



## Administrative Office of the Courts

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Listed below are the 13<sup>th</sup> Judicial Circuit's responses to questions submitted by potential respondents to the ITN for Digital Court Reporting Monitoring and Transcription Service. All follow-up questions to the responses submitted by respondents who met the February 22, 2013, deadline have been added to this list and posted under the announcement section of the 13<sup>th</sup> Judicial Circuit's web site at <http://www.fljud13.org>.

**Q Will the new contractor be provided office space for:**

**DCR staff?**

A Yes.

**Back up server equipment?**

A Yes.

**Centralized monitoring equipment and personnel?**

A Yes.

**On-site management team?**

A Yes.

**Q Will any stenographers be required?**

A No

**Q If so, will there be a need for realtime court stenographers?**

A Not applicable.

**Q Are the current Digital Court Reporters employees of the Court?**

A No

**Q What pay grade/scale are the current DCRs compensated?**

A The 13<sup>th</sup> Judicial Circuit's current Digital Court Reporting Monitoring Service is a contractual service model. As such, the 13<sup>th</sup> Judicial Circuit is not privy to the compensation paid to the current DCRs.

**Q Will the new contractor have the ability to contact the current DCRs for employment under the new contract?**

A The existing DCR staff are employees of the current contractual service provider and not the 13<sup>th</sup> Judicial Circuit. Accordingly, the 13<sup>th</sup> Judicial Circuit will not address whether respondent is authorized to contact the current Contractor's staff or not.

**Q How many DCRs are there currently working?**

A Currently, there are 27 DCRs and one (1) on-site manager.

**Q Is this a sufficient number of DCRs to cover the 27 courtrooms?**

A Based on a one-to-one ratio, the number of DCRs required by the service provider is 27, plus backup DCRs to ensure coverage. It is respondent's responsibility to determine the requisite number of DCRs needed to provide coverage.

**Q Will all training of qualified DCR candidates be provided by the court staff?**

A No, this will be the responsibility of the Contractor. The Contractor will be required to train the DCRs in accordance with the 13<sup>th</sup> Judicial Circuit's training manual requirements.

**Q Please be specific regarding what training will be provided.**

A None.

**Q Will contractor DCRs be paid for the 30 days of training?**

A The Contractor will be responsible for bearing the training costs of Contractor personnel or each DCRM will be responsible on their own for the costs of the training.

**Q Will the court be providing background checks of qualified DCR candidates?**

A The 13<sup>th</sup> Judicial Circuit will conduct, and the contractor must cooperate with, a security background check on any and all employees, independent contractors, subcontractors, agents, or assigns furnished by the Contractor to perform the Service on-site or requiring security access.

**Q Is a sample recording and transcript available? Please provide this material in advance of the due date.**

A The cost of the above will be incurred by respondent in regard to obtaining either a sample recording or sample transcript. To obtain a sample of an audio recording, please contact the Court Business Center (CBC) at 813-272-5270. To obtain a sample of a transcript, please contact RTI at (813) 514-5100.

**Q Will additional DCRs, more than the 27 described, be required to monitor the centralized coverage for the General Magistrates and Child Support proceedings?**

A No.

**Q If so, how many General Magistrate/Child Support proceedings run daily?**

A Operations of the court for all divisions are scheduled Monday through Friday, from 8:00 A.M. to 5:00 P.M. However, court sitting hours vary by division of the court and are dependent upon the type of proceedings scheduled during any given week. The amount of sitting hours will be off-set on a day-to-day basis depending on the type of scheduled proceedings.

**Q What is the frequency and number of weekend and holiday proceedings?**

Digital Court Reporting Monitoring Service in the video courtroom is required 52 weekends (Saturday and Sunday) a year and on all holidays throughout the year. Depending upon the length of the docket in the video courtroom, on any given weekend or holiday, will dictate the number of court sitting hours. Past experience indicates that depending upon the length of the docket, these proceedings take 3 to 6 hours of digital court reporting monitoring coverage, but upon the rare occasion may exceed that time frame.

After-hours and weekend sitting hours for other divisions covered by the Digital Court Reporting Monitoring Service is totally dependent upon the type of proceeding scheduled in a specific division of the court. The amount of sitting hours will be off-set on a day-to-day basis depending on the scheduled proceeding.

**Q What is the expected ratio of DCR to court proceedings in the centralized monitoring station? Ex: 1:3, 1:4.**

A As is relates to the ratio of DCR to remote/centralized monitoring in domestic violence, the ratio is 3:1. In regard to the ratio of DCR to remote/centralized monitoring for first appearance hearings, the ratio is 1:1.

**Q Does the centralized monitoring facility include remote monitoring access to the 27 courtrooms?**

A No.

