KAY IVEY
GOVERNOR

STATE OF ALABAMA
DEPARTMENT OF MENTAL HEALTH
RSA UNION BUILDING
100 NORTH UNION STREET
POST OFFICE BOX 301410
MONTGOMERY, ALABAMA 36130-1410
WWW.MH.ALABAMA.GOV

KIMBERLY G.BOSWELL
COMMISSIONER

November 9, 2026

Dear Vendor:

The Alabama Department of Mental Health (ADMH) is soliciting Request for Bids (RFB) to provide Medical Transcription Services for the following ADMH Facilities:

- Taylor Hardin Secured Medical Facility (THSMF)
- Bryce Hospital
- Mary Stark Harper Geriatric Center

RFBs will be accepted until **12:00 pm on Monday, December 7, 2026,** with ADMH RFB review beginning at 1:00pm.

The submission of a proposal does not guarantee the award of a contract. Any contract resulting from the proposal is not effective until it has received all required governmental approvals and signatures. In addition, the selected vendor shall not begin performing work under this contract until notified to do so by the departmental contracting agent.

When submitting an RFB, please read the entire RFB document and return your Bid as requested in the RFB announcement. Submissions should be delivered or mailed to the address below.

USPS mail:	**Courier**:
AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building PO Box 301410 Montgomery, AL 36130	AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building 100 N. Union St., Suite 570 Montgomery, AL 36104

Sincerely,

Danitra Tolbert

Danitra Tolbert
Office of Contracts & Purchasing

Alabama Department of Mental Health
Medical Transcription Services Specifications

Organization: ALABAMA DEPARTMENT OF MENTAL HEALTH (ADMH)

RFB Closing Date & Time: **12:00 pm on Monday, December 7, 2026**
.

ADMH RFB Review Date & Time: **1:00 pm on Monday, December 7, 2026**

RFB Contact Info:

Danitra Tolbert
ADMH
Office of Contracts & Purchasing
RSA Union Building
100 North Union Street, Suite 570
Montgomery, AL 36104
Telephone Number (334) 242-3828
Email: purchasing.dmh@mh.alabama.gov

Alabama Department of Mental Health
Medical Transcription Services Specifications

ADMH GENERAL TERMS AND CONDITIONS

I. AUTHORITY

The Alabama Department of Mental Health, an agency of the State of Alabama, makes purchases under the authority granted in Acts 1965, No. 881, Acts 1984, No. 84-242, and in accordance with the State of Alabama Bid Laws, specifically Code of Alabama 1975, Section 41-16-20.

1) To transact/conduct business in the State of Alabama **ALL** business entities domestic and foreign must be registered with the Alabama Secretary of State (SOS) Office to do so. (Domestic means **within** the State of Alabama. Foreign means out-of-state.) **NOTE**: SOS registration is not contingent of a contract. Website: www.sos.alabama.gov

2) If contracted with the State of Alabama, all vendors MUST enroll and actively participate in E-Verify. Website: https://www.e-verify.gov/

3) ALL vendor payments are processed through the State of Alabama Accounting and Resource System (STAARS). All vendors must register with STAARS Vendor Self Service. Website: https://procurement.staars.alabama.gov/webapp/PRDVSS1X1/AltSelfService

II. AWARD

The Alabama Department of Mental Health reserves the right to:

(1) Award bids on an "all or none" basis;
(2) Award bids on an "item by item" basis, unless otherwise specified by bidder;
(3) Multiple awards may be issued;
(4) Waive any informality in bids;
(5) Reject any and/or all bids.

III. REQUESTS FOR BID (RFB) RESPONSE INSTRUCTIONS

To submit a responsible Bid, the bidder must read and follow all instructions, terms, conditions, and specifications.

1. Bid envelope(s)/package(s)/box(es) must be identified with the bid number and opening date. Each individual bid must be submitted in a separate envelope. Responses to multiple bid numbers submitted in the same package that are not in separate envelopes and properly identified will be rejected. The Department of Mental Health does not assume responsibility for late bids for any reason including those due to postal or courier service. **Bid responses must be in the Department of Mental Health Office of Contracts and Purchasing prior to the "close date and time" indicated on the bid**.

