

ATTACHMENT 1

STATEMENT OF WORK

TRANSCRIPTION SERVICES

TRANSCRIPTION SERVICES

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- Attachment 1B: Transcription Services Work Request
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- Attachment 1F: Internal Criminal Investigations Bureau – Work Sample
- Attachment 1G: Contract Discrepancy Report

TRANSCRIPTION SERVICES

1.0 SCOPE OF WORK

- 1.1 Under the Master Agreement, Contractor shall provide Transcription Services (Services) to the Los Angeles County (County) Sheriff's Department (Department) on an as-needed, intermittent basis. The Services will be used by various bureaus and units listed on Attachment 1A (Bureau/Unit Locations and Addresses) to this Statement of Work (SOW).
- 1.2 The Department requires the Services of transcribers, located in the State of California, to transcribe recorded dictation of interviews of victims, subjects, witnesses, suspects, Departmental personnel, 9-1-1 calls, radio transmissions, polygraph examinations, and other recorded information. The recorded dictations may be provided in English, Spanish, or Chinese dialect(s).

2.0 WORK REQUIREMENTS

2.1 Contractor's Office and Hours of Operation

- 2.1.1 Contractor shall maintain an office in Los Angeles County or an adjoining county with a telephone number in the company's name where Contractor conducts business.
- 2.1.2 Contractor shall provide County Project Manager with an e-mail address for any County inquiries or complaints.
- 2.1.3 At least one Contractor or Contractor employee who can respond to requests for services, inquiries, and for complaints that may be received regarding Contractor's performance of the Master Agreement Services shall staff the office from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding the County-recognized holidays listed in Paragraph 2.2 (Holiday Schedule) below. Contractors employees must be able to speak, read, and write in the English language.
- 2.1.4 When the office is closed, a 24-hour message system shall be available to receive calls. Contractor shall answer calls received by the answering service within 24 hours of receipt of the call.

2.2 Holiday Schedule

- 2.2.1 County and Contractor may make temporary adjustments to Paragraph 2.1.3 above to accommodate the County-observed holidays listed below. Any request to adjust Service schedule(s) shall be submitted in writing to County Project Manager two weeks prior to any schedule changes.
 - New Year's Day – January 1
 - Martin Luther King Jr.'s Birthday – The third Monday in January
 - Presidents' Day – The third Monday in February

- Cesar Chavez Day – The last Monday in March
- Memorial Day – The last Monday in May
- Independence Day – July 4
- Labor Day – The first Monday in September
- Indigenous People’s Day – The second Monday in October
- Veterans Day – November 11
- Thanksgiving Day - The fourth Thursday in November
- Friday after Thanksgiving – The Friday following the fourth Thursday in November
- Christmas – December 25

2.3 Guidelines for the Distribution of Work

2.3.1 It is the intent of the Department to issue Work to the next available Active Contractor on a rotational basis.

2.3.2 Department will make a reasonable attempt to contact (e.g., voicemail, email) the next available Active Contractor for all Work requests.

2.3.2.1 Failure of Contractor to provide acceptance of Work, may result in the Department proceeding to the next available Active Contractor.

2.3.3 After acceptance of Work by Contractor, County will upload audio file to Contractor’s designated folder located within County’s File Transfer Protocol (FTP) server.

2.3.4 Contractor’s Acceptance of Work and Request to Extend Turnaround Time

2.3.4.1 Within two hours following County’s request for Work, Contractor shall have two hours to submit a completed Attachment 1B (Transcription Services Work Request) to this SOW, to the appropriate point of contact listed in Attachment 1A (Bureau/Unit Locations and Addresses) to this SOW, attesting to the receipt of Work and the commencement of the required turnaround time.

2.3.4.2 Any request by Contractor to extend the turnaround time listed in Paragraph 4.6 (Return Time for Completed Transcripts) of this SOW, shall be requested within two hours specified in Paragraph 2.3.4.1 above and shall be indicated in the appropriate box listed in Attachment 1B (Transcription Services Work Request) to this SOW.

2.3.4.3 Department, in its sole discretion, may approve or deny Contractor’s extensions request.

2.4 Contractor Work Requirements

Contractor shall provide Services, on an as-needed basis, as required by the Department and approved by the County Project Manager. Contractor's Services shall include, but not be limited to, the following:

- 2.4.1 Contractor shall transcribe recorded dictation of interviews and investigations of victims, subjects, witnesses, suspects, Departmental personnel, 9-1-1 calls, radio transmissions, polygraph examinations, and other recorded information.
- 2.4.2 Contractor's transcription report shall have a one-inch margin at the top, bottom and sides of each page. A page is defined as 30-40 lines. A line is defined as 60 characters. A character is defined as any keystroke including the space bar.
- 2.4.3 Contractor's transcripts of recorded dictation shall contain no typographical errors or misspelled words.
- 2.4.4 Contractor shall correct and retype, at no cost to the Department, those transcripts that are of unacceptable quality in either accuracy or appearance as determined by County Project Manager. The number of corrections required in each transcript, and the frequency of transcripts that require corrections, will be monitored and documented by the Department in accordance with Paragraph 5.3.1 (Contract Discrepancy Report) of this SOW.
- 2.4.5 **Blank Audio Recording Review**
Blank audio recording review shall be required for recordings that include gaps of silence having no vocalized communication to transcribe. When reviewing files containing blank audio, Department recommends Contractor and Contractor's transcribers utilize visualizer tools similar to Adobe Waveform and Audacity Waveform, as utilization of such tools will significantly speed up the review process and maximize Contractor's use of time.
County will not reimburse Contractor for the review or attempted transcription of any blank audio recording.
- 2.4.6 In addition to the above, Contractor shall comply with the requesting bureau/unit's specific Work requirements in accordance with Paragraphs 3.0 (Bureau/Unit Work Specifications) below.

