



STATE OF TENNESSEE  
DEPARTMENT OF SAFETY AND HOMELAND SECURITY

REQUEST FOR INFORMATION  
FOR  
Recorded Audio/Video Transcription Solution

RFI # 34901-01512  
January 5, 2024

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, Department of Safety and Homeland Security (“TDOSHS” or “State”) issues this Request for Information (“RFI”) for the purpose of finding a system that can generate transcripts from recorded audio and video files. For clarification, the State is not looking for live transcription services.

**2. BACKGROUND:**

The State’s Legal Division is looking for an on-demand system that can generate transcripts from audio and video recordings in a single and multi-speaker environment.

**2.1. THE STATE DESIRES, AT A MINIMUM, THE FOLLOWING:**

**2.2. The system:** The system should be capable of generating transcriptions of recorded audio and video files produced in a number of different formats such as .wma, .wmv, .mp3 and .mp4, .m4a, .avi, and .mov files and within single or multi-speaker environments. Below are key areas that will need to be addressed by the proposed system:

2.2.1. Automation – The system should automatically convert audio and/or video recordings into text with 95% or higher accuracy.

2.2.2. File Transfer and Storage – The system shall provide secure, encrypted file transfer protocols for transferring files to and from the State and ensure encryption and security while files are in transit and at rest. The system should have the ability to securely store the transcripts and recorded audio and video files until the State is ready to access them. The system must be government cloud compliant and any data must only be hosted in the continental United States.

2.2.3. Review – The system shall permit export of transcribed documents in Microsoft Word and PDF format to allow document manipulation as needed.

2.2.4. Searchability and Usability – The documents produced from the recorded audio and video files shall be key word searchable, identify the speakers, and be time stamped to correspond with the recorded audio and video files.

**3. COMMUNICATIONS:**

**3.1.** Please submit your response to this RFI to:

Lindsey Lattner, Sourcing Account Specialist  
Central Procurement Office  
Tennessee Department of General Services  
WRS Tennessee Tower, 3<sup>rd</sup> Floor  
312 Rosa L. Parks Avenue  
Nashville, TN 37243  
Email Address: [Lindsey.Lattner@tn.gov](mailto:Lindsey.Lattner@tn.gov)  
Office Telephone Number: 615-741-9282

**3.2.** Please feel free to contact the Department of General Services with any questions regarding this RFI. The main point of contact will be:

Lindsey Lattner, Sourcing Account Specialist  
Central Procurement Office  
Tennessee Department of General Services  
WRS Tennessee Tower, 3<sup>rd</sup> Floor  
312 Rosa L. Parks Avenue  
Nashville, TN 37243  
Email Address: [Lindsey.Lattner@tn.gov](mailto:Lindsey.Lattner@tn.gov)  
Office Telephone Number: 615-741-9282

**3.3.** Please reference RFI # **34901-01512** with all communications to this RFI.

**4. RFI SCHEDULE OF EVENTS:**

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		Friday, January 5, 2024
2.	Written Questions and Comments Deadline	2:00 pm	Friday, January 19, 2024
3.	State Responds to Questions and Comments		Friday, January 26, 2024
4.	RFI Response Deadline	2:00 pm	Friday, February 9, 2024
5.	Schedule Demonstrations		Monday, February 19, 2024
6.	Demonstrations to be Performed in Person or Virtually*		February 22 – 26, 2024

**5. GENERAL INFORMATION:**

**5.1.** Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

**5.2.** The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the State chooses not to go further in the procurement process and responses are never evaluated, the responses to the

procurement including the responses to the RFI, will be considered confidential by the State.

**5.3.** The State will not pay for any costs associated with responding to this RFI.

**5.4.** Demonstrations should address the following:

- a. A thorough walkthrough of each component of the application and how each component works with other components of the full system.
- b. Record keeping designed specifically for transcription services within the system. Include an explanation on:
  - i. How information and records are retained/stored within the system;
  - ii. The length of time information is stored and retained;
  - iii. Storage capacity, including whether there are any storage limits;
  - iv. How data and information will be secured while in transit and at rest; and
  - v. Reports and statistics that can be generated from the system.
- c. The ability to modify and adapt the system to meet the needs of the State. Include an explanation of administrative rights, including adding and deleting users as well as other functions of administrative rights.
- d. Training and technical support.

Demonstrations should last no more than one (1) hour and be conducted at the following location, or virtually if pre-approved by the State\*:

WRS Tennessee Tower, 3rd Floor  
312 Rosa L. Parks Avenue  
Nashville, TN 37243

**6. INFORMATIONAL FORMS:**

The State is requesting the following information from all interested parties. Please fill out the following forms:

<b>RFI # 34901-01512</b>	
<b>TECHNICAL INFORMATIONAL FORM</b>	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS <ol style="list-style-type: none"><li>a. Provide a description of your company's experience providing this type (as mentioned in this RFI) or similar solutions for an entity that is similar to the one described in this RFI.</li><li>b. Provide three (3) references from other clients.</li></ol>
4.	Configuration

<ul style="list-style-type: none"> <li>a. Does the software (system) meet the government cloud standard?</li> <li>b. Are the files that will be held by the Company stored within the United States?</li> </ul>
<p>5. Technical Design/Infrastructure/Security</p> <ul style="list-style-type: none"> <li>a. Describe the help desk and communication tools that will be available to the State for communicating questions or concerns.</li> <li>b. Describe the use of industry best practices in the development and delivery of similar systems/solutions.</li> <li>c. Describe how data is secured while at rest, transit, or in use.</li> </ul>
<p>6. Implementation</p> <ul style="list-style-type: none"> <li>a. Provide the expected timeframe for each of the following activities: <ul style="list-style-type: none"> <li>i. Design of the system;</li> <li>ii. Development of the system;</li> <li>iii. Testing;</li> <li>iv. Training; and</li> <li>v. Installation and implementation concerning the system. This includes any conversion time needed during transition from existing system to new system.</li> </ul> </li> <li>b. Provide information on project management and implementation management.</li> <li>c. Describe/outline ongoing training that could be provided to employees. Is training readily available including on-line formats and easily accessible?</li> <li>d. Describe any lessons learned on previous projects that the State should consider for this project.</li> </ul>
<p>7. Support</p> <ul style="list-style-type: none"> <li>a. Describe the maintenance and support plans that are available.</li> </ul>

<b>COST INFORMATIONAL FORM</b>
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. Describe the typical price range for similar services or goods
3. Please provide a rough non-binding estimated price range for the system.
4. Please provide monthly, quarterly, and yearly costs for this system based on licenses or users.
5. What does your company believe to be the most efficient and cost effective solution (i.e., leasing purchasing, etc.)

<b>ADDITIONAL CONSIDERATIONS</b>
1. Please provide input on alternative approaches or additional things to consider that might benefit the State:
2. Please describe any other considerations.