2. Bid responses must be in ink, typed on this document, or replicated in the exact format. Signatures must be handwritten originals in ink, or the bid will be rejected. Unless indicated in the bid, all price pages must be completed and returned. If an item is not being bid, identify it as N/B (no bid). Pages should be secured. The Department of Mental Health does not assume responsibility for missing pages. Faxed/emailed bid responses will not be accepted.

3. The unit price always governs regardless of the extended amount. A unit price change must be initialed by the person signing the bid or that line will be rejected. Price changes include but are not limited to cross-out, strike-over, ink-over, white-out, erasure, or any other method of changing the price.

4. The Department of Mental Health requires submissions of one (1) **original** and a **minimum of two** (2) exact copies; signed, notarized bid to include any required addendum(s) and documentation. The original and the copies should be submitted together as a bid package.

IV. BID REJECTION

Bidders shall not place any qualifications, exceptions, conditions, reservations, limitations, or substitutions in their bid concerning the contract terms, conditions, or specifications. Any such qualifications, exceptions, conditions, reservations, limitations, or substitutions shall result in rejection of bid.

Bids that are improperly submitted or received late will be documented for record and will not be returned nor will bidder be notified.

The following is a partial list whereby a bid response will be rejected:

--Bid number not on envelope/package/box
--Bid response with multiple bid numbers in same envelope not properly identified
--Bid responses received late
--Bid response not signed/not original signature
--Bid response not notarized/not original signature of notary/or notary expiration
--Bidder notarized own signature
--Required information not submitted with bid response
--Failure to submit the original bid and two copies
--Bid response received from non-subscribed/expired vendor

V. ADDITIONAL INFORMATION

1. Beason-Hammon

Alabama taxpayer and Citizen Protection Act (Act 2011-535 and as amended Act 2012-491)
As a condition for RFB award, the vendor acknowledges the following:
"By signing this contract, the contracting parties affirm, for the duration of any agreement that they will not violate federal immigration law or knowingly employ, hire for employment, or continue to employ an unauthorized alien within the State of Alabama. Furthermore, a contracting party found to be in violation of this provision shall be deemed in breach of the agreement and shall be responsible for all damages resulting therefrom."

2. E-VERIFY

Verification of enrollment in the E-Verify program will be required prior to any award to a vendor who employs one or more employees within the State of Alabama. E-Verify documentation should be identified with the bid number and the buyer's name. Failure to provide documentation within five (5) calendar days of notification will result in the rejection of your bid. To enroll in the E-Verify program visit https://www.e-verify.gov/

3. CERTIFICATION

PURSUANT TO ACT No. 2006-557: Alabama Law (section 41-4-116, Code of Alabama 1975) provides that every bid submitted, and contract executed shall contain a certification that the vendor, contractor, and ALL its affiliates that make sales for delivery into Alabama or leases for use in Alabama are registered, collecting and remitting Alabama state and local sales, use and/or lease tax on all taxable sales and leases in Alabama. By submitting this bid, the bidder is hereby certifying that they are in full compliance with Act No. 2006-557, they are not barred from bidding or entering into a contract pursuant to 41-4-116 and acknowledges that the awarding authority may declare the contract void if the certification is false.

4. RECORDS REQUEST

ADMH recognizes and supports the public's right to inspect/request copies of public records in accordance with State law. Many public records and resources are available on the ADMH website: www.mh.alabama.gov for review. Please view the website prior to submitting a request for records as your request may be satisfied by the information contained therein.

5. MINORITY VENDOR INFORMATION

Information and assistance to minority and women-owned businesses in acquiring M/WBE certification may be obtained from the Office of Minority Business Enterprises at www.adeca.alabama.gov .

VI. STANDARD TERMS AND CONDITIONS

1. PROHIBITED CONTACTS; RFB INQUIRIES

   From the Release Date of this Request for Bid (hereafter referred to as RFB) until a contract is awarded, parties that intend to submit or have submitted an RFB, are **prohibited from communicating** with any members of the Soliciting Party's Team for this transaction who may be identified herein or after the Release Date, or other employees or representatives of the Soliciting Party regarding this RFB or the underlying transaction except the designated RFB contact(s).

