



Recommendation for Action

File #: 23-2566, **Agenda Item #:** 37.

9/14/2023

Posting Language

Authorize negotiation and execution of a contract for transcription services with VIQ Solutions, Inc., for up to five years for a total contract amount not to exceed \$550,000.

[Note: This solicitation was reviewed for subcontracting opportunities in accordance with City Code Chapter 2-9C (Minority Owned and Women Owned Business Enterprise Procurement Program) and subcontractor goals were applied to the solicitation. The subcontracting goals were met, and the resulting contract will include 4.69% combined MBE/WBE participation].

Lead Department

Financial Services Department.

Client Department(s)

All City Departments.

Fiscal Note

Funding in the amount of \$7,083 is available in the Fiscal Year 2022-2023 Operating Budget of various City departments. Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

The Financial Services Department issued a Request for Proposals (RFP) 8700 ALD3035 for these services. The solicitation was issued on April 24, 2023, and closed May 18, 2023. Of the six offers received, the recommended contractor submitted the best evaluated responsive offer. A complete solicitation package, including a log of offers received, is available for viewing on the City's Financial Services website, Austin Finance Online. Link: [Solicitation Documents](https://financeonline.austintexas.gov/afo/account_services/solicitation/solicitation_details.cfm?sid=136293)

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For More Information:

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at: FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500. Respondents to the solicitation and their Agents should direct all questions to the Authorized Contact Person identified in the solicitation.

Additional Backup Information:

The contract will provide transcription services of audio and video recordings for the Austin Police Department (APD), Emergency Medical Services (EMS), and the Austin Fire Department (AFD). APD is required to transcribe audio and video recordings during criminal and internal investigations. Accurate and timely transcriptions are a critical component of an investigation and are used by APD personnel and related government agencies such as the District Attorney's office in preparation for trial proceedings and may be presented in court when prosecuting a case. The source material may be CDs, DVDs, digital sound files, audio and video tapes, and digital video. The primary users of this service are the Internal Affairs, Homicide, Cold Case, and Child Abuse units. EMS is required to transcribe audio during internal investigations pursuant to

Civil Service Law. AFD transcription services are used during administrative investigations.

This contract replaces an existing contract that expires on October 13, 2023. The recommended contractor is the current provider for these services. The requested authorization amount for this contract was determined based on analysis of historical spend and using departmental estimates.

If the City is unable to secure a contract, there could potentially be an increase in the backlog of files requiring transcription for multiple departments which will delay court actions and timely prosecutions for APD.

An evaluation team with expertise in this area evaluated the offers and scored VIQ Solutions, Inc. as the best to provide these services based on price, local business presence, service-disabled veteran business enterprise, experience and qualifications, work plan approach, and level of technology.

Contract Detail:

<u>Contract Term</u>	<u>Length of Term</u>	<u>Contract Authorization</u>
Initial Term	2 yrs.	\$220,000
Optional Extension 1	1 yr.	\$110,000
Optional Extension 2	1 yr.	\$110,000
Optional Extension 3	1 yr.	\$110,000
TOTAL	5 yrs.	\$550,000

Note: Contract Authorization amounts are based on the City's estimated annual usage.