proceeding started should be reflected on the cover page. Do not include the decision date even if different from the proceeding start. If the proceeding continues onto a second day, the cover page should not include both days but the body of the transcript should not be the continuation.

Parole Revocation Hearing (Preliminary or Final) cover page must include (see Attachment B2, B2.1 and B2.2):

- Releasee’s first and last name
- DIN number.
- NYSID number
- Case number
- Warrant number.
- Institution (if currently incarcerated in a county jail)
- Type of hearing (preliminary or final)
- Location of hearing
- Date
- Start Time
- Before: Parole Hearing Officer/Administrative Law Judge (full name)

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- Appearances (full names): Parole Revocation Specialist, Attorney for the releasee, releasee, any witnesses.
- Reporter(s) name(s)
 - In cases where the proceeding is covered by a Digital Reporter, both the digital reporter and the transcriber's names must be on the cover page. The cover must identify which name is the **Digital Reporter** and which is the **Transcriber**.
 - If the reporter attended the proceeding virtually, that must also be noted on the cover page. It need only say "(virtual)" after the reporter's name.

Victim Impact statement cover page must include (see Attachment B3 and B3.1):

- Incarcerated individual's first and last name
- DIN number.
- Institution (Correctional Facility)
- Proceeding: Victim Impact Statement (if not in-person note by phone or WebEx)
- Location of statement (physical location associated with the proceeding)
- Date
- Start Time
- Before: Commissioner (full name)
- Full name(s) of the victim(s)
- Full name(s) of the attendee(s) and their relationship to the victim(s) in addition to the information included on all transcripts.
- Reporter(s) name(s)
 - If the reporter attended the proceeding virtually, that must be noted on the cover page. It need only say "(virtual)" after the reporter's name.

Please Note: The NYSID should **not** be include on the cover, certification, or the header of each page for Victim Impact statement transcripts **only**.

All transcripts **must** conform to the samples included. Please refer to the sample cover pages in Attachment B – Sample Transcripts.

There are several types of proceedings. Examples of a few types of transcripts are included (see Attachment B). Please be aware that all transcripts must adhere to the formatting provided in the samples.

Start times on revocation hearing and victim impact statement cover sheets refer to the start time of each individual proceeding.

11. 4.5. Inspection and Acceptance of Completed Transcripts

All transcripts must be proofread by the reporter, or a proofreader employed by the Contractor to ensure completeness and accuracy.

Transcript files must be saved individually for each interview as a PDF/A-1 file. Transcripts cannot be a Secured PDF file, nor can they be electronically signed using an Adobe certificate or any other software that allows for a digital signature. Any transcript received with restrictions for printing, saving,

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annotating or redacting will be returned to the vendor for resolution of the restrictions. Restricted transcripts are not considered submitted until returned without the restrictions.

The BOP shall perform final inspection and acceptance of deliverables. The BOP will return unacceptable transcripts electronically, to the Contractor for correction. The Contractor shall do the following at no additional cost to the Agency:

1. Replace transcripts that are illegible or do not conform to the format requirements set forth in this contract; and
2. Correct and resubmit transcripts that contain errors attributable to the Contractor.

The Contractor must deliver corrected transcripts within the same delivery timeframe of the original request. For example, if the authorized user had originally ordered a Regular transcript and returned it for corrections, then the corrected transcript shall be delivered no later than the fifteenth (15th) ~~calendar~~ **business** day of notification to the Contractor of the need for correction.

The final, fully edited transcript must not contain an error rate of more than one error per five pages of transcript. If the Contractor fails to provide accurate transcripts, corrected transcripts or fails to provide transcripts in the agreed upon time frame, the Contractor will be charged for non-performance. Non-performance of the Contractor may result in one or all the following actions by the Agency:

- Reduction in amount owed for transcripts for a specific proceeding at a rate of five (5) percent (%) per page per day, up to 100%.
- Removal of said reporter from the Agency schedules
- No additional work offered to the Contractor until transcript(s) are provided to the satisfaction of the BOP.
- Termination of the contract as noted in Section 5.10: Termination.

12. 4.10.Proceeding Cancellation

Whenever possible, the authorized user shall provide the Contractor twenty-four (24) hour notice of cancellation of any proceeding. Cancellations will be placed in the most convenient manner available to the authorized user at the time. The Contractor shall request written confirmation (e- mail, facsimile, etc.) of all proceeding cancellations and such confirmation should accompany the Contractor's invoice. Failure of the authorized user to provide twenty-four (24) hour notice may entitle the Contractor to a bust (cancellation/no show) fee as described below:

In the event of proceeding cancellation without specific notification, the Contractor shall be entitled to a minimum payment equal to the value of 20 pages at the regular transcript rate, or \$150 maximum. The Contractor shall not invoice any waiting fee. In the event the contractor arrives at the location and is informed the proceedings are canceled, the reporter must obtain a signed cancellation form from the authorized user on site. **The cancellation form will be provided to the Contractor by the contract administrator. It is advised that each hearing reporter carry at least one blank**

copy of the cancellation form to any proceeding. If there is no authorized user on site when the hearing reporter arrives, they must immediately contact the contractor who should then notify the contract administrator for authorization of payment of the appearance fee. This signed cancellation form must be attached to the invoice in order to invoice for an appearance fee. Please note this should be invoiced as “proceeding cancellation fee” and not as a bust fee, no show fee, etc.

