

ADDENDUM

IMPORTANT DOCUMENT – INVITATION TO NEGOTIATE ADDENDUM

ITN NUMBER: 2023-07NCSA

OPENING DATE & TIME: March 21, 2024, 2:00 PM

ITN TITLE: ACCESSIBILITY SERVICES – VIDEO ACCESSIBILITY SERVICES

ADDENDUM NUMBER: 1

ADDENDUM DATE: MARCH 12, 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. **How do we go about being added to your vendor/bidder list for future needs?**

Please visit our website for assistance: <https://procurement.ucf.edu/doing-business-with-ucf/>

2. **Can you please send us a copy of this pending IT/TELCOM/A-V RELATED BID, or is there a web link you can provide?**

All documents related to this solicitation are posted on our website:
<https://procurement.ucf.edu/solicitations/>

3. **Also, what about smaller non-bid items (p-card type purchases, refurbished parts, hard to find items, end of life band-aids, etc)?**

Please visit our website for assistance: <https://procurement.ucf.edu/doing-business-with-ucf/>

4. **Does that go through the IT folks directly, or, does it funnel back around to the Procurement side?**

Please visit our website for assistance: <https://procurement.ucf.edu/doing-business-with-ucf/>

5. **Who is your current provider(s)?**

3 Play Media, Cielo24, Verbit

6. **What challenges have you faced from your current provider(s) on projects with a similar scope of work?**

Challenges vary based on each current provider. Some overarching challenges include accuracy and turnaround times.

7. **What rates are you currently paying for the services requested in this RFP?**

See attachment.

8. **If awarded the RFP, what will be the process for onboarding?**

Provider will meet with appropriate UCF contacts to setup the account based on internal workflows.

9. **Who will be our operational contact if awarded the RFP? If not currently known, how do we obtain the operational points of contacts to initiate onboarding upon award?**

Operational contacts will be Katherine Virella for the SAS team and Kristeena LaRoue for the campus at large.

- 10. Does UCF have a central department or mechanism for deploying accessibility services across the university?**

Student Accessibility Services assists with services for students with accommodations. There is not a central department to address proactive accessibility services on campus.

- 11. Is there an Intranet where users will get information about the approved vendor and instructions for accessing services?**

Information regarding approved vendors will be given to users via internal training sessions and courses.

- 12. Are there any additional technologies (if not indicated) that would benefit us to know about?**

None that we are aware of.

- 13. Is the University open to volume commitments and/or prepayments in order to secure further discounted pricing?**

The University cannot commit to prepayment for services or volume discounts.

- 14. Will you require English only transcription services, or potential foreign transcription (e.g., Spanish to Spanish) or foreign translation (e.g., English to Spanish)?**

There is a chance that transcription and/or translation will be needed, but the volume of need cannot be anticipated.

- 15. Will the transcription services require proper name speaker identification (e.g., Carol Smith)?**

Yes, if possible.

- 16. Because we offer many other types of transcription services, are we permitted to attach a supplemental, comprehensive pricing proposal in our format (in addition to completing Appendix A - Price Sheet)?**

Yes

- 17. Can we use the existing 2020 contract?**

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

- 18. 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).

19. What volume of captioning and audio description do you anticipate in the coming years? How does that compare to previous years?

Volume of captioning and audio description cannot be anticipated as a number of factors play into this, including students with identified needs, amount of video/audio content on campus, and how much content is made accessible in-house.

For information regarding historical volume, please see response #37.

20. What video platforms or media storage systems will you use?

Platforms used on campus depend on contracts with external agencies and are subject to change. Currently, the following platforms are used on campus (this is not an exhaustive list):

- Canvas
- Panopto
- YouTube
- Vimeo

21. Will this contract include live captioning/transcription?

No, this service is included ITN2023-06NCSA Accessibility Services: Speech-to-Text Captioning Services

22. What live meeting/event platforms do you use?

Zoom, Teams, Panopto

23. Why are you issuing this RFP?

The current contract is expiring.

24. 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

25. What software does the in-house captioning team at UCF currently use?

UCF's in-house captioning team does not create captioning files. They utilize multiple platforms to ensure content is hosted correctly (see response #20).

26. What format shall files be sent to vendor and what format shall files be returned to UCF?

SRT and VTT are the primary captioning file formats used at UCF.

27. Does the in-house team send and receive files via any specific work/files platform? If so, could you provide details of it?

We send and receive files through links, downloads, and integration with the captioning vendor.

28. Is this a new contract?

No

29. Do you expect to make multiple awards for this contract?

See response to # 24

30. If this contract is already in place, could you kindly share the current incumbent(s) and their rates?

See response to #5 and #7.

31. Do vendors have to bid on all Video accessibility services (closed captioning, subtitles, transcripts, and audio descriptions) for video/audio or can optional services be provided?

No, vendors are not required to bid on all services.