2. VENDOR REGISTRATION AND SUBSCRIPTION FEE

   Vendor may receive bid notices by registering at the State of Alabama vendor self-serve (VSS) portal, Hyperlink: "https://procurement.staars.alabama.gov". Vendors wishing to respond to bids must be subscribed. Bid responses will not be accepted from non-subscribed vendors. Once registered you may subscribe by clicking the "pay subscription fee" tab at the top of the VSS home page. Payments must be made by credit or debit card. Vendors should provide their VSS assigned number on all bid responses. A vendor's subscription must be maintained throughout the term of an awarded contract to include renewal periods.

3. INTENT TO AWARD

The State of Alabama Department of Mental Health will issue an "Intent to Award" before the final award is made. The "Intent to Award" will continue for a period of fourteen (**14**) calendar days, after which the award will be final provided there are no protests. Upon final award, all rights to protest are forfeited. A detailed explanation of this process may be reviewed in the Alabama Administrative Code – Chapter 355-44(14).

4. ALTERNATE BID RESPONSES:

Unless stated elsewhere in this Request for Bid (RFB) the Dept. of Mental Health will accept and evaluate alternate bid submittals, provided the response meets all bid requirements. Alternates will be considered. When alternate brands and/or product numbers are bid, adequate specifications for evaluation must be submitted with the bid. Final determination as to equal quality of alternate will always be made by the receiving authority.

5. INTERNET WEBLINKS:

Internet and/or website links will not be accepted in bid responses as a means to supply any requirements stated in this RFB.

6. SALES TAX EXEMPTION:

Pursuant of the Code of Alabama, 1975, Title 40-23-4(A), the State of Alabama is exempt from paying sales tax. An exemption letter will be furnished upon request.

7. FOREIGN ENTITIES – CERTIFICATE OF AUTHORITY:

Alabama Law provides that a foreign entity (out of state company/firm) as identified in Section 10A-1-7.01 Code of Alabama 1975, not otherwise exempted by Section 10A-17.02 Code of Alabama Section 1975, may not transact business in the State of Alabama until it obtains a Certificate of Authority from the Secretary of State. To obtain forms for a Certificate of Authority, contact the Secretary of State, Corporate Division, (334) 242-5324. The Certificate of Authority does not prevent the vendor from submitting a bid.

8. BOYCOTT

Pursuant to Ala. Code §41-16-5, the contractor hereby certifies that it is not currently engaged in, and will not engage in, the boycott of a person or an entity based in or doing business with a jurisdiction with which this state can enjoy open trade.

Pursuant to Ala. Act No. 2023-409, Contractor provides written verification that Contractor, without violating controlling law or regulation, does not and will not, during the term of the contract engage in economic boycotts as the term "economic boycott" is defined in

Section 1 of the Act."

9. PRODUCT DELIVERY, RECEIVING AND ACCEPTANCE:

In accordance with the Uniform Commerciale Code (Code of Alabama, Title 7), after delivery, the State of Alabama has the right to inspect all products before accepting. The State will inspect products in a reasonable timeframe. Signature on a delivery document does not constitute acceptance by the State. The State will accept products only after satisfactory inspection.

10. FREIGHT

Bid is F.O.B. destination. Any freight charge must be included in the bid prices. Do not include freight as separate line item. The vendor must assume all responsibility for damage in transit.

11. INVOICES

Vendor understands and agrees that it has an affirmative duty to submit invoices accurately and on time. For purposes of this contract, this means that vendor shall submit all invoices following the rendering of services or goods that are required by this contract.

12. ALABAMA PREFERRED VENDOR

A '**Preferred Vendor**" shall be a person, firm, or corporation that is granted priority by meeting all the following criteria as established by Section 41-16-20, Code of Alabama, 1975.

