

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE ADDENDUM

ITN NUMBER: 2023-06NCSA OPENING DATE & TIME: March 21, 2024 2:00 PM

ITN TITLE: ACCESSIBILITY SERVICES – SPEECH-TO-TEXT CAPTIONING SERVICES

ADDENDUM NUMBER: 1

ADDENDUM DATE: MARCH 11, 2024

The purpose of this addendum is to:

- Answer questions asked during the open q/a period.

PLEASE ACKNOWLEDGE RECEIPT OF THIS ADDENDUM AND RETURN IT WITH YOUR SUBMITTAL. FAILURE TO SIGN AND RETURN WITH YOUR SUBMITTAL COULD RESULT IN REJECTION OF YOUR BID.

PROPOSERS SIGNATURE

PRINT OR TYPE PROPOSER'S NAME

COMPANY NAME

EMAIL ADDRESS

1. Will the University of Central Florida accept a remote-only solution?

Vendors offering a remote-only solution can apply. We are also looking to have on-site, in the classroom, synchronous speech-to-text captioning for deaf and hard of hearing students. May also do special events.

2. Can we bid on this RFP if we cannot provide in-person services (we only offer remote services)?

Yes, see response to #1.

3. What is the estimated annual volume of remote live captioning?

Potentially 60-70 classes, but it is based on enrollment and requests.

4. Do you intend to establish contracts with one or multiple vendors?

UCF reserves the right to award to multiple suppliers, if desired, per Section 2.8

5. Can we use our existing 2020 contract with UCF?

No, a new contract document will be executed with the awarded supplier(s).

6. Can we request consideration of some additional terms to be added to the resulting contract?

- a. We request a change to Clause 2.23: To the maximum extent permitted by applicable law, this section should permit assignment of the Agreement by 3Play as a result of a merger, acquisition, or sale of substantially all of its assets without consent but with prior written notice to Florida. Furthermore, 3Play is permitted to use subcontractors and independent contractors to perform services hereunder without prior consent.
- b. We request a change to Clause 2.23: To the maximum extent permitted by applicable law, this section should permit assignment of the Agreement by 3Play as a result of a merger, acquisition, or sale of substantially all of its assets without consent but with prior written notice to Florida. Furthermore, 3Play is permitted to use subcontractors and independent contractors to perform services hereunder without prior consent.
- c. We request a change to Clause 2.26: We'd like to clarify that this right may be exercised not more than once annually, and at the University's expense.
- d. We request a change to Clause 2.33: We request to strike this sentence: The subcontractors and the amount of the subcontract(s) shall be identified in the Respondent's response to this ITN.
- e. We request a change to Clause 2.37: The last sentence should be adjusted to say "Except as otherwise expressly set forth herein, the remedies..."
- f. We request a change to Clause 2.48: We'd like to add language and add clarification to the language included in this clause. The State of Florida will be providing materials to 3Play for 3Play to perform captioning/transcription services as further specified in the order or SOW. The results of those services (the captioned materials and/or transcripts, as applicable) belong to the State of Florida. However, the IP, know-how, software, algorithms, etc. that are used by 3Play in performing the services belonging to 3Play. Furthermore, 3Play will indemnify for the services it performs, but as the

captioned materials/transcripts are derivatives of materials provided by the state 3Play does not typically indemnify for those materials. We'd like to adjust the language to clarify this.

Please include this request with your response. These are negotiable terms that can be addressed during negotiations with the awarded supplier(s).

7. How many monthly/annual hours have been previously required for In-Person Speech-To-Text (STT) Captioning Services

Approximately 680 hrs. remote and 700 hrs. in-person per semester.

8. How many monthly/annual minutes have been previously required for Remote Speech-To-Text (STT) Captioning Services

Approximately 680 hrs. remote and 700 hrs. in-person per semester. For minutes multiply by 60.

9. Will you accept proposals for remote only services?

See response to #1.

10. What portion of the total services provided each semester were outsourced?

100% past 2 semesters.

11. What percentage or portion of the outsourced services in the past academic or calendar year was provided on-site? Remotely?

Approximately 50-50.