**Q Is the new contractor obligated to provide any recording/back up/ or servers beyond contractor's equipment for business purposes?**

A If Contractor's equipment for business purposes is in conjunction with providing transcription services, the Contractor will be responsible for its own server(s). The 13<sup>th</sup> Judicial Circuit provides all infrastructure hardware for the monitoring service.

**Q Under "Cost of Service" there is only one line item for per original page rate. If different delivery of transcripts is requested by ordering parties, will the same rate apply?**

**For example:**

- 1. Parties in trial request daily copy transcripts.**
- 2. Parties post trial request 10 day delivery of transcripts or portions of trial transcripts.**

A Appellate and non-appellate transcript pages (even if any person tries to define it as a daily, next day, expedited, original or regular, or an excerpt) will be provided at a per page rate, which includes an original and two (2) copies for appellate transcripts, and one (1) original copy for non-appellate transcript, as well as the coordination delivery and management of the Digital Court Reporting Transcription Service.

**Q Will an on-site tour prior to the March 11 deadline for receipt of proposals be provided to interested contractors?**

A The 13<sup>th</sup> Judicial Circuit will accommodate a site visit on March 4 or 5, 2013. The site visit will be limited to two (2) hours in duration from 9 A.M. to 11 A.M. If you are interested in setting up a site visit, please contact Janice Albury at (813) 272-6881 or [alburyjr@fljud13.org](mailto:alburyjr@fljud13.org).

**Q Will the management designated supervisor have access to court docketing information and other pertinent computer access for scheduling and management purposes?**

A Yes.

**Q If so, please be specific regarding what court records management will have access to.**

A The management designated supervisor will have access to docket and other pertinent information needed for scheduling and management purposes.

**Q Is there any relationship between RTI, the current transcription vendor and WUSF?**

A Not to the knowledge of the 13<sup>th</sup> Judicial Circuit.

**Q If any, what is the relationship?**

A See response above.

**Q What is the historical annual page volume for transcripts requested for appeal and non-appeals? Provide the last several years and differentiate between each.**

A FY2009-2010: Appellate - 35,781; Non-Appellate - 7,660

FY2010-2011: Appellate - 35,117; Non-Appellate - 5,755

FY2011-2012: Appellate - 40,752; Non-Appellate - 6,190

**Q Regarding the payment of invoice schedule; can the contractor expect payment in 30, 60 or 90 days after receipt of invoice?**

A All payments for invoices are made by the State of Florida and governed by Section 215.422, Florida Statutes.

**Q Are monies paid through the court or directly to the contractor for transcription services?**

A All monies are paid directly to Contractor by the State of Florida.

**Q Will there be a second opportunity to ask questions after receipt of the answers?**

A All follow-up questions and responses to the ITN for Digital Court Reporting Monitoring and Transcription Service will be added to the list and posted under the announcement section of the 13<sup>th</sup> Judicial Circuit's web site at <http://www.fljud13.org>. Only those respondents who submitted initial questions by the February 22, 2013 deadline will be permitted to submit follow up questions. All follow-up questions must be submitted no later than March 5, 2013, 5:00 p.m. Eastern Standard Time.

**Q Can proposals be submitted in hard copy (Section L.1.d.) or electronically (Section L.1.e.)?**

A Contractor will comply with all instructions for submissions as specified in the ITN.

**Q What digital recording solution is being utilized right now to capture the record?**

A VIQ.

**Q Do you know of any other courts in Florida that are also doing the full service solution as far as recording/monitoring/transcription?**

A Not to the knowledge of the 13<sup>th</sup> Judicial Circuit.

**Q There are five locations listed on page 5; could you provide us a breakdown of the number of courtrooms per location and the DCRMS at each, as well as the centralized monitoring for each location?**

A Based on a one-to-one ratio, the number of DCRs required is twenty-seven (27), which includes the centralized monitoring, plus backup DCRs to ensure coverage.

**Q Re: Appellate transcript preparation, what is the current volume or projected volume during the contract period?**

A FY2009-2010: Appellate - 35,781; Non-Appellate - 7,660  
FY2010-2011: Appellate - 35,117; Non-Appellate - 5,755  
FY2011-2012: Appellate - 40,752; Non-Appellate - 6,190

**Q Page 12 H. Technology backup - based on the system notated in the RFP, will the District provide initial training re: same?**

A No, this will be the responsibility of the Contractor. The Contractor will be required to train the DCRs in accordance with the 13<sup>th</sup> Judicial Circuit's training manual requirements, including the technology backup system.

**Q Who is currently providing monitoring and transcription to the Court? How many DCRMS are currently in place?**

A Monitoring service is provided by Presidio Network Solutions, Inc. Transcription service is provided by Record Transcripts, Inc. Twenty seven (27) DCRs and one (1) on-site manager.