2.5 Contractor's Transcriber Qualifications

- 2.5.1 Contractor's transcribers shall be employees of Contractor and thus directly employed by Contractor.
- 2.5.2 Contractor's transcribers must have a minimum of three years of experience, within the last five years, providing transcription services to government agencies with similar volume and work to that described in this SOW. One of the three years of experience

must have been providing transcription services for a law enforcement agency.

2.5.3 All staff employed by and on behalf of Contractor shall be adults, 18 years of age and older, who are legally eligible to work under the laws of the United States of America and the State of California. Contractor's staff having direct contact with County (either by telephone, electronic or written correspondence, or in person) shall be fully fluent in both spoken and written English.

2.5.4 Contractor's transcribers shall type a minimum of 45 net words per minute.

2.6 Approval of Contractor's Staff

2.6.1 Contractor shall provide County Project Manager with resumes and supporting documentation for each transcriber that will provide Services in order to verify each transcriber's qualifications. Resume information shall include agency names, services provided, start dates, and end dates.

2.6.2 County Project Manager has the right to approve or disapprove any proposed replacement for Contractor Project Manager or Contractor's staff. If Contractor desires to replace, or if County, at its discretion, requires removal of, Contractor Project or staff, Contractor shall provide County with a resume of such proposed replacement, and an opportunity to interview such person prior to such person performing any Work hereunder. County shall not be unreasonably delay its approval of a replace of Contractor Project Manager or staff.

2.7 Foreign Language Transcriptions

2.7.1 Spanish Language Transcriptions

The Work requirements for transcriptions that need translation from the Spanish language to the English language may vary from the Work requirements described in Paragraphs 3.0 (Bureau/Unit Work Specifications) below. County Project Manager will provide Contractor with format, transcription, and translation requirements, in writing before Work can commence. Upon request by County Project Manager, Contractor shall provide a statement certifying that the transcription and translation from Spanish to English was performed to the best of the ability of the transcriber/translator. The certification shall include the header of the translated/transcribed document and provides verification of translator's State certification.

2.7.2 Chinese Dialect(s) Transcriptions

The Work requirements for transcriptions that need translation from the Chinese dialect(s) to the English language may vary from the Work requirements described in Paragraphs 3.0 (Bureau/Unit Work

Specifications) below. County Project Manager will provide Contractor with format, transcription, and translation requirements in writing before Work can commence. Upon request by County Project Manager, Contractor shall provide a statement certifying that the transcription and translation from Chinese to English was performed to the best of the ability of the transcriber/translator. The certification shall include the header of the translated/transcribed document and provides verification of translator's State certification.

2.8 Special Work

The Special Work described in this Paragraph 2.6 shall require the prior written approval of the County Project Manager.

2.8.1 Unintelligible Audio Review

Unintelligible Audio Review shall be required for recordings that may have vocalized communication that is difficult to understand. Contractor shall attempt to transcribe audio that can consist of mumbling, multiple voices, etc. If unable to decipher, Contractor shall type "Unintelligible." Contractor will be compensated for "Unintelligible" transcription Services in accordance with Exhibit F (Rate of Compensation) to the Master Agreement.

2.9 Legal Testimony

2.9.1 Contractor agrees and consents that Contractor and its employees shall be subject to the jurisdiction of the California courts for purposes of subpoena and legal testimony. Contractor shall respond to such subpoenas and provide legal testimony to the court or as needed by the Department at no charge to the County.

2.9.2 When required by subpoena or other legal process, or at the request of Department, Contractor shall provide legal testimony related to the transcription and/or translation Services provided under the Master Agreement, and after the expiration thereof. Contractor shall not be compensated for this legal testimony work.

2.9.3 When required by subpoena or other legal process, Contractor shall appear in court to testify on cases relating to transcription and/or translation Services related to the Master Agreement, even after under the Master Agreement, and after the expiration thereof. Contractor shall not be compensated for this court testimony work.

3.0 BUREAU/UNIT WORK SPECIFICATIONS

3.1 Internal Affairs Bureau (IAB)

The Department's Internal Affairs Bureau (IAB) requires Services on an as-needed, intermittent basis. IAB uses digitally recorded audio, audio/video cassette tapes, compact disks (CDs) and Digital Video Disks (DVDs) to record, but is not limited to the above recording formats. Transcription requirements for IAB include, but are not limited to, the following:

