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**RFP #:** 769-22-965GH

**TITLE:** *Transcription, Captioning, and Communication Access Realtime Translation (CART) Services*

**DATE:** November 16, 2021

**SUBMITTAL DUE DATE:** November 23, 2021, 2:00 P.M. local time

## **Addendum #1**

Please note the following clarifications are hereby made to the aforementioned RFP.

**This addendum is being issued to answer questions that have been submitted as follows:**

### **Questions and Answers**

#### **General Questions**

**Question No. 1:** Do we need to submit our HUB paperwork before the proposal due date? Can we submit this together with our proposal?

**Response:** The HUB Subcontracting Plan (HSP) due date is November 23, 2021 at 2:00 P.M. Central Time. You may submit your HSP as a separate file when submitting your RFP response electronically.

**Question No. 2:** Will you provide a HUB template for us to fill out? If not, we can go ahead and leave the first top half of the HUB plan blank, correct?

**Response:** A blank copy of the HSP can be found with solicitation documents.

**Question No. 3:** For the evaluation criteria/factors, are they all weighed the same?

**Response:** All criteria are weighted the same.

**Question No. 4:** Is a hard copy of bid proposal not necessary? Just reaffirming that only electronic submission of contract is necessary.

**Response:** Hard copy or hand delivered proposals will not be accepted. Only electronic proposals will be accepted.

**Question No. 5:** Should the proposal be submitted as a PDF or a Word document?

**Response:** Both will be accepted. We recommend submitting PDF documents.

**Question No. 6:** Section 6.12 - Termination: Number of days prior to notice of termination of contract has been left blank. What is the number of days' notice?

Response: 60 days' notice.

**Question No. 7:** Section 6.19 – Assignment: This section addresses any purported assignment, transfer, or subcontract shall be void and ineffective. Does this include the sale of a company as well?

Response: Yes.

## **Market Basket #1 Transcription and Captioning Services**

**Question No.8:** What is the hourly minimum for services. i.e. 2 hours minimum for all services requested?

Response: There is no minimum for the captioning services. Sometimes we need a 1-minute video caption and sometimes we will have several hours needing captioning services.

**Question No. 9:** Is there a travel allowance? How is travel generally billed?

Response: Travel is not a constituent part of the captioning service.

**Question No. 10:** Are there any parking permits, restrictions, or fees associated with performing this contract?

Response: Travel is not a constituent part of the captioning service.

**Question No. 11:** What is the historical usage for this service?

Response: Provide captions to archived A/V media in compliance with state and federal regulations. We have operated under several models in the past: 1. clearing backlogs of materials that exist online but no requests have been made for remediation, and 2. Captioning/transcription of a specific recording at the request of a user. Over the past few years, we have had a consistent need for at least 20,000 minutes of English captions with additional captioning resources needed as grant projects and other funding is available.

**Question No. 12:** What are the historical rates paid for this service?

Response: \$1.10 - \$1.25 per minute for human-edited, English transcribed media. Spanish language rates at \$3-8 per minute, Automated service rates vary or are paid in lump sums/contract rates that work out to a fraction of a cent per minute.

**Question No. 13:** Have there been any issues in the past with consistency, quality, or availability of these services?

Response: Some vendors represent exported text as 'captions' which would more aptly be described as 'subtitles' and fail to meet standard accommodation requirements due to their failure to include visual speaker identifiers or adequate 'atomspherics' (representations of non-verbal speech). Additionally, we have had situations where captioners failed to complete work due to the difficulty encountered in understanding "heavily" accented speakers.

**Question No. 14:** Is there a travel allowance? How is travel generally billed?

Response: No. Travel is not a constituent part of the captioning service.

**Question No. 15:** UNT desires the provider's ability to offline caption 100 hours within a "standard" period of time. What is UNT's expectation on the turnaround time for this human-based service to be completed? Note: Multiple weeks or months would not be uncommon.

Response: Because UNT is required to provide the public with "reasonable accommodations" in order to comply with federal and state law, a maximum turnaround time of no more than three business days from the date of submission to the vendor would likely be considered "reasonable" in cases where the captions were being generated at the request of a user. For files generated without specific user request, a longer timeframe of one to two weeks is likely

acceptable.

**Question No. 16:** We offer your requested 24–72 hour turnaround times. We also offer a discounted 4-day turnaround time pricing model. May we include that option as well? (alternate proposals appear welcome)

Response: Yes.

**Question No. 17:** What is the anticipated volume or previous year's expenditure for this service?

Response: We expect at least 20,000 minutes of English captions per year from the UNT Libraries.