- **Priority 1**. Produces or manufactures the product within the State.
- **Priority 2**. Has an assembly plant or distribution facility for the product within the State.
- **Priority 3.** Is organized for business under the applicable laws of the State as a corporation, partnership, or professional association and has maintained at least one retail outlet or service center for the product or service within the State for not less than one year prior to the deadline date for the competitive bid.

Preferred vendor status must be indicated on the pricing page(s) of your bid to be considered for preferred vendor preference. By signing this bid, you affirm that the item(s) indicated meet all three criteria of a preferred vendor.

Bid item(s) meeting the criteria of preferred vendor where pricing is within 1% of the lowest compliant bid may be considered for award by the awarding authority.

VI. BID SPECIFICATIONS

The purpose of this contract is to solicit bids to establish a contract to provide medical transcription of psychiatric reports and other documents that may be necessary to Bryce Hospital and Mary Stark Harper Geriatric Psychiatry Center (Harper Center), and Taylor Hardin Secure Medical Facility (THSMF).

The period of the contract shall be for two years with an option to issue a third, fourth and fifth year contract under the same pricing, terms and conditions if requested by the Department and agreed upon by the Contractor.

The contract may be terminated by the issuance of a sixty (60) day written notification of cancellation from one party to the other party.

BID

In the bid response, the Contractor must clearly, specifically and in detail, state the method by which each requirement specified on the contract will be achieved. A statement of, "all requirements stated in contract will be met" is unacceptable.

ON SHORE

All transcription without exception shall be completed on shore – United States.

TYPES OF DOCUMENTS TO BE TRANSCRIBED:

Administrative Review
Admission Psychiatric Assessment
Admission Psychosocial Assessment
Affidavit
Consultation Reports from Various Specialists
EEGS
Forensic Evaluation
Forensic Evaluation – Addendum
Forensic Evaluation - Inpatient
Forensic Evaluation – Intellectual Assessment
Forensic Status Report (FSR)
GYN Examinations
Hospital Review Board Report
Hospitalization Summaries
Medical History and Physical Examination
Miscellaneous Letters
Other Reports as Necessary
Progress Note
Psychiatric Assessments and Reports
Psychological Assessments
Psychosocial Addendum – Relative Interview
Psychosocial Assessment
Reports of Investigation
Social History and Assessment
Special Case Review
Special Progress Notes
Treatment Status Report

Reports are to be transcribed according to the guidelines of THSMF, Bryce Hospital and Harper Center.

Reports will be transcribed according to pre-established templates or formats, which will be provided by the respective Facility. All staff of the Contractor will use the templates or format provided and will update the templates to ensure use of the most current version.

ACCOUNT MANAGEMENT

Contractor representative must be assigned and readily available on a continuous basis to manage the account, to include, but not limited to problem solving, on-going coordination of service, request for stats, and other on-going account interactions.

When messages must be left on an answering machine, calls must be returned within 30 minutes.

Calls must be answered live by an individual the vast majority of the time. Assistance with questions and concerns must be available by phone 24 hours per day, 7 days per week, specifically after 4:30 pm CST, on holidays and weekends as well as during business hours.

Transcription services are to be provided in accordance with the following specifications:

DICTATION
Dictation shall be called into the Contractor's digital recorder via a toll-free telephone number provided by the Contractor. Documents will be dictated by Psychiatric Physicians, General Physicians, Consultants, Nurses, on-call Physicians, Psychologists, Investigators, Social Workers, and other Staff of the Facilities. The Contractor will provide each dictator with a personalized user ID to access the Contractor's dictation system.

All electronic communications will use a sophisticated password protection system.

The Contractor will supply the necessary equipment and/or access telephone lines for each Facilities' staff to dictate to the Contractor's digital recorder.

The Contractor will be required to transcribe reports dictated by Health Care Providers with significant international accents and dialects.

If dictation cannot be understood, an underlined blank of sufficient space for writing in information will be provided. Contractor will make every attempt possible including asking for assistance from other transcribers and/or respective facility staff prior to leaving blanks in dictation.

Contractor's equipment must have enough ports available to accommodate up to seven (7) dictators from respective facility at any given time.

