

**Captioning and Transcription Services for SHSU Services for Students with Disabilities (SDD)  
Department.**

**Addendum to Request for Proposal: 753-2-003KLK**

**QUESTIONS AND RESPONSES**

1. Having received the RFP today, there is not a video/audio file delivery component. Would it be possible to state in the RFP how the files will be accessed; i.e., available on individual professors' websites or will all the files necessary for transcription be uploaded to an ftp site provided by the captioning company?

**It depends on where the content is housed. No matter where the content is housed, specific instructions on where and how to access the content will be provided by the SHSU Services for Students with Disabilities Department (SSD).**

2. Can SHSU upload the necessary files for transcription to a vendor's website, if requested?

**It depends upon the content and where it is housed. It is possible if the vendor has a web site where files can be uploaded but some of the videos are not built by the SSD and are not owned by them so they are hosted on other websites, thus it depends upon the content.**

3. I wanted to ask you about expected volume from SHSU for post-production captioning needs. We are able to offer volume discounts to clients who meet volume requirements. Do you have an idea of the number of hours per month or year you will have?

**This semester, the department did 180 hours – give or take. The previous semester was 60 hours. It depends upon the client's needs. Future volume estimates are difficult to determine. One of the two hearing-impaired students is planning to graduate in December 2011. There is no way to anticipate the volume of requests for the Spring Semester and beyond until the students are enrolled.**

4. Can proposals be emailed rather than faxed? And if so, to what email address should they be sent?

**At this time, SHSU is only accepting faxed Invitation for Bids to 936-294-1997 as we are currently not set up to receive emails to a specific Invitation for Bid email address.**

5. On page 1 in the pricing section, what is meant by "Stand by Fee?"

**The "Stand by Fee", if charged by the vendor, is during a live lecture and is a fee charged by the vendor for waiting or "standing by" by signing on (for example 15 minutes) before the class lecture begins and waiting for a certain amount of time before signing off to see if the student attends class that day or is late, etc.**

6. Does SHSU have a favored supplier?

**No.**

7. Who is the current/past supplier of captioning and CART services?

**Caption Source, LLC**

8. What rate is SHSU paying the current/past supplier for the services requested in this RFP?

**This may only be requested after the IFB has closed through the Open Records Act and must be in writing and reference Open Records when requesting the information.**

Sam Houston State University

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9. I have a question about the type of transcription services requested on this bid. I read the bid as soliciting only CART services. Is there a way that I can bid to provide transcription services in the form of TypeWell or C-Print as opposed to CART?

**At this time, the bid does not include Typewell or C-Print services.**

Delivery in	Days	Cash Disc.	%	Days
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10. How should the above line be completed?

**This is a standard area where vendors can indicate the delivery time, for example 3 days, 10 days, etc., after receipt of order. The "Cash Disc. \_\_\_\_\_%" is where vendors can indicate if there is any discount and what percentage discount to SHSU if payment is made within X number of "Days."**

11. Are you selecting a single vendor for all services, or are you selecting multiple vendors?

**As stated on the IFB Document under "Award Notice" on page 1, "SHSU reserves the right to make an award on the basis of low line item bid, low total of line items, or in any other combination that will serve the best interest of SHSU and to reject any and all bid items at the sole discretion of SHSU."**

**We are requesting an Hourly Base Rate for 1) Transcription/Captioning of Recorded Media Content and 2) CART Services (Remote & Onsite). Vendors may respond with quotes per hour for one or more services.**

12. Since rates vary according to services, how should we enter the various rates for:
- a. Remote CART
  - b. Onsite CART
  - c. Transcription of audio content
  - d. Captioning of recorded media

**If vendor has different pricing for each (remote CART/Onsite CART, Transcription of Audio Content/Captioning of Recorded Media) please list hourly price for each.**

13. May we include the terms on a separate page?
- a. Cancellation policy
  - b. Minimum order amount

**Vendors may include pertinent information such as their Cancellation Policy or if a minimum order amount is required. Once the PO is awarded to a vendor, the PO and SHSU's Terms & Conditions attached to the PO constitute the contract.**

14. What is the estimated amount of media to be captioned under this contract?
- a. Estimated by number of hours of media content, please.

**Please refer to question 3.**

15. What are you currently paying for 99% verbatim/edited, time-coded transcripts of recorded media?
- b. Is that a separate service from "attach time-coded transcripts to audio-video files."?

**Please refer to question 8.**

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16. What are you currently paying for time-coded transcripts in pop-up, two line presentation?

**Please refer to question 8.**

17. How many minutes of video content do you estimate would be included in a single order requiring the above-referenced turnaround time?

**With regard to the amount of media to be included in a single order, it depends upon and varies according to the course. Access is given to the respective course websites, their media content, and the instructor's course schedule or syllabus. The material should be transcribed in order of priority with respect to the syllabus.**

18. Is there any leeway for larger orders?

**Please refer to question 3.**

19. Relative to CART services:

1. What is the estimated number of hours of captioning needed per month?
  - a. We realize this varies. Perhaps last year's utilization and this year's projections?

**Currently, SHSU is not providing CART services but would like to receive bids on such service in the event that there is a request for them in the near future.**

2. Can we bid on the remote CART services only?

**Yes.**

3. What are you currently paying for Remote CART? Onsite CART? **N/A**
  - a. What additional charges are you paying for CART?
    - i. Prep time, Notes, Drive time, Downtime between classes, etc?
4. Who is your current provider? **N/A**
5. Are you currently using remote CART?
  - a. If so, how are you transmitting audio and text?
  - b. What equipment are you using?

**Currently, SHSU is not providing CART services but would like to receive bids on such service in the event that there is a request for them in the near future.**

**IFB Opening: 9/29/11 @ 10:00 a.m. CST**