12. Of the hours of services outsourced, what portion is CART? C-Print/TypeWell?

Approximately 50-50.

13. Is there an incumbent vendor(s)? If so, who is the incumbent vendor and what are their current rates?

Budget Captioning, LLC dba Classroom Captioning, Central Florida Captioning and CART Services, A La CARTe Connection, LLC

Current rates are at the end of this document.

14. Will vendors be able to choose which Speech-to-Text (STT) Captioning Services they will provide i.e. providing either CART, C-Print or Typewell?

In most cases yes, however there are classes where CART will be required and which will be determined by UCF.

15. Are vendors required to bid on both in-person and remote captioning services?

Vendors are not required to bid on both in-person and remote captioning services; however, we are looking for in-person vendors as well as remote vendors.

16. Is the University open to an AI technology option for all captioning services that will be both extremely accurate and cheaper?

We are open to bids from vendors who can offer in-person and/or remote captioning in addition to Ai solutions for live speech-to-text captioning.

17. Is captioning needed in any other languages than English?

Although to date we have not needed speech-to-text captioning in other languages that need may occur at some point.

18. Who is the current incumbent and the rates?

See response to #13

19. Has the University had any issues with the current incumbent?

No.

20. Would you consider the possibility of having AI STT instead of human captioning (CART, C-Print, Typewell) ? It's much more cost effective compared to human captioning and the accuracy is very high.

See response to #16.

Budget Captioning, LLC dba Classroom Captioning

	Remote
Standard Hourly Rate - CART	\$70.00/hour
Standard Hourly Rate – Typewell	\$60.00/hour

	Minimum of 60 minutes
	Billing increment is 6 minutes after minimum has been met.
	Cancellation deadline is one full business day.
	Includes free unedited transcript sent immediately after completion of class
Surcharges	Weekends 50% Holiday 50% After hours 10pm – 6am (local client time) 25% Short-notice (less than 2 full business days) 25%
	Transcripts are available to download for 21 days after a captioned class.
	Edited Transcripts are an additional \$35/hr with a 3 business day turnaround
	SRT File – no additional costs

Central Florida Captioning and CART Services

In-Person	Remote
\$100.00/hour	\$90.00/hour
Two hour minimum	Billed in 15 minute increments after
Assignments beginning after 6pm and occurring on weekends have a three hour minimum.	Each assignment includes 15 minutes for testing and setup.
Events with projection (ie commencement, award banquets)	
\$120.00/hour	
Two hour minimum	
Billed in 30 minute increments after the two-hour minimum	

All assignments, excluding classes, requiring streaming to the internet incur an additional \$10/hour fee.

All cancellations that occur within 48 hours of assignment are billable.

A La CARTe Connection, LLC

Captioning Platform/Type	Rate
Remote CART using a live captioning feed [StreamText]	\$108.00/hour
Platforms Supported:	
Zoom	
Zoom Integration	
Blackboard Collaborate	
WebEx	
BlueJeans	
PhoneNumber/Conference Calls	
ON24	
RingCentral	
GoToMeeting	
GoogleMeet	
Microsoft Teams	
YouTube Live	
Adobe Connect Streamtext Pod	
Any other Live Stream	
Spanish Remote CART	\$148.00/hour

- Services billed in ¼ hour increments.
- 24-hour cancellation policy—if your session is on our schedule and cancelled with less than 24 hours' notice you will be charged the full price. The captioner set aside that time just for you and thus has to be compensated.
- 1 hour minimum for all bookings.
- No minimum volume required - we provide services on an as needed basis.
- Sessions after 5 PM EST weeknights Monday-Thursday are billed with extra \$10/hour.
- Sessions occurring on Fridays after 5 PM, anytime on Saturdays/Sundays or anytime weekday after 10 PM EST before 7 AM EST are billed an extra \$20/hour.
- Especially technical, jargon heavy, or difficult subject matter will incur an extra \$20/hour fee.
- Within 24-48 hours after each session, point of contact will receive copy of the transcript via e-mail at no extra charge.
- Invoices will be sent from A La CARTe Connection to your organization on the last day of each month.
- 30 day pay period.