POSSIBLE LOST DICTATION
Contractor agrees to notify respective facility if loss of dictation or possible loss of dictation occurs. Should dictation significantly or totally be inaudible or some other situation exists so that dictation cannot be transcribed, the Contractor will notify the respective facility immediately upon becoming aware of the problem.

The respective facility will provide the Contractor with specific information as to who should be contacted regarding such problem.

TURN-AROUND TIME
For THSMF:
The Contractor must guarantee 12-hour turn-around time for all documents dictated.

For Bryce Hospital and Harper Center:
The Contractor must guarantee 12-hour turn-around time for all non-stat documents dictated 24 hours per day, 7 days a week. Four (4) hour turnaround guaranteed for priority documents 24 hours per day, 7 days per week.

FAILURE TO MEET SPECIFIED TIME FRAMES

Documents which are provided but fail to meet the specified time frames will be provided to the respective facilities at no charge.

PROVISION FOR STAT TRANSCRIPTION OF DOCUMENTS

Contractor's bid must include a description of how a full transcription of a dictation document will be provided within four (4) hours of the original dictation time, when requested by an authorized employee of the respective facility staff.

The rate for stat transcription, if different from the usual rate, must also be specified in the bid.

BACKLOG OF DICTATION

During the term of the contract, in the unlikely event that a backlog should develop and the Contractor fails to supply documents within the agreed upon turn-around times, an emergency plan must be provided. The plan must include a method by which the un-transcribed dictation is returned to the respective facility to procure another means of transcription for the document. Such dictation must be supplied with all transcription costs paid by the Contractor and must be made available immediately upon request of the respective facility

This plan must be submitted with the Contractor's bid.

DISASTER RECOVERY PLAN

During the term of the contract, in the unlikely event of a system crash or any other unexpected failure to provide as agreed upon, a disaster recovery plan must be in effect by which the documents can be obtained and produced.

This plan must be submitted with the Contractor's bid for evaluation

SYSTEM CONVERSION

The respective facility must receive written notification of planned system conversions or changes in equipment which could result in lost or delayed documents or services. Back-up plans must be in effect prior to conversion.

MONITORING OF QUALITY OF TRANSCRIPTION

Contractor will ensure procedures are in place to ensure accuracy of transcribed material using correct grammar and terminology prior to transmission of the document to the respective facilities.

Abbreviations will be spelled out based on the definitions of THSMF, Bryce Hospital and Harper Center.

ELECTRONIC TRANSMISSION OF DOCUMENTS

Contractor must make completed documents available to respective facilities via a secure website, requiring a unique user identification and password. The documents must be made available in accordance with the agreed upon turn-around time.

Retrieval of documents via an unsecured website is unacceptable.

Documents must be created in Microsoft Word using software which will accommodate revisions made

by the respective facilities and/or the Contractor if so desired.

At the point of creation, secure transmission, and archiving, documents must be individually saved and made available using software and procedures to facilitate THSMF/Bryce/Harper Staff accessing the document to copy, revise, print, etc. The Contractor's software must be compatible with the version of software currently in use at the respective facilities, even if the software in use when the documents were created has been updated to a more current version. Corrections must be made by the Contractor at the expense of the Contractor.

THSMF
The ability for THSMF Staff to print when desired must be available for individual documents or in batch. Transcription shall be automatically batched two or three times per day from the time of dictation via a secure website.
Bryce Hospital
Bryce Hospital transcription shall be automatically available for printing on the premises of the facility.
Harper Center
Transcription shall be automatically batched up to three times per day to the designated printer. Contractor must make documents available for printing on-site following transcription.

Bryce/Harper must have the ability to print individual documents or batches of documents when so desired by the facility.

The facilities must have the ability to view the status of documents dictated and transcribed from their on-site terminal from time of dictation via a secure website.

