



# Transcription Services RFP 2020

## Introduction and Overview

### Purpose of the Request for Proposal

This Request for Proposal (RFP) to bid from the U.S. Center for SafeSport (the Center) provides information and guidelines for transcription service vendors regarding the submission of proposals that will lead to the engagement of a company qualified to deliver efficient, accurate, and cost effective transcription services to the Center's Response & Resolution Office.

### Problem Statement

The U.S. Center for SafeSport seeks a transcription service provider who can deliver transcriptions of recorded interviews<sup>1</sup> in an efficient and cost-effective manner that meets the extraordinarily high standards of the Center.

### U.S. Center for SafeSport RFP Timetable

- RFP Release Date: **July 31, 2020**
  - The Center's RFP will be released
- Closing Date: **August 14, 2020**
  - Written responses, along with the completed proposal package, must be submitted to [safesport@safesport.org](mailto:safesport@safesport.org) by 5:00 P.M. Mountain Standard Time on August 23, 2020.
- Short-listed vendor presentations: **Week of August 17, 2020.**
  - Selected vendors will be invited to provide a video conference presentation detailing how their services meet the Center's needs for transcriptions.
- Selection timeframe: **Late August – Early September 2020**

### Submission Requirements

A proposal must respond to all questions in Sections II-IV. Each response must list the subheadings and number of the corresponding question or requirement.

In addition to answering all questions contained in the RFP, please ensure an official signed and authorized letter accompanies your proposal that provides the following information:

1. Pricing - please see the details and format outlined in "Bid Pricing" below.
2. Description of current clients/organizational contracts, scope of your organization's expertise.

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<sup>1</sup> The Center conducts interviews of parties to investigations via audio and video recording platforms. The content of the interviews is highly sensitive. The recorded interviews vary from thirty minutes to over three or four hours at a time.

3. Disclosure of any clients include the U.S. Olympic and Paralympic Committee (USOPC) or any of the National Governing Bodies (NGB) recognized by the USOPC, and if so, certification regarding the protection of client/Center's information.

All proposals should also include electronic screenshots and/or other representative samples of the following:

1. Available options for file transfer systems, to include individual user and system-level operations.
2. Transcribed materials, including examples of transcriptions created from both audio and video files.

### **Center RFP Terms and Conditions**

Vendors may withdraw their proposal at any time during the RFP process. To withdraw a proposal, please send an email stating your withdrawal to [safesport@safesport.org](mailto:safesport@safesport.org).

All expenses incurred for the preparation and submittal of the RFP response are the sole responsibility of the vendor and shall not be charged to the Center.

All information in this proposal is confidential and proprietary. It may not be communicated, in part or in whole to, any third party without prior written approval from the Center.

Vendors must attach their company's standard contractual terms and conditions with their responses, for review by the Center.

## **I. U.S. Center for SafeSport Organizational Overview**

### **About the U.S. Center for SafeSport**

The U.S. Center for SafeSport is an independent, nonprofit 501(c)(3) organization established in March 2017 in the wake of several high-profile abuse cases. The Center is responsible for responding to and preventing emotional, physical, and sexual misconduct and abuse in the U.S. Olympic and Paralympic Movement. Under the Protecting Young Victims from Sexual Abuse and Safe Sport Authorization Act of 2017, we are the only organization in the country congressionally mandated to take on this task. The law entrusts the Center as the exclusive authority to respond to reports of abuse and misconduct within the United States Olympic & Paralympic Committee (USOPC) and their recognized National Governing Bodies (NGB) and High-Performance Management Organizations (HPMO). We are also an educational resource for sports organizations at all levels, from grassroots amateur sports organizations to professional leagues.

Our mission is to make athlete well-being the centerpiece of our nation's sports culture through abuse prevention, education, and accountability. We live this mission every day by focusing on the fundamentals needed to change sports culture.

#### Policy and Prevention

We educate coaches, athletes, and others involved in sport to prevent abuse, recognize signs of grooming, understand appropriate boundaries, and report. We believe prevention, education, and training are critical to culture change.

#### Organizational Accountability

We develop athlete safety policies and best practices for the USOPC, more than 50 NGBs, and 5 HPMOs, representing 13–18 million participants. The Center also holds every one of these organizations accountable through a comprehensive audit and compliance program.

#### Individual Accountability

We thoroughly investigate allegations of emotional, physical, and sexual abuse and misconduct, and prohibit those who violated the SafeSport Code from participating in Olympic and Paralympic sport.

#### Projected Transcription Volume

The U.S. Center for SafeSport serves nearly 15 million people within the U.S. Olympic & Paralympic Movements by providing response and resolution services, audit and compliance services, and education and outreach services.

The Response & Resolution Office estimates a volume of 4500-5700 recordings to be submitted for transcription in 2021. It is estimated the recordings consist of between 250,000 – 370,000 and minutes.

