ADDENDUM TO E-1 PRICING WORKSHEET
QUESTIONS RECEIVED AND RESPONSES

1. Please also indicate evening and weekend rates for Remote and On-Site CART Services, if applicable. See revised Pricing Worksheet for Communication Access Real-Time Translation (CART) of Classroom Lectures and Other Live Events attached.

2. The RFP specifically lists CART, but are you also accepting proposals for other types of transcription services such as TypeWell or C-Print? These services are very similar to CART, but use laptop computers instead of stenographer’s equipment. I would also like to know if remote TypeWell services would be considered as opposed to remote CART services.

For the purposes of the real-time captioning portion of the RFP, the SHSU Services for Students with Disabilities (SSD) Department is requesting proposals for remote and/or on-site CART services only. Programs such as TypeWell and C-Print differ from CART in that they are “essential meaning” rather than verbatim transcription.

3. Our company offers services for 1) Post-production transcription/captioning of instructional media content, such as videos and/or audio lectures; but not for 2) On-site or remote Communication Access Real-Time Translation (CART) of live events, including classroom lectures, related activities, and university functions. May we submit a bid for only #1 or are you looking for a company that can handle both?

Vendors may submit proposals for either one or both services requested. Each service is being evaluated separately.

4. Is this RFP open to out-of-state vendors?

Yes.

5. HUB Question: We understand, as stated on page 3, that “SSD is unable to estimate the volume of captioning/transcription services.” Page 8, section B-7a states “proposals over $100,000 submitted without a HUB Subcontracting Plan will not be submitted for award.” Would you recommend we proceed with a HUB Subcontracting Plan just to be certain we’re covered? We do not generally subcontract our captioning and transcription services (we use employees). Given that we are unaware of the volume of work to be had, it will be doubly difficult to estimate how much we can outsource to a HUB Vendor. Please advise.

A HUB Subcontracting Plan is required to be turned in with your proposal. If you are self-performing and not subcontracting out any portion of the contract and will be fulfilling the entire contract with your own resources/employees, please fill out Section 1, Section 2 a., Section 3, and Section 4 of the HUB forms. See HSP Quick Check List.

Please contact the SHSU HUB Coordinator, Bob Chapa, with any questions you may have regarding the HSP forms and how to fill them out at 936-294-4670 or ric001@shsu.edu.
6. D-2 Post Production Transcription/Captioning Requirements: Our post-production captioning team consists of over 60 trained captioners. They specialize in transcripts and captioning for over 15,000 hours pre-recorded programming each year. This department is separate from our real-time department and we do not use Registered Court Reporters or Captioners to create transcripts. Will we be disqualified for failing to use “currently certified RPR, CSE, CRR or CBC’s” for transcription/captioning work?

As stated in the “Vendor Qualifications and Experience” section of the specifications, only providers that currently hold one or more of the listed certifications will perform duties under the award. Consequently, vendors that employ or subcontract with uncertified captioners/transcriptionists will not be considered for the award.

7. If the main certified captioner/transcriptionist is not available when called for services, can a non-certified individual fill in?

No, all captioners/transcriptionists must be certified.

8. Can SHSU provide source material to transcribe to submit as a sample?

No, SHSU will not provide source material for transcription for samples.

9. Does our standard insurance policy need to be submitted?

No.

10. Are the names of companies submitting a proposal to be made public? Can I be present at the bid opening?

The names of everyone that submitted a proposal are not posted on the websites listed in the RFP, only the awarded vendor(s). Proposers are welcome to attend the RFP Opening on 8/3rd. It will be in the Procurement Offices in the CHSS Bldg, 4th Floor, Suite 452 at 3:00 p.m. on 8/3/12.

11. How is parking handled for a vendor?

If you wish to attend the RFP Opening and would like a Visitor’s Parking Pass, those are available at the SHSU Police Department located away from the main campus at 2424 Sam Houston Avenue, Huntsville, TX 77340 at the Sam South Complex. There is also a parking garage located on campus at 1730 Avenue I that charges a fee of $1/hr. and also takes credit cards.

If you park in a Faculty/Staff parking lot (without a pass) and receive a ticket, just forward it to our office and we will take care of it.

Bid Opening Date: 8/3/12 at 3:00 p.m. CST
Revised Communication Access Real-Time Translation (CART) of Classroom Lectures and Other Live Presentations/Events:

Proposers to submit pricing on the basis of per hour of real-time translation for remote and/or on-site CART services.

Real-Time Translation for Remote CART: $  /hr.

Real-Time Translation for On-Site CART: $  /hr.

Additional Travel Charges for On-Site CART, if applicable: $  /hr.

Indicate any additional charges for evenings and weekends, if applicable:

   Evening Rates Remote CART: $  /hr.                Evening Rates On-Site CART: $  /hr.
   Weekend Rates Remote CART: $  /hr.                Weekend Rates On-Site CART: $  /hr.

Proposers to indicate translation and accuracy rates below:

Translation Rate: %

Total Accuracy Rate: %

In addition, proposers should detail their policies with respect to:

   1) minimum hour in billing practices   further indicating whether services are billed in 15- or 30-minute increments beyond the minimum;

      additional fees for late requests, e.g., requests for CART services with less than 2 business days advanced notice

        $   /hr.;

   3) late cancellation fees $   including minimum notice required to avoid billing ____________________________.

Escalation Rate for Services for Option Years:

First Year Renewal %

Second Year Renewal %

Third Year Renewal %

If escalation rate is left blank, it is assumed it is 0%.  