The authorized user shall provide the Contractor with a minimum of Twenty-four (24) hour notice of cancellation of any proceeding. In the event of proceeding cancellation without specific notification, the Contractor shall be entitled to a minimum payment equal to the value of 20 pages at normal delivery rate based on the type of reporter and the method of appearance (see Section 3.7: Cost), per hearing scheduled. Contractor will not receive payment for appearance or wait time.

13. 5.17.2 Insurance Requirements

Bidders and Contractors shall obtain and maintain in full force and effect, throughout the term of any Contract resulting from this Solicitation, at their own expense, the following insurance with limits not less than those described below and as required by the terms of any Contract resulting from this Solicitation, or as required by law, whichever is greater:

Insurance Type		Proof of Coverage is Due
Commercial General Liability	Not less than \$1,000,000 each occurrence	Upon tentative award <u>Prior to commencement of work</u> and updated in accordance with Contract
General Aggregate	\$2,000,000	
Products – Completed Operations Aggregate	\$2,000,000	
Personal and Advertising Injury	\$1,000,000	
Medical Expenses Limit	\$5,000	
Crime Insurance	Not less than \$1,000,000 each occurrence	
Business Automobile Liability Insurance	Not less than \$2,000,000 each occurrence	
Professional Liability/Errors and Omissions	Not less than \$1,000,000 each occurrence	
Aggregate	\$2,000,000	
Date Breach/Cyber Liability	Not less than \$1,000,000 each occurrence	
Workers’ Compensation	C-105.2, SI-12, U26.3 or GSI-105.2 (acceptable forms)	<u>Prior to entering into a contract with DOCCS.</u>
Disability Benefits	DB-120.1 or DB-155 (acceptable forms)	Contact your Ins. Carrier or licensed

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		NYS insurance agent for these forms.
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Commercial General Liability Insurance: Such liability shall be written on the current edition of ISO occurrence form CG 00 01, or a substitute form providing equivalent coverage and shall cover liability arising from premises operations, independent contractors, products-completed operations, broad for

Bidders must sign this Addendum 2 and submit with your bid packet.

Signature

Date

Print Name

Title

Company Name

Applicants should monitor the following Web sites for posted updates or information:

NYS Contract Reporter: <http://www.nyscr.ny.gov>

NYS DOCCS' Web site: <https://doccs.ny.gov/procurement-opportunities>

All other terms and conditions remain the same.

Attachment D-1

Catchment Area Boards

Area *	Counties	Facility Boards	Area Office
Catchment Area 1:	Niagara, Erie, Chautauqua, Cattaraugus, Allegany	Lakeview CF, Collins CF -- Five Points CF, Groveland CF, Industry Secure	Buffalo 460 Main St Buffalo, NY 14202
Catchment Area 2:	Orleans, Monroe, Wayne, Genesee, Wyoming, Livingston, Ontario	Albion CF, Oleans CF -- Attica CF, Wyoming CF, Wende CF	Buffalo 460 Main St Buffalo, NY 14202
Catchment Area 3:	Steuben, Yates, Schuyler, Tompkins, Chemung, Tioga, Broome, Delaware	Mohawk CF, Elmira CF -- Cayuga CF, MacCormick Secure, Gouverneur CF	Syracuse 333 E. Washington St Syracuse, NY 13202
Catchment Area 4:	Jefferson, Lewis, St. Lawrence, Franklin, Clinton, Essex,	Bare Hill CF, Franklin CF	Central Office 1220 Washington Ave Bldg 4, Albany, NY 12226
Catchment Area 5:	Oswego, Seneca, Cayuga, Onondaga, Cortland, Madison, Chenango	Auburn CF, Harriet Tubman Secure, Cape Vincent CF, Riverview CF	Syracuse 333 E. Washington St Syracuse, NY 13202
Catchment Area 6:	Oneida, Herkimer, Otsego, Fulton, Montgomery, Hamilton	CNYPC, Mid-State CF, Marcy CF	Syracuse 333 E. Washington St Syracuse, NY 13202
Catchment Area 7:	Warren, Saratoga, Washington, Schenectady, Schoharie, Albany, Rensselaer, Greene, Columbia	Eastern CF, Ulster CF, Hudson CF, Brookwood CF, Greene CF	Central Office 1220 Washington Ave Bldg 4, Albany, NY 12226
Catchment Area 8:	Sullivan, Ulster	Sullivan CF, Woodbourne CF	Poughkeepsie 20 Manchester Rd Poughkeepsie, NY 12603
Catchment Area 9:	Dutchess, Orange, Putnam, Rockland, Westchester	Shawangunk CF, Walkill CF, Fishkill CF	Poughkeepsie 20 Manchester Rd

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			Poughkeepsie, NY 12603
Catchment Area 10:	New York, Kings, Bronx, Queens, Richmond	N/A	
Catchment Area 11:	Nassau, Suffolk	N/A	

Please note, "--" indicates multiple boards which occur on different weeks. Also please be advised the groupings of facilities at a Board is subject to change due to efficiency planning or facility closures.

*Catchments 1-3 have two Board weeks per month. Catchments 4-9 have one Board week per month. Catchments 10-11 have no Boards. Revocation Hearings take place in every county and are triggered by the arrest of a parolee. Revocation Hearings may occur each week in Catchments 1-9, but the Agency cannot predict the number of hearings or the frequency. Catchment 10 Revocation Hearings occur on a daily basis due to the population density in these counties. Catchment 11 has Revocation Hearings several days per week.