PREPARATION AND TRANSMISSION OF LOG SHEETS
The Contractor will also transmit or make available the following on the secure website

A. A batch log sheet containing the following:
    a. Patient Identification Number
    b. Medical/Health Record Number
    c. Dictator's Name
    d. Date of Dictation
    e. Date of Transcription
    f. Date and Time of Transmission
    g. Type of Report
    h. Report Length
B. A batch log indicating reports transmitted.
C. A job status report indicating all jobs with specified date range regardless of status.

ARCHIVAL OF COMPLETED DOCUMENTS
The Contractor will create, electronically save, and archive the completed reports as individual, separate, editable documents for a minimum of six (6) months from date of transcription.

Contractor will make documents electronically available to the respective facilities for copying to disc or hard drive for achievable purposes for a period beyond the specified six (6) months.

At the point of creation, transmission, and archiving, documents must be individually saved and

transmitted using software and procedures to facilitate the respective facility Staff accessing the documents to revise, copy, print, etc. with the version of software currently in use at the respective facility, even if the software in use when the document was originally created has been updated to a more current version.

REPRODUCTION OF REPORTS
Any report must be reproduced at no charge, if requested within the archival period.

BACKUP SYSTEM
The Contractor must maintain a redundant backup of all systems and documents for a minimum of six (6) months.

CONFIDENTIALITY
The Contractor must agree to indemnify and hold harmless the respective facilities, their servants or agents for any violation of the confidentiality of medical psychiatric, or any other information caused by the Contractor or their agents while that information is in the possession or control of the Contractor, their servants or agents. The Contractor and their employees must assume the same
responsibility for the confidentiality and security of the medical records and all other information in their possession as if they were employed by the respective facility for which they are transcribing.

The Principles of Security and Confidentiality are to be:

1. No Release of Information.
2. At no time will any employee copy, discuss or take notes during the normal course of transcribing medical records or any other reports from the respective facilities.
3. Only those reports being transcribed by an individual transcriptionist will be accessed by the transcriptionist.
4. Each transcriptionist will keep an accurate record of all dictation transcribed.
5. All Contractor employees handling dictation of these facilities are to be aware of the confidential nature of dictated material, census data, physician's lists, and other information provided to them for transcription purposes.
6. A breech in this policy will result in immediate termination of the employee and possible legal action.

EQUIPMENT/ELECTRONIC TRANSMISSION SECURITY/CONFIDENTIALITY
Equipment of the Contractor must contain all mechanisms necessary to ensure security and confidentiality of information.

Security and confidentiality must meet privacy and security standards imposed by the Federal Government and comply with HIPAA in dictation and transcription equipment as well as methods of electronic transmission.

Specifications of the security measure of the equipment, and the methods of electronic document transmission and telecommunication to be utilized to provide complete security and confidentiality must be submitted in writing with Contractor's bid for evaluation. Otherwise, the bid will be rejected as non-responsive.

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COMPLIANCE WITH REGULATIONS

Contractor must use software and procedures, which comply with payor regulatory, confidentiality, and other documentation requirements.

DEMONSTRATION

Contractor must provide a demonstration to THSMF, Bryce Hospital and Harper Center prior to award of contract.

TRAINING

Outside training must be provided to Dictators, Health Information Management Staff, Contract Personnel and any other Staff felt necessary by respective facilities regarding operation of all equipment necessary for completion of their task. This training will be at the Contractor's expense.

SYSTEMS TESTING

Prior to the award of contract, the Contractor will test both the dictation system and communication of completed transcribed documents and provide a report to each respective facility within three (3) days of test. If the test is not successful, THSMF, Bryce Hospital and Harper Center shall have the option of awarding the contract to another Contractor.

REFERENCES

Contractor must submit a list of at least five (5) businesses for whom the Contractor provided Medical Transcription services within the past three (3) years. The business address, telephone number, and fax number, contact person(s), and period of service must be included. The reference list/information must be included with the bid.

DISCLOSURE OF FAILURE TO MEET TURN-AROUND TIME:

Contractor must submit information from previous experience regarding episodes of failure to meet specified turn-around times, the reason(s) for the problem(s) and the measures taken to remedy the situation(s). This information is to be submitted with the bid.

INVOICING

Contractor must define a billable line as the number of characters counted in Microsoft Word and divided by 65 to calculate the number of lines. Double spaces and blank lines do not count in the number of characters.