**Q Are we required to contract with the current DCRMS?**

A No.

**Q Do the Courts included in this RFP maintain an 8-5 court calendar?**

A Operations of the court for all divisions are scheduled Monday through Friday, from 8:00 A.M. to 5:00 P.M. However, court sitting hours vary by division of the court and are dependent upon the type of proceedings scheduled during any given week (jury trial week, hearing docket week, etc.). The amount of sitting hours will be off-set on a day-to-day basis depending on the type of scheduled proceedings.

**Q What are the volume of transcripts provided, for example, how many daily transcripts, standard turn, etc.? Do you have statistics for previous years?**

A Appellate and non-appellate transcript pages (even if any person tries to define it as a daily, next day, expedited, original or regular, or an excerpt) will be provided at a per page rate, which includes an original and two (2) copies for appellate transcripts, and one (1) original copy for non-appellate transcript, as well as the coordination delivery and management of the Digital Court Reporting Monitoring and Transcription Service. Accordingly, the 13<sup>th</sup> Judicial Circuit does not track daily, next day, or expedited transcripts and, therefore, does not have statistics for previous years.

**Q Can you provide what the Court is currently paying on a monthly and hourly basis for what is referred to as Groups A and B in the RFP?**

A The flat monthly rate for the coordination and delivery of the DCRMS per courtroom, based on a one-to-one ratio for 27 DCRS along with centralized/remote coverage, is \$91,645.17. The cost of the DCRTS (appellate and non-appellate transcript) rate is \$5.50 per page, inclusive of the management.

The flat monthly DCRMS management rate is \$16,467.00.

**Q Is the Court open to negotiating a complete recording and transcription solution to include new hardware and software?**

A The 13<sup>th</sup> Judicial Circuit is seeking proposals from qualified Contractors to acquire Digital Court Reporting Monitoring and Transcription Service, in whole or in part, for all trial court proceedings where due process mandates the Service.

**Q How old is the current hardware and software?**

A The hardware is refreshed every 3 years per the requirements of the 13<sup>th</sup> Judicial Circuit and the Florida State Court's Technology Commission. Software licenses are renewed annually.

**Q Does your district clean up the transcripts or is it a verbatim transcript of the proceedings?**

A Digital Court Reporting Monitoring and Transcription Service for the 13<sup>th</sup> Judicial Circuit is a mission-critical due process function within the Court. The 13<sup>th</sup> Judicial Circuit relies on and requires a verbatim Multi-Media Court Record of what transpires during trial court proceedings for purposes of appellate and non-appellate review.

**Q We are familiar with Florida Rule of Judicial Administration, Rule 2.535 but in our experience many Jurisdictions have local rules related to transcript formatting that may affect how a vendor would quote their per page pricing. Can you provide more information about the courts requirements related to transcript formatting?**

A There are no local rule requirements for transcript formatting. All appellate and non-appellate formatting requirements must be produced in accordance with the time standards set forth in the Florida Rules of Appellate Procedure, Rule 9.200 et. seq., Florida Rule of Judicial Administration, Rule 2.535, and any orders issued by the Florida Supreme Court and Florida District Courts of Appeal related to such proceedings or transcripts.

**Q Can you please provide more information about the number of transcript pages that you would expect to be produced each year? Historical data on this topic would be very helpful to vendors in determining how to bid a per page price for this contract.**

A FY2009-2010: Appellate - 35,781; Non-Appellate - 7,660  
FY2010-2011: Appellate - 35,117; Non-Appellate - 5,755  
FY2011-2012: Appellate - 40,752; Non-Appellate - 6,190

**Q We would like to obtain a copy of the 13th Judicial training manual for DCRs; is this possible prior to the bid close date?**

A No, based on the fact that ITN submissions and the award are still outstanding it is too premature to address this issue.

**Q Of the 27 DCRs, are you aware whether they are strictly full-time or a combination of full and part-time? If possible, provide the breakdown of full and part-time.**

A The existing 27 DCRs are employees of the current contractual service provider and not the 13<sup>th</sup> circuit. As such, the 13<sup>th</sup> circuit does not concern itself with whether Contractor's personnel are full-time or part-time, as long as the requisite dcr coverage on a day-to-day, weekly, and monthly basis is met.

**Q Does 13th Judicial supply the computers, office furniture, internet connection and telephones for the DCRs and DCRS? Is there a charge to the contract holder for this?**

A Yes. No.