**Question No. 18:** What additional foreign (non-English) languages are you requesting pricing?

Response: Spanish.

**Question No. 19:** Who are the incumbent providers?

Response: Rev.com.

**Question No. 20:** What is the present hourly rate for video caption and transcription service?

Response: \$1.10-\$1.25 per minute for human-edited, time-aligned, English files.

**Question No. 21:** Is this a single vendor or multiple vendor award?

Response: Single.

**Question No. 22:** On average, how long are the files to be transcribed?

Response: 11 minutes is the average, but we have a wide range from 1-3 minutes to 1 hour or more.

**Question No. 23:** Is there a pre-existing style guide to adhere to for transcription?

Response: Not internally, <https://dcmp.org/learn/captioningkey> is likely the closest to a public version not provided by a vendor we would like followed.

**Question No. 24:** Do you have a sample of the media we would be transcribing? If so, can we have access to the audio/video?

Response: A good example of the types of resources are here:

Video - [https://texashistory.unt.edu/search/?t=fulltext&sort=title&fq=dc\\_type%3Avideo](https://texashistory.unt.edu/search/?t=fulltext&sort=title&fq=dc_type%3Avideo)

Audio - [https://texashistory.unt.edu/search/?t=fulltext&sort=title&fq=dc\\_type%3Asound](https://texashistory.unt.edu/search/?t=fulltext&sort=title&fq=dc_type%3Asound)

**Question No. 25:** Do you know if the audio/video will have one or two speakers?

Response: Yes. A Mix of speakers may be common, 1 – many.

**Question No. 26:** Can you describe the quality of the audio/video content that we would be transcribing?

Response: Media may include lectures, interviews, or historical footage with varying sound quality due to microphone placement or environmental factors. Speakers will often have regional accents, occasional bilingualism, or may use specialized vocabulary. There is a wide range of quality including many recordings prepared for television broadcasts.

**Question No. 27:** How much volume is ready to be transcribed?

Response: Content is pushed to vendor on an ad-hoc basis. We easily have 20,000 minutes of content ready for this year and more is added all the time.

**Question No. 28:** Is the project just for transcription or will you need translation of the audio/video as well?

Response: Translation into languages other than English may be desirable in rare cases. A small percentage of content may appear originally in a language other than English, most typically Spanish.

**Question No. 29:** Is there a preference in price per unit? For example, minute/word,etc.

Response: Cost per minute for human generated time-aligned captioning.

**Question No. 30:** Can we deliver our response to this proposal in person?

Response: No.

**Question No. 31:** Do we need to submit our HUB paperwork before the proposal due date? Can we submit this together with our proposal?

Response: Please see Question No. 1.

**Question No. 32:** For the evaluation criteria/factors, are they all weighed the same?

Response: Please see Question No. 3.

## **Market Basket #2 Communication Access Realtime Translation (CART) Services**

**Question No. 33:** What is the hourly minimum for services. i.e. 2 hours minimum for all services requested?

Response: Providers should indicate their typical hourly minimum for services, and it will be included in the award selection.

**Question No. 34:** Is there a travel allowance? How is travel generally billed?

Response: Providers should indicate their typical travel allowance and it will be included in the award selection.

**Question No. 35:** Are there any parking permits, restrictions, or fees associated with performing this contract?

Response: Parking permits are required, and the provider/agency is responsible for securing/purchasing the appropriate permit.

**Question No. 36:** What is the historical usage for this service?

Response: There are CART requests for 49 classes for the Fall 2021 semester.

**Question No. 37:** What are the historical rates paid for this service?

Response: Historical rates paid have been between \$40.00-\$50.00/hour.

**Question No. 38:** Have there been any issues in the past with consistency, quality, or availability of these services?

Response: There have been issues with availability of providers and the consistency of providers showing up for assignments.

**Question No. 39:** We desire to provide solely remote CART service, not onsite. Is that single delivery method acceptable?

Response: Remote CART is not always effective for many UNT classes due to the discussion-based nature of some courses. Remote CART providers should still complete an RFP for classes in which remote CART would be appropriate and needed.

**Question No. 40:** What is the anticipated volume or previous year's expenditure for this service?

Response: Anticipated volume for the upcoming semester is the same as the Fall 2021 semester, 49 classes.

