

QUESTIONS AND ANSWERS

RFP # 2024-002

State of New Hampshire Public Utilities Commission

Remote Court Reporting & Transcription Services

	Questions	Answers
1.	We understand the number of hearings, hours, etc. Of those, historically, how many have required remote attendance?	If this question is asking how many remote court reporters the Commission has utilized in the past, the answer is none. If this question is asking how many of our in-person hearings have remote participation we estimate that approximately 1/4 of hearings have remote attendance, and there is a mix of remote and in person attendees. Typically, there are 1-4 people attending remotely if there is remote attendance.
2.	To ensure we create a page rate not exceeding \$369,000, could you please let us know how many pages of transcript from remote attendance were produced?	The Commission has not used remote stenographers in the past. All of our transcripts, unless confidential, are placed in our dockets in the virtual file room. The files can be located at (https://www.puc.nh.gov/Regulatory/VirtualFileRoom.html)
3.	How many pages of transcript from transcription were produced?	See the Commissions website virtual file room for a record of transcript pages. (https://www.puc.nh.gov/Regulatory/VirtualFileRoom.html)
4.	When a remote attendance hearing is held, is there also a taped version being made by PUC?	The Commission makes both a MP3 audio and a video MP4 recordings for all hearings.
5.	For recorded hearings, by what manner does PUC supply the video or audio file? If we supply a portal, will that be satisfactory?	MP3 or MP4. See RFP pg. 4, "Provide an electronic copy of the final transcript, in searchable PDF to the PUC by email, Vendor's secure web portal, or NH State File Transfer Protocol (SFTP), as directed."
6.	Transcript delivery seems to be hard copy (original & 1) and electronic delivery. Is this an either or both delivery?	Either, as directed by the PUC.
7.	Are transcripts delivered to PUC only or does the Vendor also deliver transcripts to participants?	PUC only. The PUC posts in the docket for all parties to see in the virtual file room on the Commissions website. (https://www.puc.nh.gov/Regulatory/VirtualFileRoom.html)
8.	Is there a current Vendor? If so, has this Vendor provided services for more than one contract period?	There is not a current vendor for Remote Court Reporting & Transcription Services. There is an in-person vendor who has provided services for more than one contract period who does not offer Remote Court Reporting & Transcription Services.

		There is a remote vendor who provides transcription services from recordings who is not providing Remote Court Reporting attendance services and has not provided services for more than one contract period.
9.	What are the attendance fees and transcript rates under the current transcript?	The current contracts do not provide remote attendance services.
10.	Will you please provide a copy of other potential participants' inquiries and your responses.	All questions from all potential participants are listed in this document posted on the PUC's website on the Request for Proposals webpage. (https://www.puc.nh.gov/Home/requestforproposal.htm)
11.	How often are hard copies requested historically?	Since COVID-19 copies are in digital PDF.
12.	Who is the current vendor?	There is not a current vendor for Remote Court Reporting & Transcription Services.
13.	What are the current rates by line item?	There is not a current vendor for Remote Court Reporting & Transcription Services.
14.	What are the prior year(s) annual expenditure totals for the current contract?	There is not a current vendor for Remote Court Reporting & Transcription Services.
15.	What are prior year(s) volume by line item?	There is not a current vendor for Remote Court Reporting & Transcription Services.
16.	Is sample audio of prior transcription-only projects available for review?	Audio is available for recent dockets.
17.	We understand what you mean by national certified reporter, but what do you mean by "nationally certified Vendor" on Page 3? What national certification is the vendor company required to have?	Please see pg. 1: "The New Hampshire Public Utilities Commission ("the Commission" or "the PUC") seeks nationally certified remote court reporting and transcription services" "For the purposes of this RFP, the term "Vendor" shall mean a person or entity offering products or services for sale in response to this RFP."
18.	Are all hearings captioned whether live or post-production?	Currently hearings are not captioned.