- 3.1.1 Contractor must have the ability to receive digitally recorded audio in WAV, MP3, WMA, DSS or DS2 file format with a minimum of 150 MB file transfer size via a dedicated high-speed internet connection.
- 3.1.2 Contractor must have a secure, dedicated computer file server to store and maintain digitally recorded audio in WAV, MP3, WMA, DSS or DS2 file format, and a secure FTP site/server to receive files. The security of the server is subject to review and approval by the Department.
- 3.1.3 If the audio, video, CD or DVD is unclear or not audible, it shall be the responsibility of Contractor to type "(UNINTELLIGIBLE)" in the submitted transcript where such instances occur.
- 3.1.4 Completed transcripts derived from digitally recorded audio shall be sent electronically to designated Department personnel using email, FTP, or other Department-designated method.
 - 3.1.4.1 IAB will provide Contractor with a list of authorized users. Contractor shall ensure confidential data is sent only to authorized users.
 - 3.1.4.2 Any data transmitted over the internet must be encrypted. Contractor shall use Department-designated encryption software.
 - a. If files are being transmitted over the internet via email, Contractor must implement TLS Encryption on their mail server/gateway.
 - b. If files are being transmitted over the internet via http, Contractor must implement SSL encryption.
 - c. If files are being transmitted over the internet via any other type of connection, the method used must be approved by the Department's Data Systems Bureau (DSB) Information Security Officer.
- 3.1.5 In instances where audio/video cassette tapes, CDs, or DVDs with tracking receipts are sent to Contractor for transcription, the audio/video cassette tapes, CDs, DVDs, and tracking receipt shall be returned to IAB with the completed transcript. The audio/video cassette tapes, CDs, DVDs, and tracking receipt shall not be erased or altered in any way.
- 3.1.6 Unless otherwise directed by IAB, all transcripts shall be prepared using the following format (refer to Attachment 1C (Internal Affairs Bureau – Work Sample) to this SOW):
 - a. Microsoft Word and typed in ARIAL 12 POINT font with full justification format.

- b. Transcripts shall be typed in single-space, with double-spacing at the conclusion of each statement by a speaker.
- c. A header line in bold shall be placed only on the first page of the transcript. The header shall include:
 - i. Case Number; and
 - ii. Name of person interviewed with applicable designation (e.g., 'witness', 'subject' (Department personnel), 'suspect', 'victim' or 'complainant')
- d. A footer line, in bold, shall be placed on each page of the transcript. The footer line shall include:
 - i. Case number on the left margin;
 - ii. Page number centered; and
 - iii. Last name of the person interviewed on the right margin.
- e. The first text line shall begin with the interviewer's last name, in bold, set apart by a colon. The interviewer's last name shall not appear on a line by itself.

Example: SMITH: What is your work location?
- f. Do not include "uhmms" or "ahhs".
- g. If the interviewer starts a sentence with "okay," do not type "okay." Begin the sentence with the next appropriate word.
- h. Contractor's transcriber shall place his/her initials and the name of Contractor at the end of each transcript.

3.2 Special Victims Bureau (SVB) and Fraud and Cyber Crimes Bureau (FCCB)

The Department's Special Victim's Bureau (SVB) and Fraud and Cyber Crimes Bureau (FCCB) require Services on an as-needed, intermittent basis. SVB and FCCB use a digital video recording system for interviews in MP4 and WAV file format. Polygraph examinations are recorded in a WMV (Windows Media Video) format. Contractors are not required to use WMV; however, a compatible system with similar functionality **must** be used. SVB and FCCB may also use audio/video cassette tapes, CD's and DVD's to record. Transcription requirements for SVB and FCCB include, but are not limited to, the following:

- 3.2.1 Contractor must have the ability to receive digitally recorded audio in WAV file format via a dedicated DSL telephone line or cable broadband for high-speed internet.
- 3.2.2 If the audio, video, CD, WAV, MP4, WMV files or DVD is unclear or not audible, it shall be the responsibility of Contractor to type "(UNINTELLIGIBLE)" in the submitted transcript where such instances occur.

- 3.2.3 Transcripts shall be typed verbatim. It is very important that every word and utterance spoken is included in the transcript.
- 3.2.4 Unless otherwise directed by SVB/FCCB, transcripts shall be prepared using the following format (refer to Attachment 1D Special Victims Bureau and Fraud and Cyber Crimes Bureau - Work Sample) to this SOW):
- a. Microsoft Word and typed in ARIAL 12 POINT font with full justification format.
 - b. Transcripts shall be typed in single-space with double-spacing at the conclusion of each statement by a speaker.
 - c. A header line, in bold, shall be placed on all pages transcribed. The header line shall include:
 - i. File Number; and
 - ii. Name of person(s) interviewed with applicable designation (e.g., 'witness', 'suspect' or 'victim').
 - d. A footer line shall be placed on each page, except the first page of the transcript. The footer shall have only the page number, centered.
 - e. The first text line shall begin with the interviewer's last name, in bold, set apart by a colon. The interviewer's last name shall not appear on a line by itself.

Example: SMITH: What is your work location?

- 3.2.5 Completed transcripts shall be saved on a disk, and the disk shall be returned to SVB/FCCB. Contractor shall maintain a record of the date, time, and to whom the completed transcript was delivered or e-mailed.
- 3.2.6 Transcripts shall be proofread by an experienced transcription supervisor. Both the transcriber's and supervisor's initials and date shall be typed on the last page of the transcribed document. Refer to Attachment 1D (Special Victims Bureau and Fraud and Cyber Crimes Bureau - Work Sample) to this SOW.

3.3 Homicide Bureau (HB) and Operation Safe Streets Bureau (OSSB)

The Department's Homicide Bureau (HB) and Operation Safe Streets Bureau (OSSB) require Services on an as-needed, intermittent basis. HB and OSSB use audio/video cassette tapes, CDs and DVDs in WAV or MP3 data file format to record, but is not limited to the above recording formats. Transcription requirements for HB and OSSB include, but are not limited to, the following:

