

**CHEROKEE NATION  
REQUEST FOR PROPOSAL  
TRANSCRIPTION SERVICES  
ADDENDUM 01**



**Acquisition Management  
On behalf of  
Health Services**

**CHEROKEE NATION  
P.O. Box 948  
Tahlequah, OK 74465  
(918) 453-5000**

# REQUEST FOR PROPOSAL TRANSCRIPTION SERVICES ADDENDUM 01

The following questions and/or requests for clarification were submitted in accordance with the Request for Proposal for Transcription Services.

**Question:** **Page 1-General Information, Item 2-** Are there any unique professional license or registration requirements for this RFP?

**Response:** No.

**Question:** **Page 1-General Information, Item 3-** Is TERO certification required for submitting this proposal, or just if awarded?

**Response:** The Cherokee Nation will accept proposals from Indian owned and non-Indian owned companies. The Indian Preference will be provided only to those responding parties that are TERO Certified and submit proof with their proposal.

**Question:** **Page 5-Terms and Conditions-General Responsibility-** Reference is made to Coding and Billing consulting. Will Coding and Billing services be part of this RFP?

**Response:** Disregard the reference. This Request for Proposal is for Transcription Services only.

**Question:** **Page 11-Proposal Requirements- Experience working with IHS/Tribal Facilities-** Does an absence of this preclude competing for this project?

**Response:** No.

**Question:** **Page 11-Specifications/Scope of Work-** Are the STAT jobs 2-hour turnaround for normal business hours, or 24x7? Is there an approximate number of STAT jobs to plan for? Do the multiple sites share a Cerner EHR or is each facility a standalone platform?

**Response:** Normal business hours for stat turnaround, based on central time zone. There are very few stat dictations. All Cherokee Nation sites share in the Cerner EHR, only 2 sites utilize the dictation services, Cherokee Nation W. W. Hastings Hospital and Cherokee Nation Outpatient Health Center, both based in Tahlequah.

**Question:** What is the approximate number of dictating users?

**Response:** 15

**Question:** Is there a projected volume of work (lines, pages, etc.)?  
**Response:** The total for the contract should give an idea of volume.

**Question:** Is there a list (and approximate volume) of document types to be transcribed?  
**Response:** There are 7 document types

**Question:** How will the completed work need to be returned to the Cerner EHR? Interface required?  
**Response:** A link will between the company and Cerner EHR will have to be completed. This has previously been the responsibility of the transcription service.

**Question:** Is there a local presence required in Oklahoma for you to consider our company as a viable candidate since we are located in Kentucky? We have been performing transcription for 20 years and have the latest technology in order for us to provide this service remotely.  
**Response:** Transcription has been performed remotely, out of state, for almost 13 years.

**Question:** Where can I find the rating criteria with Nations Health Services? This is referenced in the RFP but I do not see contents or a link to find out the information.  
**Response:** The rating criteria is listed on page 10 of the Request for Proposal

**Question:** Regarding the insurance, is proof required to be submitted with the proposal or only if we are awarded the contract?  
**Response:** Only if awarded.

**Question:** Also regarding the insurance, there was listed information about auto insurance. If this is done remotely is that something that needs to be provided.  
**Response:** The final insurance requirement and review will be completed by the Risk Management Department and shared with the awarded party regarding the auto insurance.

**Question:** For the pricing, does it require to be separated from the technical response and any particular format requirement (per line)?  
**Response:** Per line is preferred

**Question:** What is the current volume & the pricing the incumbent is charging?  
**Response:** This information will not be shared.

**Question:** Under the Scope of Work, Proposal Requirements section, it states experience working with IHS/Tribal Facilities is a requirement. Will proposals from new vendors without experience be accepted?

**Response:** Yes.

**Question:** If this is not a new requirement, please let us know what is currently being paid for the service.

**Response:** This information will not be shared.

**Question:** Is the solicitation open to contractors that do not have a TERO certification?

**Response:** The Cherokee Nation will accept proposals from Indian owned and non-Indian owned companies. The Indian Preference will be provided only to those responding parties that are TERO Certified and submit proof with their proposal.

**Question:** I noticed in the evaluation factors item 6. states Indian Preference - **TERO Certification must accompany response.**

**Response:** The Indian Preference will be provided only to those responding parties that are TERO Certified and submit proof with their proposal.

**Question:** Who is the incumbent vendor, and what is the current cost of transcription for this contract?

**Response:** This information will not be shared.

**Question:** What is the current monthly volume of transcription?

**Response:** Very low at this point with pandemic and not performing elective surgeries. Reference responses to other questions.

**Question:** How many dictators utilize the current transcription service?

**Response:** Can be up to 15

**Question:** In which format would you prefer the pricing to be broke down into; VBC, Line, or other?

**Response:** Line

**Question:** Can you please give an estimate or a previous year's average?

**Response:** Between 30,000-50,000 lines per month

**Question:** What are the average work types that are dictated most often?  
**Response:** Op notes, EEG notes, clinic progress notes are the 3 most used job types

**Question:** Who is the NATION's current transcription provider?  
**Response:** This information will not be shared.

**Question:** Are you seeking specific technology (i.e., Front-end Speech Recognition, Back-end Speech Recognition)?  
**Response:** We are only seeking transcription services not speech recognition

**Question:** Do your providers currently utilize Speech Recognition technology?  
**Response:** This is only for transcription services not speech recognition

**Question:** What are volumes of transcription (monthly, or quarterly, or annually)?  
**Response:** During the pandemic this is unable to be calculated accurately. Reference responses to other questions.

**Question:** Do you prefer billing by the line? Or, by the VBC?  
**Response:** By line

**Question:** Other than TERO Certification, do vendors have to register with Indian Health Services or Cherokee Nation to submit proposals?  
**Response:** No.

**Question:** Do Oklahoma-based vendors get any special consideration - (i.e., If all things are equal between two vendors, and one is from Oklahoma and the other vendor is from another state, how will the NATION decide?)  
**Response:** Location is not a preference. The only preference is Indian-owned as outlined in the RFP.

**Question:** Is the goal for the NATION to award the contract to only one bidder?  
**Response:** Yes

**Question:** Will NATION be scheduling a platform demo as part of the final decision-making process?  
**Response:** At the discretion of Cherokee Nation, selected offerors may be invited to supply additional information on the contents of their proposal. Such offerors could be asked to give a presentation and demonstrations of their proposal (possibly with an

emphasis on a topic or topics of Cherokee Nation's choice) followed by a question and answer session. Presentations will be done remotely. NOTE: Presentations, demonstrations or other individual contact is expressly prohibited during the proposal process; refer to RFP.