Documents will be transcribed in the following font: Times New Roman Size: 11

Contractors must provide a monthly invoice for each individual facility, THSMF, Bryce Hospital and Harper Center, reflecting the number of lines per day (showing calculations) with the total cost per week. The invoice must include a detailed list of documents included in the billing itemizing at a minimum the following information:

1. Patient Identification Number
2. Hospital Record Number
3. Document Type
4. Date of Service
5. Length
6. Transcriptionist

7. Cost
8. Date and Time of Dictation
9. Date and Time of Transcription
10. Date and Time of Transmission

REVISIONS/CORRECTIONS

In addition to the bid for the basic contract, bid and procedural information must be submitted for completion of revisions to documents previously transcribed and transmitted.

Corrections are to be made by the Contractor at the cost of the Contractor.
Changes are to be made by the Contractor with costs paid by the respective facility.

Contractor must provide a fax machine with toll-free number to THSMF and Bryce Hospital, free of charge, through which corrections and revisions may be faxed to the Contractor.

HIPAA REQUIREMENTS

In addition to and without limitations to any other provision of this solicitation, if and to the extent, and for so long as required by the provisions of 42 U.S.C Section 1171 ET SEQ. Enacted by the Health Insurance Portability and Accountability Act of 1996 (HIPAA) and the regulations promulgated thereunder, all as amended from time to time, Contractor agrees to safeguard all Protected Health Information (PHI) made available to Contractor from the Alabama Department of Mental Health (ADMH) or any of ADMH's employees, contractors, business associates or agents. Without limitations of any other provision, the Contractor agrees:

A. Not to use or further disclose any PHI other than as permitted or required by contract or by law.
B. Not to use or further disclose any PHI in any manner that would violate the requirements of all applicable law.
C. To use appropriate safeguards to prevent the use of disclosure of such PHI other than as provided by contract, and to mitigate to the extent practicable any harmful effect that is known to Contractor of a use or disclosure of PHI by Contractor in violation of the requirements of any contract or purchase order.
D. To immediately report to ADMH any use or disclosure of such PHI not provided by contract of which the Contractor becomes aware.
E. To ensure that any subcontractor or agent to whom Contractor provides such PHI agrees in writing to the same regulations and conditions that apply to ADMH and Contractor with respect to such information; provided however, that Contractor shall not provide any PHI to any subcontractor or agent without prior written consent of ADMH.

In the event that any information technology (IT) components are utilized in the products and/ or services provided in response to this solicitation, the following terms and conditions are applicable:
Components of the Contractor's proposed solution must be compatible with ADMH standard client software including currently supported versions of Microsoft 365 Apps (MS Office), Microsoft Edge, Google Chrome and other modern web browsers, and Enterprise Endpoint Protection software approved and supported by ADMH.
Client components must operate with standard user credentials, not requiring administrator rights beyond installation.

Contractor must sign a Business Associates Agreement with ADMH indicating concurrence with the requirement to comply with the Federal, State and Departmental policies, rules, regulations and law.

BID REQUIREMENTS

PAYMENT
Payment of services rendered shall be made monthly after submission of correct invoice. Incorrect invoices shall be returned to the contractor. Contractor shall submit invoice with inspection report to the Facility Accounts Payable Department. ADMH utilizes a standard Net 30 payment term, where payment is due thirty (30) days from the invoice date.

LIABILITY INSURANCE
The successful vendor shall maintain in full force and effective at all times, the following insurance coverage:

Public liability insurance in an amount not less than five hundred thousand dollars ($500,000.00) for bodily injuries, including wrongful death in an amount no less than one million dollars (1,000,000.00) for damage on account of all accidents.
Property liability insurance in an amount not less than five hundred thousand dollars ($500,000.00) for bodily injuries, including wrongful death in an amount not less than one million (1,000,000.00) for damage on account of all accidents. Automobile property damage shall be no less than five hundred thousand dollars ($500,000.00).