- 3.3.1 If the audio, video, CD or DVD is unclear or not audible, it shall be the responsibility of Contractor to type "(UNINTELLIGIBLE)" in the submitted transcript, where such instances occur.
- 3.3.2 Transcripts shall be typed verbatim. It is very important that every word and utterance spoken is included in the transcript.
- 3.3.3 Unless otherwise directed by HB and OSS, all transcripts shall be prepared using the following format (refer to Attachment 1E (Homicide Bureau and Operation Safe Streets Bureau – Work Sample) to this SOW):
- a. A header line shall be placed on the first page, centered, and shall include the date and time.
 - b. A footer line shall be placed on each page. The footer shall have only the page number, centered.
 - c. Each line of the transcript shall be numbered and aligned left on each page. Line numbering shall begin with the header, the date and time shall be line number 1. If a date or time is not given, place a line where the date or time should be typed.
 - d. An introductory paragraph shall be typed on the first page only. Prior to typing the introduction paragraph, the transcriber shall type in bold, all caps, and centered, the name of the interviewee as follows: **INTERVIEW OF JOHN DOE**. The transcriber shall double space and continue typing the introduction paragraph in lower and upper case, single-spaced.
 - e. The text shall be doubled-spaced; each line of each page shall be numbered, aligned left.
 - f. If the name is spelled out, type the name in all capitals, with dashes in between each letter.
 - g. The transcriber shall type two dashes when the person speaking is interrupted, stutters, repeats himself/herself, or changes thought.
 - h. If the person speaking is interrupted by someone else, then continues that statement, end the statement with two dashes and start their continuing statement with two dashes. However, if the interviewee or interviewer does not continue their statement after being interrupted, begin the next statement regularly.
 - i. The transcriber shall use phonetics, ebonics, and/or slang where appropriate. Example: Someone may pronounce “going to” as “gonna,” “give me” as “gimme”

- j. The transcriber shall use “uh-uh” to indicate a negative response, “uh-huh” to indicate “yes” and “Huh?” to indicate “what” in the transcripts.
- k. The transcriber shall type a comma before and after using “uh” or “uhm”.
- l. The transcriber shall use dashes after “uh” if the sentence does not flow after the “uh.”
- m. To indicate other sounds or noise on the audio, video, CD or DVD, such as laughing, crying, coughing, dial tone, etc, the transcriber shall type the word in italics and use parenthesis. Example: (*dial tone*), (*laughing*). If the sound or noise is unknown, type (*background noise*).
- n. The transcriber shall use quotes only when the person speaking is mimicking his thought or someone else’s statement.
- o. If a person’s statement cannot be understood or properly spelled by transcriber, the transcriber shall insert a blank line in the transcript.
- p. When one side of the tape has ended, indicate this on the transcript. Do not tab; type (*END OF SIDE A*) in italics, parenthesis and caps. If there is more than one tape, type (*END OF SIDE A, TAPE 1*) or (*END OF SIDE B, TAPE 2*), etc.
- q. At the end of the tape, do not tab; type in italics and caps (*END OF INTERVIEW*) or (*END OF CONVERSATION*) or (*END OF CALL*) or (*END OF RECORDING*), whichever applies.

3.3.4 Completed transcripts shall be saved on a disk and the disk shall be returned to HB/OSSB with the transcripts.

3.3.5 Transcripts shall be proofread by an experienced transcription supervisor. Attached to the electronic transmission of the completed transcript shall be a separate page with the printed name and signature of the transcription supervisor and the title of the transcribed document. This page shall be a PDF document acknowledging approval of the transcript prior to electronically forwarding the transcript to HB/OSSB, in a form as to require no additional editing by the County.

3.4 Internal Criminal Investigations Bureau (ICIB)

The Department’s Internal Criminal Investigations Bureau (ICIB) requires Services on an as-needed, intermittent basis. ICIB uses digital recorders to record audio interviews and investigations. Contractors are not required to use digital recorders; however, a compatible system with similar functionality **must** be used. ICIB may also use audio/video cassette tapes, CD’s and DVD’s to record, but is not limited to, these recording formats.

Transcription requirements for ICIB include, but are not limited to, the following:

- 3.4.1 Contractor must have the ability to receive digitally recorded audio in WAV and MP3 file format via a dedicated DSL telephone line or cable broadband for high-speed internet.
- 3.4.2 Contractor must have a secure, dedicated computer file server to store and maintain digitally recorded audio in WAV file. The security of the server is subject to review and approval by the Department.
- 3.4.3 If audio, video, CD, or DVD is unclear or not audible, it shall be the responsibility of Contractor to type "(UNINTELLIGIBLE)" in the submitted transcript where such instances occur.
- 3.4.4 Completed transcripts derived from digitally recorded audio shall be sent electronically to designated Department personnel using email, FTP, or other Department-designated method.
 - 3.4.4.1 ICIB will provide Contractor with a list of authorized users. Contractor shall ensure confidential data is sent only to authorized users.
 - 3.4.4.2 Any data transmitted over the Internet must be encrypted. Contractor shall use Department-designated encryption software.
 - a. If files are being transmitted over the internet via email, Contractor must implement TLS Encryption on their mail server/gateway.
 - b. If files are being transmitted over the internet via http, Contractor must implement SSL encryption.
 - c. If files are being transmitted over the internet via any other type of connection, the method used must be approved by the Department's DSB Information Security Officer.
- 3.4.5 In instances where audio/video cassette tapes, CDs, or DVDs with tracking receipts are sent to Contractor, the tapes, CDs, DVDs, and tracking receipt shall be returned to ICIB with the transcript. The audio/video cassette tapes, CDs, DVDs, and tracking receipt shall not be erased or altered in any way.
- 3.4.6 Unless otherwise directed by ICIB, all transcripts shall be prepared using the following format (refer to Attachment 1F (Internal Criminal Investigations Bureau – Work Sample) to this SOW):
 - a. Microsoft Word and typed in ARIAL 12 POINT font with full justification format.