**Question No. 41:** Who are the incumbent providers?

**Response:** Tanya Jansma & Associates.

**Question No. 42:** What is the present hourly rate for CART service?

**Response:** Please see Question No. 37.

**Question No. 43:** Would UNT entertain other value-added service options including remote text interpreting (C-Print and TypeWell) in addition to the verbatim CART service (alternate proposals appear welcome)?

**Response:** Yes, please be very specific with all service options provided through your company, including any price differential.

**Question No. 44:** Is this a single vendor or multiple vendor award?

**Response:** UNTS intends to award multiple vendors for Market Basket #2.

**Question No. 45:** Who/what determines which classes will be covered by onsite CART providers versus remote CART providers, i.e. student, student services coordinator, availability of, etc.?

**Response:** Student services coordinator in cooperation with d/Deaf or Hard of Hearing Students in these classes.

**Question No. 46:** Will Vendor be able to utilize UNTS remote platforms, i.e. Zoom, etc. for remote purposes? This would be more reliable and better utilizes UNTS IT Department

**Response:** If a class is held via Zoom and a CART provider is needed, the class instructor will provide the Zoom link. All other remote platforms will need to be provided by the provider.

**Question No. 47:** Should we be chosen as primary Vendor, will an approved second Vendor of choice be available for backup?

**Response:** Yes, this is the goal.

**Question No. 48:** Under this new contract, there has been a restructuring of cost/pricing for services rendered. Instead of rounding up to the nearest whole hour, it is now in 15-minute increments. In order to maintain our business model from our previous contract, we will have to propose a new hourly rate. We do not want this to be construed as an excessive increase. Any suggestions?

**Response:** Please submit the hourly rate you are proposing as a part of your RFP and it will be reviewed.

**Question No. 49:** What is the contract number of the current incumbents?

**Response:** N/A.

**Question No. 50:** How many vendors does UNTS currently utilize and how is the work distributed amongst them?

**Response:** Two agencies. One providing on-site services for the majority of classes and one that is providing remote services for those classes for which an in-person provider was not available and is an effective option for communication access based on class format.

**Question No. 51:** Will this bid be awarded to multiple vendors? If so, how will the work be distributed?

**Response:** UNTS intends to award multiple vendors for Market Basket #2. The number of vendors awarded for this bid will depend on the vendors who submit an RFP. If multiple vendors are awarded for this bid, the work will be distributed based on what type of CART providers are available for the vendor (onsite vs. remote), qualifications of CART providers (especially for PhD/EdD classes) and based on the discussion between the Student Services Coordinator and d/Deaf and Hard of Hearing Student.

**Question No. 52:** Does UNTS have CART reporters on staff? If so, how many?

**Response:** No, there are no CART providers on staff at UNT.

**Question No. 53:** If UNTS has staff reporters, are they also certified? If so, what certifications do your staff CART reporters possess?

**Response:** N/A.

**Question No. 54:** After being awarded, will there be any type of annual review between the awarded vendor and UNTS?

**Response:** Yes.

**Question No. 55:** How does UNTS currently organize their requests – do they all go through one team or is it decentralized?

**Response:** All requests for CART for student accommodations at UNT Denton, go through the Student Services Coordinator in the Office of Disability Access. HR related CART requests go through the Human Resources Department.

**Question No. 56:** Will on-site CART reporters/captioners be required to purchase a parking pass? What are the parking fees, if any?

**Response:** Yes, parking passes are required for anyone parking on campus. The current cost for passes is \$250.00/year, but this is subject to change as determined by the UNT Parking and Transportation office.

**Question No. 57:** Page 11, section 3.3, Market Basket #2 states "The agency will use certified CART providers when available." What certifications does UNTS accept?

**Response:** Certified Realtime Captioner (CRC).

**Question No. 58:** What was the monthly average amount of CART services requested in hours for 2019 and/or 2020?

**Response:** 720 hours/month.

**Question No. 59:** Can you please break down the frequency of each service requested for 2019 and/or 2020? (Example: 50% on-site CART, 50% remote CART)

**Response:** Previous contracts in 2019 and 2020 were for 100% in-person CART. For 2019/2020 CART providers were onsite for all classes. Zoom was utilized during the pandemic but as an exception.

**Question No. 60:** Are there any challenges you would like this new contract to address?

**Response:** Having a sufficient number of qualified service providers to cover all classes and having back-up providers as needed when a CART provider is not able to attend a specific class session.

**-End of Addendum-**

  
Issued by (Signature)

November 16, 2021

**ACKNOWLEDGEMENT:** Please acknowledge receipt of this addendum by signing and including a copy of this addendum with your electronic proposal response.