E VERIFY:
Contractor understands that Contractor shall provide a complete copy of the E-verify Memorandum of Understanding (MOU) which is generated when the business entity or employer enroll in the program bearing the number assigned to the MOU by Homeland Security; establishing that the business entity has registered to participate and will actively participate in the E-verify for the duration of the contract, and shall verify every employee who is required to be verified according to the applicable Federal rules and regulations.

BID REQUIREMENT DOCUMENTS:
* Provision for Stat Transcription
* Backlog Plan
* Discovery Disaster Plan
* Security Equipment Specifications
* Reference List
*Disclosure of Failure to meet Turn-Around Time, if applicable
* E-Verify MOU

The submission of additional documents may be required, please read this RFB in its entirety.

IMPORTANT NOTES
* Each Bidder by making a bid, represents that they have read and understand the bid documents, and that they have visited the site and are familiar with all local conditions affecting service.
* To offer a bid for provision of medical transcription services, on the price sheet provide the monthly service charge for the facility listed.

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* Bid must be signed and notarized. Original and two (2) copies
* All questions must be received via email purchasing.dmh@mh.alabama.gov
* Bid Bond: Not required

AWARD

Award shall be made to the lowest responsible bidder meeting all specifications. Award may be made by facility as determined by ADMH to be in the best interest of ADMH. ADMH reserves the right to reject any or all bids. ADMH reserves the right to award more than one vendor.

PERFORMANCE

By submitting a bid, vendors guarantee ADMH that they understand and agree to the terms and conditions of the bid; Guarantee a continuing supply and consistent quality of the services offered; And that they will not default from performance by virtue of a mistake or misunderstanding.

Successful bidders shall comply with the requirements of the bid. If a contractor fails to perform, the ADMH reserves the right to take remedial action including cancellation of the contract for cause (default). Cause is defined as failure to: (A) meet requirements of the Bid terms and conditions, and/or (B) correct deficiencies upon receipt of notice. Failure to maintain satisfactory performance after notice will be sufficient cause for immediate cancellation of the contract. In the event of default, the department may make an award to the next highest bidder or rebid at its discretion.

Should a contractor provide poor quality service, that contractor will be considered in default and so notified in writing. The contractor shall be given ten (10) business days from the date of complaint to reply with a written response and corrective action(s). Failure to maintain satisfactory performance after two (2) such notices will be sufficient cause for immediate cancellation of the contract and disqualification from future contract consideration.

Facility Contact Information:

THSM Facility
LaShunna Ingram
659-228-0052

Bryce Hospital
Deborah McShan
205-507-8460

Harper Center
Yahaira Dent
205-366-3024

Alabama Department of Mental Health
Medical Transcription Services Specifications

SCHEDULE OF EVENTS

RFB for Medical Transcription Services

The following RFB Schedule of Events represents ADMH's best estimate of the schedule that shall be followed. Except for the deadlines associated with the vendor question and answer periods and the proposal due date, the other dates provided in the schedule are estimates. ADMH reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. Notification of any adjustment to the Schedule of Events shall be posted on the RFB website at www.mh.alabama.gov for review.

Please note the due date for submitting any questions. ADMH will not accept any questions after this date. All times are in Central Time.

Date	Event	Notification
November 9, 2026	RFB Release	ADMH Website and STAARs website
November 20, 2026	Deadline for RFB questions. **Submit in Word—No tables**	Email to Purchasing.dmh@mh.alabama.gov
November 30, 2026	RFB Q&A to be posted for review	ADMH website www.mh.alabama.gov
December 7, 2026	**RFB Submissions Deadline** **12pm** 3 (three) signed and notarized *1 (one) original and 2 (two) copies.	USPS or FedEx or UPS* (Review Section III, #1)
December 7, 2026	ADMH RFB Review Date **1pm**	
The RFB is posted on ADMH website at www.mh.alabama.gov for review.		

***Regular mail**: AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building PO Box 301410 Montgomery, AL 36130	***Courier**: AL Department of Mental Health Office of Contracts & Purchasing RSA Union Building 100 N. Union St., Suite 570 Montgomery, AL 36104