- b. Transcripts shall be typed in single-space with double-spacing at the conclusion of each statement by a speaker.
- c. A header line in bold shall be placed only on the first page of the interview or investigation transcribed. The header shall include:
 - i. Case Number; and
 - ii. Name of person interviewed with applicable designation (e.g., 'witness', 'subject' (Department personnel), 'suspect', 'victim' or 'complainant').
- d. A footer line, in bold, shall be placed on each page of the transcript. The footer line shall include:
 - i. Case Number; and
 - ii. Page Number centered; and
 - iii. Last name of the person interviewed on the right margin.
- e. The first text line shall begin with the interviewer's last name, in bold, set apart by a colon. The interviewer's last name shall not appear on a line by itself.

Example: SMITH: What is your work location?
- f. Do not include "uhhms" or "ahhs."
- g. If the interviewer starts a sentence with "okay," do not type "okay." Begin the sentence with the next appropriate word.
- h. The transcriber shall place his/her initials and the name of Contractor at the end of each transcript.

3.5 Other Bureaus or Units

The Department reserves the right to add/delete bureaus and/or units that may utilize Services under the Master Agreement, throughout the Term of the Master Agreement. The specific Work requirements for these additional bureaus or units will be outlined in writing in accordance with Paragraph 8.1 (Change Orders and Amendments) of the Master Agreement.

4.0 CONTRACTOR RESPONSIBILITY

4.1 Identification Badges

Contractor shall furnish and require every employee to wear a visible photo identification badge when entering County facilities. Such badge identifying employee by name, physical description, and company shall be displayed on employee's person at all times he/she is on County-designated property.

4.2 Materials and Equipment

- 4.2.1 Contractor shall furnish all transcribing equipment, including computer terminal equipment, playback devices, software and

diskettes, and other items required to perform the Work required under the Master Agreement.

- 4.2.2 Contractor shall be responsible for the care and maintenance of all necessary equipment for the performance of Work under the Master Agreement. This responsibility involves ensuring all equipment is in proper working condition at all times.
- 4.2.3 Contractor shall maintain its software and hardware licenses for the Term of the Master Agreement.

4.3 Security and Confidentiality

- 4.3.1 Contractor shall provide for the security of all Department digital audio, audio/video cassette tapes, CDs, and DVDs received and transcribed by Contractor. Contractor shall ensure that all transcripts are prepared and maintained in accordance with all applicable State and Federal laws and regulations. No copies of the transcripts or its contents shall be released to any person or organization. The methods of security are subject to review and approval by the Department.
- 4.3.2 Contractor shall implement appropriate security on all computers and storage media containing Department data. This shall include but not be limited to:
 - a. utilizing access control for authorized users;
 - b. running updated anti-virus, anti-malware software; and
 - c. ensuring all security corrective patches are installed on operation system and application software, as applicable.
- 4.3.3 All security breaches must be reported to County Project Manager who will then immediately notify the Department's DSB Information Security Officer.
- 4.3.4 Contractor shall have each employee and non-employee, including transcribers, complete either Exhibit E1 (Contractor's Employee Acknowledgement and Confidentiality Agreement) or Exhibit E2 (Contractor's Non-Employee Acknowledgement and Confidential Agreement) to the Master Agreement as applicable, prior to beginning Work under the Master Agreement. Contractor shall send the original to the Contract Compliance Officer listed in Exhibit A (County's Administration) to the Master Agreement.

4.4 Data Destruction

Contractor shall maintain an electronic copy of all completed transcripts for a minimum of six months from delivery to the Department. After six months, all copies shall be purged and deleted from the software and hardware of Contractor's computer.

- 4.4.1 Upon County’s written request, or upon expiration or termination of this Master Agreement for any reason, Contractor shall:
- a. promptly return or delete all originals and copies of all documents and materials it has received containing County information; and
 - b. provide written acknowledgment certifying that all documents and materials have been delivered to the County or deleted.

4.5 Pick-Up and Delivery Service

- 4.5.1 In cases where recordings are contained on audio/video cassette tapes, CDs or DVDs, it is the responsibility of Contractor to pick up recordings from, and return recordings back to, the appropriate County facility set forth on Attachment 1A (Bureau/Unit Locations and Addresses) to this SOW, as applicable.
- 4.5.2 County Project Manager may request pick-up and delivery services for any recorded dictation. Upon transcription request by the Department, Contractor shall provide an estimated pick-up date and time for the recorded dictation media.

4.6 Return Time for Completed Transcripts

The turnaround time requirements for routine jobs and priority jobs are listed below. Any deviation from the turnaround times below must be approved in writing by the County Project Manager.

ROUTINE JOBS		
LANGUAGE	BASED ON THE LENGTH OF ONE INTERVIEW/JOB	TURNAROUND TIME FROM RECEIPT
English	digital audio, audio/video cassette tape, CD or DVD transcript up to 120 minutes in length	48 hours
English	digital audio, audio/video cassette tape, CD or DVD interview or investigation from 121 to 240 minutes in length	72 hours
English	digital audio, audio/video cassette tape, CD or DVD interview or investigation over 240 minutes in length	96 hours
Spanish	digital audio, audio/video cassette tape, CD or DVD interview or investigation up to 120 minutes in length	72 hours
Spanish	digital audio, audio/video cassette tape, CD or DVD interview or investigation over 120 minutes in length	96 hours
Chinese dialect(s)	digital audio, audio/video cassette tape, CD or DVD interview or investigation up to 120 minutes in length	72 hours
Chinese dialect(s)	digital audio, audio/video cassette tape, CD or DVD interview or investigation over 120 minutes in length	96 hours

PRIORITY JOBS		
LANGUAGE	QUANTITY	TURNAROUND TIME FROM RECEIPT
English	digital audio, audio/video cassette tape, CD or DVD interview or investigation of any length	24 hours
Spanish	digital audio, audio/video cassette tape, CD or DVD interview or investigation of any length	48 hours
Chinese dialect(s)	digital audio, audio/video cassette tape, CD or DVD interview or investigation of any length	48 hours

Weekends and County-observed holidays listed in Paragraph 2.2 (Holiday Schedule) of this SOW shall not be counted against the turnaround time requests.