32. Are out-of-state vendors able to participate? Is there a local preference clause for business in Florida State?

Yes, out-of-state is acceptable. There is not a local preference for services.

33. Are there any certification requirements?

No

34. Are there any Small Business or Minority Business Enterprise preference clauses? If yes, does the SBE or MBE have to hold a certification from the State?

No

35. Is there an incumbent for this contract? If there is, can you tell us who the incumbent is? Can you share the rates you are currently being charged?

See response to #5 and #7.

36. Is there a preference to contract with a vendor that provides all services? In case the preference is for vendors that can provide all services, are there services that weigh higher in the vendor selection evaluation (e.g. primary service is Captioning and Transcription, second Audio Description, etc...)?

There is not a preference for one vendor to provide all services. Captioning is the highest need, followed by transcription and then audio description.

37. What is the estimated volume in minutes for this solicitation? Could you provide historical information of services utilization?

SAS provides approximately 83,000 minutes per year for reactive captioning. There may be additional work being submitted from other departments.

38. Do you need these services for multiple languages or only English?

English is the primary language utilized. There may be a need for additional languages.

39. Can you provide the breakdown for spend per service?

In the last year, SAS spent \$158,442.71 for captioning and transcription services.

3Play Media

- Prices are prorated to the exact media duration (rounded to the nearest second).
- The minimum service time is 1 minute.

Prerecorded Captioning + Transcription (Both)	
Item	Price
10 calendar day turnaround	\$1.60/min
4 calendar day turnaround	\$1.75/min
48 hour turnaround	\$2.15/min
24 hour turnaround	\$2.55/min
8 hour turnaround	\$3.95/min
2 hour turnaround	\$6.95/min
Extremely difficult audio (i.e. poor recording, loud background noise)	add \$1/min
Always Included	
Captions and transcripts (both are included--we do not provide transcription only)	Included
Any number of speakers	Included
99%+ accuracy with two rounds of human QA review	Included
Speaker identification	Included
50+ output formats	Included
40+ platform integrations (including YouTube)	Included
Caption editor	Included
Glossaries	Included
Unlimited technical support	Included
API access	Included

Exact billing (prorated to the nearest second after 1-min minimum)	Included
Additional Discount Option	
Prepay \$100,000	Reduce all turnaround by \$0.05/min

Live Auto Captioning and Transcription (Both)

Item	Price
Real-time captioning using automatic speech recognition	\$0.30/min
Always Included	
Captions and transcripts (both)	Included
Integrations with YouTube, Zoom, JW Player, Brightcove, and Facebook (coming soon)	Included
Unlimited technical support	Included
Wordlists	Included
API access	Included

Audio Description

Item	Price
5 calendar day turnaround (standard)	\$7.75/min
48 hour turnaround (standard)	\$8.75/min
24 hour turnaround (standard)	\$11.75/min
Extended audio description	add \$5.00/min
Always Included	
Text-based and media-based outputs	Included
Merged caption + description outputs	Included
Audio description editor	Included
Synthesized voice with multiple voices and speeds	Included
Platform integrations, including Kaltura	Included

Audio description plugin	Included
Unlimited technical support	Included
API access	Included
Exact billing (prorated to nearest second after 1-min minimum)	Included

Other

Item	Price
HIPAA workflow	\$0.25/min

Additional Subscription Services	Discounted Subscription Rate per Media Minute
Professional English Transcription 99% TAT 24H	\$2.00/minute
Professional English Transcription 99% TAT 48H	\$1.75/minute
Professional English Transcription 99% TAT 168H	\$1.50/minute
ADDITIONAL TERMS: Any Services ordered outside of the Services outlined on Customer's Order Form or subsequent Amendments shall be billed at the "Current Rates" set forth in the MSA, less a 25% discount for English Services.	

English Audio Description Services			
Product Description			
Standard	Compliance level captioning and transcription- most popular with educational institutions for accommodation and accessibility		
Professional	Broadcast grade captioning and transcription- popular with news, entertainment, and broadcasters looking to provide the best possible user experience		
Standard	\$1.15	\$1.00/min	\$0.95/min
Professional	\$2.00	\$1.75/min	\$1.50/min
3x the number of committed minutes in mechanical (ASR) captioning and transcription for each business unit at NO CHARGE for the duration of the contract award.			

Foreign Language Services Audio Description Services			
Product Description			
		48 HR TAT	
Foreign Language (Same to Same)		\$3.50/min	
Translation (from source transcript to target language)*		\$12.50/min/language	
*Adds 48 hours to turn around time			

Video Content	(Price per minute of media)
72 hours turnaround	\$1.15
48 hours turnaround	\$1.21
24 hours turnaround	\$1.25
8 Hour Turnaround	\$2.13

IF UCF commits \$30,000 or more pricing is as follows:

Video Content	(Price per minute of media)
72 hours turnaround	\$1.08
48 hours turnaround	\$1.13
24 hours turnaround	\$1.18
8 Hour Turnaround	\$2.13