**Q Please clarify the answer defining daily, expedited, etc. Do daily and expedited transcripts exist in 13th Judicial or are all transcripts prepared on a standard 30 day turnaround?**

A The Administrative Office of the Courts, 13<sup>th</sup> Judicial Circuit (Circuit) has established the priority transcription production policy for the Digital Court Reporting Transcription Service (DCRTS). However, if a Judge, Staff Attorney, State Attorney's Office, Public Defender's Office, Private Court Appointed, or Office of Regional Counsel requests a daily or expedited transcript, the expectation of 13<sup>th</sup> Circuit is that the contractual transcription service provider will produce the transcript within the requested time frame.

**Q Does the current price of \$5.50 per page include original and copy to ordering parties?**

A The \$5.50 per page rate for appellate transcription includes an original and two (2) copies. The \$5.50 per page rate for non-appellate transcription includes an original and one (1) copy. The bulk of all transcript requests are generated by the State Attorney, Public Defender, and Private Court Appointed Counsel; and the 13<sup>th</sup> circuit is invoiced directly by the contractual service provider for production of those transcripts.

**Q Are we restricted from providing transcripts to ordering parties on an expedited turnaround at a higher per page price?**

A Yes. The bulk of all transcript requests are generated by the State Attorney, Public Defender, Private Court Appointed Attorney, and Office of Regional Counsel. As a result, pursuant to the Florida State Courts System's Cost Sharing Model for court reporting, the contractor is restricted from charging a higher per page rate.

**Q What is the current per page price for transcript copies (non-originals)?**



A The current per page rate for transcript copies (non-originals) is 25 cents per page. Also, please note that the cost for additional copies of an original transcript previously prepared will be provided at a per page “copy” rate.

**Q Are the transcription services provided by RTI onsite or a combination of onsite as well as at home transcriptionists?**

A All DCRTS is provided off-site by the current contractual transcription service provider.

**Q Does a document exist between the Court and any party to the current contract wherein the existing DCRs and DCRS must continue to perform their duties with a new firm?**

A No.

**Q In a typical court day, how many DCRs are covering the centralized monitoring under the 1:3 ratio?**

A The requisite DCR coverage is dependent upon and dictated by the court’s calendar and the types of proceedings scheduled during any given day, week and month. The decision as to how many DCRs are required to provide the service on a daily, weekly and monthly basis to ensure that all court proceeding coverage is met is the responsibility of Contractor.

**Q Are there any costs to the contract holder for use of the space utilized by the DCRs and DCRS or for the furniture, internet and phone lines (if provided by the Court)?**

A No.

**Q Are DCRs or DCRS required to accept deposits from parties on behalf of the Court or is that taken care of by court staff?**

A No. There are no deposits associated with the Digital Court Reporting Monitoring Service (DCRMS) or the DCRTS provided to the State Attorney, Public Defender, Private Court Appointed Counsel, or Office Regional Counsel pursuant to the Florida State Courts System’s Cost Sharing Model for court reporting.

**Q Is the office space provided adequate for interviewing, training, transcription stations (how many), manager’s office?**

A Yes, there is space available for interviews/training and one (1) manager, but there is limited space available for use as transcriptionist work stations.

**Q What, if any, furniture, fax, copier, computers, phones will be included in the space?**

A All of the listed items and equipment is provided by the 13<sup>th</sup> circuit.

**Q How soon will the new contractor have access to the office/s?**

A The current Agreements for DCRMS and DCRTS expire on June 30, 2013. Based on the fact that ITN submissions are still outstanding, it is too premature to address this issue.

**Q Will the court's IT personnel be responsible for the connecting our computers with the court's WAN, LAN? Or is the docketing info available over the internet?**

A Please refer to ITN Section B. Background. Docketing information is provided by the Clerk of Court's Office.

**Q Is there existing scheduling software/programs available to the new contractor?**

A No.

**Q Will other branches of the county be using the DCRs and DCRTS, i.e. Public Defender, States Attorney, Police Department, etc...**

A No, as to the DCRMS. Yes, as it relates to the DCRTS. Specifically, the State Attorney, Public Defender, Private Court Appointed Counsel and Office of Regional Counsel.

**Q What equipment is furnished for Pierce Street courtroom?**

A Please refer to ITN Section B Background.

**Q Who will train the new personnel and when would the training take place?**

A The Contractor will be required to train the DCRs in accordance with the 13<sup>th</sup> circuit's training manual requirements. The current Agreements for DCRMS and Digital Court DCRTS expire on June 30, 2013. Based on the fact that ITN submissions are still outstanding, it is too premature to address this issue.

**Q How often is the software upgraded and will you take any advice or suggestions from a new contractor?**

A The frequency of software upgrades are dictated by the software vendor's schedule. Any decisions related to software are made by the Court Communications & Technology Services Department in conjunction with the Trial Court Administrator.