4.7 Job Tracking

4.7.1 Contractor shall utilize a computer “job tracking” database. This database shall enable the County to determine when Contractor received the job, when and to whom it was assigned, and when it was completed, approved, and returned to the Department. Contractor shall make its “job tracking” database available upon request.

4.7.2 Contractor shall maintain records of all completed Work Requests submitted as Attachment 1B (Transcription Services Work Request) of this SOW, throughout the Term of the Master Agreement. All records shall be the property of the Department and shall be provided to the Department immediately upon request by County Project Manager, and/or upon the expiration or termination of the Master Agreement.

4.8 Required Quarterly Report

Contractor shall provide a quarterly report to County Project Manager. The quarterly report shall be sorted by bureau/unit and include, but not be limited to the following:

- a. Typist’s name and bureau/unit for each transcription;
- b. Dates transcription request received by Contractor and completed transcript returned to Department;
- c. Name of person interviewed;
- d. Turnaround time for each interview or investigation and number of completed transcripts;
- e. Case number for each interview or investigation;
- f. Total number of digital audio, audio/video cassette tapes, CD or DVD interviews or investigations received for the quarter;

- g. Date and confirmation that files were purged and destroyed;
- h. Name of person that purged and destroyed files; and
- i. Number of complaints and resolutions.

5.0 QUALITY ASSURANCE PLAN

The Department will evaluate Contractor's performance under the Master Agreement using the quality assurance procedures as defined in Paragraph 8.14 (County's Quality Assurance Plan) of the Master Agreement.

5.1 Meetings/Orientation

Contractor shall meet with County Project Director, County Project Manager, and other command personnel of the Department, as deemed necessary by the Department. Contractor shall be available for meetings, orientation, training, and presentations. Contractor shall participate in such meetings, orientation, training, and presentations at no charge to the County.

5.2 As-Needed Meetings

During the Term of the Master Agreement, Contractor Project Manager shall be available to meet and confer with County Project Manager, as necessary, in person or by phone. Contractor will be notified by County Project Manager, three calendar days prior to the meeting, as to the date, time, and location (if applicable), of the meeting.

5.3 Contract Discrepancy

Verbal notification of a contract discrepancy will be made to the Contractor Project Manager as soon as possible whenever a contract discrepancy is identified by the Department. The problem shall be resolved within a time period mutually agreed upon by the Department and Contractor.

5.3.1 Contract Discrepancy Report

- a. The County Project Manager will determine whether Attachment 1G (Contract Discrepancy Report (CDR)) to this SOW, shall be issued. Upon receipt of the CDR, Contractor shall respond in writing to the County Project Manager within five Business Days, acknowledging the reported discrepancies or presenting contrary evidence. A plan for correction of all deficiencies identified in the CDR shall be submitted to the County Project Manager within ten Business Days of receipt of the CDR.
- b. Bureau(s)/Unit(s) must provide a copy of each completed CDR to County Project Director and County Project Manager.
- c. County Project Director and County Project Manager shall maintain a record of all completed CDRs for all Bureau(s)/Unit(s).

ATTACHMENT 1A

BUREAU/UNIT LOCATIONS AND ADDRESSES

TRANSCRIPTION SERVICES

**LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
TRANSCRIPTION SERVICES**

BUREAU/UNIT LOCATIONS AND ADDRESSES

Bureau/Unit Addresses:

Internal Affairs Bureau - Location 1

4900 S. Eastern Avenue, Suite #100,
Commerce, California 90040

Point of Contact: Sergeant John Gutierrez
jgutier@lasd.org (E-mail)
(323) 890-5079 (Work Phone)
(323) 415-4430 (Facsimile)

Special Victims Bureau – Location 2

11515 S. Colima Road, Bldg #D-106
Whittier CA 90604

Point of Contact: Lieutenant Richard Ruiz
ruiz@lasd.org (E-mail)
(562) 946-7919 (Work Phone)
(323) 415-7588 (Facsimile)

Homicide Bureau – Location 3

1 Cupania Circle
Monterey Park, CA 91754

Point of Contact: Sergeant Tina Arevalo
tlareval@lasd.org (E-mail)
(323) 890-5516 (Work Phone)
(323) 415-2984 (Facsimile)

Internal Criminal Investigations Bureau – Location 4

4900 S. Eastern Avenue, Suite # 103
Commerce, CA 90040

Point of Contact: Sergeant Ron Ridley
rwr Ridley@lasd.org (E-mail)
(562) 392-7074 (Work Phone)
(323) 415-7213 (Facsimile)

**LOS ANGELES COUNTY SHERIFF'S DEPARTMENT
TRANSCRIPTION SERVICES**

BUREAU/UNIT LOCATIONS AND ADDRESSES

Operation Safe Streets Bureau – Location 5

4331 Lennox Boulevard
Inglewood, CA 90304

Point of Contact: Lieutenant John Wargo
jawargo@lasd.org (E-mail)
(323) 680-2511 (Work Phone)
(310) 671-2908 (Facsimile)