## II. Proposal Submission Instructions & Guidelines

Proposals should include detailed responses in the order listed below, as applicable to the vendor:

#### Company Information

1. Full legal business name, including any DBAs
2. Primary business/headquarters address, and any other locations
3. Primary Contact for the RFP submission
4. Description of the ownership structure
5. Number of employees
6. A brief history of the company, including the year it was founded
7. Website(s) and social media handles
8. Description of how data is stored, including lists of country/ides of data storage

### **Demonstration of Experience**

1. Describe the company's experience in managing multiple users of your transcription service platform. Please include any special features that ensure a responsive user experience.
2. Provide a list of nonprofit clients, if any, identifying a list of 3 clients and executive contacts for references.
3. Describe the company's client retention rate for the past 3 years.
4. Describe the company's growth during the past three years.
5. Describe the investment in the platform planned for the next year. Please include planned improvements to the platform.
6. Briefly describe what makes the company outstanding or unique or particularly applicable to the mission of the Center.

### **III. Bid Pricing General Outline**

Provide an overview of pricing per component and for packages as follows:

#### **Component Pricing**

1. Price per minute of transcribed material, based on volume or other metric so as to provide an economy of scale as user volume increases. (volume discount tables)
2. Price per user per year, if applicable, based on volume or other metric so as to provide an economy of scale as user volume increases. (volume discount tables)
3. Detailed list and description of any and all initial fees associated with new clients. Please include any potential waivers of applicable fees.
4. Detailed list and description of any and all other fees associated with proposed services. Please include any potential waivers of fees.
5. Detailed list and description of any and all service and/or maintenance fees associated with proposed services.

### **Vendor Fee Payment Schedule**

1. Price per minute and/or per recording.
2. Any monthly/annual fees.
3. Any additional fees.
4. Applicable payment terms.

## **IV. Considerations for Implementation**

The process for an agreement, execution of a contract, and implementation of services should progress as follows:

### **Vendor Presentations**

Selected vendors will be invited to present via videoconference to Center representatives. Vendors will be expected to outline and elaborate on their proposal and to field questions, as appropriate.

### **Bid Selection**

The Center will decide on a vendor. The Center reserves the right to reject all proposals, wholly or in part; to waive any technicalities and minor irregularities; and to request additional information and clarification from bid respondents. The Center further reserves the right to award a contract that, in its sole judgment, is deemed to be in its best interest and to comply with Federal law and Federal grant requirements.

### **Terms of Agreement**

A mutually agreeable contract will be executed for a one-year period, which is renewable for additional terms at the discretion of the Center, upon performance review. The contract termination and renewal terms will be outlined in the agreement. The executed contract will be governed by laws in the State of Colorado and in compliance with other Federal requirements.

## **Selected vendor must show evidence as follows**

### **Compliance with Applicable Law**

The successful vendor shall at all times observe and comply with federal, state and local laws, ordinances, orders and regulations existing at the time of or enacted subsequent to the execution of this contract that in any manner affects the completion of the work.

### **Records Retention**

Ability to maintain all requests and results securely, and to abide by all relevant federal and state laws governing the privacy of this information. The contractor also must agree to provide copies of all requests and results for the life of this contract and for a seven-year period following the termination of this agreement.

### **Reporting Process**

The contracted vendor must provide monthly reports, which include the total number/volume and nature of transcriptions provided.

### **Certification of Confidentiality**

The vendor and the Center mutually agree that any, and all financial, enrollment, planning, and other sensitive information contained in the RFP and submitted proposals, or shared with each other during either the bidding, negotiation process or the performance of any agreement will be kept confidential.

### **Assignment and Subcontracting**

The contracted vendor must provide assurance that the contract will not be assigned or transferred without the knowledge and written consent of the Center. Subcontracting of the entire operation or any portion thereof is prohibited without the prior approval and written consent of the Center.

### **Equal Employment Opportunity**

The U.S. Center for SafeSport does not discriminate on the basis of race, color, gender, religion, sexual orientation, national or ethnic origin, age, disability, marital status, or veteran status in any program or activity or with regard to admission or employment. A selected vendor must likewise comply with all Equal Opportunity laws.

### **Customer Service**

Customer service is a key component of the projected vendor-Center business relationship. Responses should provide answers to the following:

1. Describe the process and timeframe for handling escalations, customer complaints, emergent requests, and service issues, including the response timelines.
2. How will the account be serviced? Describe procedures and staffing capabilities, including any system or tools provided to answer common questions. Include relevant points of contact.
3. How does the company assess customer satisfaction?
4. What is the company's standard of quality customer service? Describe any quality control

procedures used to ensure and validate data acquisition and reporting results.

5. The contracted vendor will be expected to have a formal record retention policy. Describe how you handle record retention.