Fraud and Cyber Crimes Bureau – Location 6

11515 South Colima Road #M-101
Whittier, CA 90604

Point of Contact: Sergeant Alex Gilinets
agiline@lasd.org (E-mail)
(562) 946-8250 (Work Phone)
(323) 415-1396 (Facsimile)

ATTACHMENT 1B

TRANSCRIPTION SERVICES WORK REQUEST

TRANSCRIPTION SERVICES

TRANSCRIPTION SERVICES WORK REQUEST

<i>To be completed by Department:</i>		
Requesting Unit/Bureau:		Bureau Contact:
Detective	(First Name) (Last Name)	(E-mail Address)
Daytime Telephone No.		
Recording	Detective:	
	Suspect:	
Urn No.		
Number Of Tapes/Cd		
Length Of Recording	Minutes:	
Language	[] English [] Spanish [] Chinese dialect	
Turn Around Time	[] Routine [] Priority	
SPECIAL INSTRUCTIONS:		
Please cc a copy of the transcription to:		

<i>To be completed by Contractor.</i>	
Contractor Name	Master Agreement No.:
Received audio file on:	Time:
<i>(if needed)</i>	
<input type="checkbox"/> Request for Extension on Turnaround Time	
Extended Turnaround Date:	Time:

(For Office Use Only)		
Extension:	[] Approved	[] Denied
By:	Title:	
Date Emailed Transcription Rec: _____	Date Invoice Sent to Fiscal: _____	Date CD/Tape Returned: _____

ATTACHMENT 1C

**INTERNAL AFFAIRS BUREAU –
WORK SAMPLE**

TRANSCRIPTION SERVICES

INTERNAL AFFAIRS BUREAU – WORK SAMPLE

I.A.B. #: 2189269

WITNESS JANE DOE

Flamm: We're going to be on tape. I'm going to be conducting a telephone interview regarding an administrative investigation under file number I.A.B. 2189269. Today's date is going to be May 31st, 2007. And the time is approximately one o'clock PM. My name is Steve Flamm, and I'm a sergeant with L.A. County Sheriff's Department, assigned to Internal Affairs Bureau, which is under the command of Captain Karyn Mannis. We're going to be conducting an interview today with witness Jane Doe. For the record Jane, would you please state your full name.

Doe: Jane Doe. My full complete name is Jane Doe.

Flamm: Give me your employee number.

Doe: 123456.

Flamm: And that's good right there, okay. Any questions before we begin?

Doe: No.

Flamm: Jane, what I'd like you to do is start by giving me a brief resume of yourself, include your date of hire, your past units of assignment and the date that you were assigned to Anywhere Bureau.

Doe: I, May 4th, was nine years that I've been with the County, with the Sheriff's Department and it has been here at Anywhere Bureau.

Flamm: Have you worked anywhere else?

Doe: No.

Flamm: Okay.

Doe: I was at Anywhere Bank prior to the County.

SL

Vendor's Name Here

I.A.B #218269

1 of 1

DOE

ATTACHMENT 1D

SPECIAL VICTIMS BUREAU AND FRAUD AND CYBER CRIMES BUREAU – WORK SAMPLE

TRANSCRIPTION SERVICES

Attachment 1D

**SPECIAL VICTIMS BUREAU AND FRAUD AND CYBER CRIMES BUREAU
- WORK SAMPLE**

CASE NUMBER 006-12345-1234-012

WITNESS INTERVIEW: JANE SMITH

This is Mr. Joe Grant, assigned to Special Victims Bureau. It is Monday, April 2, 2007, at approximately 1018 hours. Also present in the room is Ms. Jane Smith.

GRANT: Let's begin. Please state your name. Please spell it out your last name.

SMITH: My name is Jane Smith. My last name is spelled S-M-I-T-H.

GRANT: And what is your date of birth?

SMITH: October 1, 1963.

GRANT: October 1, 1963. Okay, and who are you currently employed with?

SMITH: Wishes High School.

GRANT: And where is it located?

SMITH: In Los Angeles.

GRANT: How long have you been employed for this school?

SMITH: Um, let's see, about 16 years or so.

GRANT: 16 years, okay. Have you worked anywhere else?

SMITH: Yes. I worked for a local retail store for 5 years. Um, and prior to that at a gardening center.

GRANT: Are you originally from California?

SMITH: No. I grew up in Nebraska and moved to Texas when I first got married because my husband was in the Air Force and was stationed there. We have done a lot of moving since then. He enjoys the military life and we have seen a lot of the United States because of it. Um, we moved to California in 2001 and have been here ever since. I cannot seem to get to the hot weather here in the summer.

GRANT: Do you and your husband have any children?

Attachment 1D

**SPECIAL VICTIMS BUREAU AND FRAUD AND CYBER CRIMES BUREAU
- WORK SAMPLE**

CASE NUMBER 006-12345-1234-012

WITNESS INTERVIEW: JANE SMITH

SMITH: Yes, uh, three boys.

GRANT: Okay, three boys. And how old are the boys?

SMITH: One is 15, uh...one is 13 and the baby is 7.

GRANT: Okay, and why are you here today.

SMITH: Well I want to return to, um..college and receive my Bachelor's Degree in Psychology.

GRANT: Very interesting, would you like me (Unintelligible) and to sit down with you and set realistic goals with you to obtain that degree and what your financial options are?

SMITH: Yes.

GRANT: When are you available for an appointment? I will need approximately two hours of your time for the assessment test and working out a schedule for you.

SMITH: How is next Friday, April 13, 2007, at 1030 hours? I am off that day.

GRANT: That will be fine.

GRANT: This concludes our recorded interview. It is now 1121 hours.

CG/TS:WCI:pg
Vendor's Name Here
Date

ATTACHMENT 1E

HOMICIDE BUREAU AND OPERATION SAFE STREETS BUREAU – WORK SAMPLE

TRANSCRIPTION SERVICES

**HOMICIDE BUREAU AND OPERATION SAFE STREETS BUREAU –
WORK SAMPLE**

JANUARY 24, 2002; 1803 HOURS

-oo0oo-

INTERVIEW OF JOHN DOE

Taken at the Santa Clarita Valley Sheriff's Station in the presence of Sergeant **GILBERT ANDERSON** and Detective **GEORGE MARTINEZ**, Los Angeles County Sheriff's Department, Homicide Bureau. Case under File #002-00000-0000-111.

Transcribed by Josephine Betancourt, Senior Typist Clerk.

-oo0oo-

ANDERSON: The date is January 24th, 2002. Current time is approximately 1803 hours. Interview conducted in an interview room at the Santa Clarita Valley Sheriff's Station, referencing File #02-00000-0000-111, regarding the murder of Joe Smith, discovery date of January 16th, 2002. Present in the interview Sergeant Anderson and Detective Martinez from Sheriff's Homicide and Mr. John Doe. Is that correct, Mr. Doe?

DOE: That's correct.

ANDERSON: Okay. Mr., uh, Doe, would you please spell your last name for us.

DOE: It's D-O-E. Are you going to tell me my rights?

ANDERSON: Okay. I'll -- let me read it to you, and if you, uh, understand, then I would like you to initial. Is that alright with --

DOE: Yes.

ANDERSON: Okay. You have the right to -- to remain silent. Do you understand?

DOE: Yes, I do.

**HOMICIDE BUREAU AND OPERATION SAFE STREETS BUREAU –
WORK SAMPLE**

31 ANDERSON: Okay. Can you sign or initial that you understand. Okay, very
32 good. We can go on --

33 DOE: Okay.

34 ANDERSON: -- to the next. Anything you say may be used against you in
35 court. Do you understand?

36 DOE: Yes.

37 ANDERSON: Okay. You have the right to an attorney --

38 DOE: Huh?

39 ANDERSON: You have the right to an attorney during questioning. That's right
40 here. Sign right here. Okay. If you cannot afford an attorney, one will be appointed
41 for you before any questioning. Do you understand?

42 DOE: Yes.

43 ANDERSON: *(Unintelligible)*. Okay. Do you wanna talk about what
44 happened?

45 DOE: Yes, I do.

46 ANDERSON: Okay. Can you just sign your name now. I know we did, uh --
47 did the initials before, but if you could just sign it.

48 DOE: *(Unintelligible)*.

49 ANDERSON: Okay. Do you prefer to call -- be called John?

50 DOE: Don't matter.

51 ANDERSON: Doesn't matter?

52 DOE: Yeah.

53 ANDERSON: Okay. John, what do you know about the murder of Joe Smith?

**HOMICIDE BUREAU AND OPERATION SAFE STREETS BUREAU –
WORK SAMPLE**

54 DOE: I don't have nothin' else to say. I want an attorney.

55 ANDERSON: You don't -- okay, we'll end this interview now.

56 (*END OF INTERVIEW*)

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ATTACHMENT 1F

**INTERNAL CRIMINAL INVESTIGATIONS
BUREAU – WORK SAMPLE**

TRANSCRIPTION SERVICES

INTERNAL CRIMINAL INVESTIGATIONS BUREAU - WORK SAMPLE

I.C.I.B. #: 914-00000-2003-441

WITNESS JANE DOE

Dell: We're going to be on tape. I'm going to be conducting an interview regarding an investigation under I.C.I.B. file number 914-00000-2003-441. Today's date is going to be May 5th, 2000. And the time is approximately one o'clock PM. My name is John Doe, D-O-E, and I am a sergeant with the Los Angeles County Sheriff's Department, assigned to Internal Criminal Investigations Bureau. We're going to be conducting an interview today with witness Jane Doe. For the record Jane, would you please state your full name, spell your last name.

Doe: Jane Doe. My full complete name is Jane Doe, D-O-E.

Dell: Give me your employee number.

Doe: 123456.

Dell: And that's good right there, okay. Any questions before we begin?

Doe: No.

Dell: Jane, what I'd like you to do is start by giving me a brief resume of yourself, include your date of hire, your past units of assignments and the date that you were assigned to Anywhere Bureau.

Doe: I, January 10th, was nine years that I've been with the County, with the Sheriff's Department and it has been hear at Anywhere Bureau.

Dell: Have you worked anywhere else?

Doe: No.

Dell: Okay.

Doe: I was at Anywhere Corporation prior to the County.

OM
Vendor's Name Here

I.C.I.B. #: 914-0000-2003-441

1

DOE

ATTACHMENT 1G

CONTRACT DISCREPANCY REPORT

TRANSCRIPTION SERVICE

CONTRACT DISCREPANCY REPORT

TO:
FROM:
DATES: Prepared by County: Date to Contractor:
Returned by Contractor: Action Completed:

DISCREPANCY PROBLEMS:

Signature of County Representative Date

CONTRACTOR RESPONSE (Cause and Corrective Action):

Signature of Contractor Representative Date

COUNTY EVALUATION OF CONTRACTOR RESPONSE:

Signature of County Representative Date

COUNTY ACTIONS:

CONTRACTOR NOTIFIED OF ACTION:

County Representative's Signature and Date:

Contractor Representative's Signature and Date: