

DATE: September 12, 2023

TO: All Prospective Bidders  
Cc: Procurement File

FROM: David Clurman

RE: Transcription Services for Deaf & Hard of Hearing Students, BID # BC-21331-C,  
ADDENDUM #2

The following amends the above referenced Bid documents. Receipt of this addendum must be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda" form and submitting it along with your response to the University.

The due date and time for the response to be submitted to the University is **MONDAY, SEPTEMBER 18, 2023 by 11:59 p.m.** (EDT) to the issuing office.

**A. The following questions were submitted for a response.**

1. Can UMBC provide any historical data on volume? For example, how many hours of live Typewell/C-Print/CART services were in 2022? How many Deaf/hard-of-hearing individuals utilize the services?

*Answer: Depending on the semester and year, students requiring this service ebbs and flows. The number of hours is typically between 200-300 per month. UMBC has had up to 12 students receiving services and as low as 3 students receiving services. Currently UMBC has 5 students using these services.*

2. How satisfied is UMBC with the incumbent(s)?

*Answer: This solicitation is the result of a contract expiration. UMBC does not publish the results of supplier performance evaluations.*

3. Who is/are the incumbent(s)?

*Answer: Vital Signs and Intellitext are UMBC's current suppliers for this service.*

4. How much is UMBC currently paying for these services? What is the dollar value of the current contract?

*Answer: UMBC does not publish current contracts or dollar value, nor does UMBC provide the expected budget for upcoming procurements.*

5. For remote services, will any integrations be required (Zoom, Teams, Panopto, Webex, etc.)?

*Answer: Integration is preferred but not required. Often students will use a split screen. Classes can be delivered by Webex or Blackboard Collaborate.*

6. What online video/meeting platforms will be used for off-site CART?

*Answer: Depending on the venue, UMBC uses WebEx and Blackboard Collaborate. Often, UMBC uses CART for in-person lectures where the CART provider is off-site projecting on a screen.*

7. Will services in any language other than English be required?

*Answer: No, with the exception of modern language classes. In the past, there have been students in Spanish, French, Latin, and Korean classes.*

8. Would UMBC accept bids for remote-only services?

*Answer: Yes.*

9. Will this be a multiple award or a single award?

*Answer: It is the University's intent to award a single contract for the requested services. The University reserves the right to issue multiple awards if it is in the best interest of the University.*

10. Do you require specialty ASL interpreting services for Tactile, CDI or any other interpreting type?

*Answer: Not at this time.*

11. Is the ASL interpreting requirement for onsite, remote or both? If for both, can we provide a separate bid for each type?

*Answer: Onsite unless the request is for an online class. Rates can be different for in-person and remote, though charges for both can be submitted in the same bid.*

12. Are there penalties for not filling assignments if it is multiple awards?

*Answer: No, though UMBC would consider other providers if the supplier reaches a 5% of non-fill on assignments.*

13. What percentage of your interpreting assignments are for last-minute needs (less than 2 full business days' notice)? How many emergency requests have been made? How much advance notice will we receive for emergency requests?

*Answer: 5-7%. However, UMBC's policy is that the University requires notice of 48 hours for requests from students and 2 weeks for campus events. Advance notice for emergency request will be provided with as much notice as possible.*

14. What is the average length of an interpreting assignment?

*Answer: One hour and fifteen minutes, though there are a few classes that meet once a week for 2.5 hours.*

15. In terms of transcriber qualifications, certifications, and formal training (other than years of experience), what specifically is required?

*Answer: C-Print or Typewell training certificate of completion.*

16. The solicitation states that CART captioners require at least 5 years of experience as a transcriber or court reporter. Transcription and Court Reporting are very different services than CART captioning, leaving the door open to captioners without experience in CART service. Can UMBC amend this to state 5 years of experience as a CART captioner?

*Answer: No. If a court reporter decides to take on CART, UMBC wants to honor their experience.*

17. The solicitation states that CART captioners require training but does not specify the training. Can UMBC add that CART captioners require an NCRA certification, which is the industry standard for ensuring quality access providers for students and faculty?

*Answer: UMBC will consider the requirement of NCRA certification. Bids will be accepted from captioners who have been training in a formal program or by suppliers. The majority of requests are for Typewell and C-Print and C-Print services which require formal training provided by C-Print and Typewell respectively.*

18. For off-site CART services, is "formal training as a stenographer" mandatory? Our real-time captioners adhere to internal standards that meet or exceed NCRA standards. Is that acceptable?

*Answer: That would be acceptable. UMBC does not differentiate in-person and remote captioner training.*

19. The solicitation states that interpreters must have a bachelor's degree. Several of our best interpreters—who are CODAs and therefore native signers with much better skills than college-educated interpreters—did not get a bachelor's degree. However, this has no bearing on their skills and diligence in hewing to the RID Code of Professional Conduct. Can UMBC amend the solicitation to limit the requirements to RID certification, reflecting only the skill set required to perform the service?

*Answer: UMBC considers their experience since there is an alternative pathway for the degree requirement to sit for certification. UMBC will accept that as satisfying the requirement. UMBC's concern is not about the code of professional conduct but the content knowledge to interpret complex academic subjects like Physics, Organic chemistry, calculus, etc.*

20. Are U.S. Citizens required?

*Answer: No, though a proficiency in English is required.*

21. Can UMBC provide the volume split between Onsite and Remote service for each service type?

*Answer: For CART - 80% onsite, 20% remote; Typewell and C-Print - 70% onsite, 30% remote.*

22. The solicitation doesn't provide instructions for the Technical Proposal. Can UMBC clarify these instructions?

*Answer: The submission of Appendix A and Appendix B, along with acknowledgment of addenda constitutes the technical proposal. Additional information about the firm is welcome.*

23. Do you have an estimate for the quantity of off-site CART services that will be required (hours per year)?

*Answer: 200 hours.*

24. Please describe the transcription workflow: how will the audio/video files be uploaded? How will the transcripts be obtained? What format will the transcripts be in?

*Answer: UMBC would not need to send audio or video files. All videos and audio will be captioned already. The transcriber provides the transcript to the student via email.*

25. For transcription, do you use an online media storage platform?

*Answer: UMBC has not as it has not been needed. However, if a storage platform is used, UMBC would use Google Drive.*

26. The solicitation states that contractors will not be reimbursed if the instructor or instructor's designee doesn't show up. This leaves contractors on the hook for paying resources for the same situation as if the student doesn't show up, punishes vendors for issues out of our control, and disincentivizes captioners from working on UMBC assignments. Can UMBC clarify why this is the case?

*Answer: The solicitation does not state this. The solicitation states: "Contractor will be paid for the class/lab time for any class/lab attended by transcriber and student, but not the instructor or instructor's designee."*

27. I realize I do not need workers comp because I do not have any employees. And since I am bidding as a remote CART Provider and not driving, do I need to have E&O and Commercial auto?

*Answer: UMBC invites all providers to submit responses to this RFP. Technical proposal response should highlight exceptions to our standard terms, including exceptions to insurance requirements. UMBC reserves the right to negotiate exceptions to terms and/or reject proposals that do not meet these standards.*

END OF ADDENDUM #2, DATED 09/12/23  
(Original with enclosures were not mailed)

**BID NO.:** BC-21329-C

**TECHNICAL BID DUE DATE:** MONDAY, SEPTEMBER 18, 2023 AT 11:59 P.M. EDT

**BID FOR:** Transcription Services for Deaf & Hard of Hearing Students

**NAME OF BIDDER:** \_\_\_\_\_

**ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA**

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. <u>  1  </u>	dated <u> 09/06/23 </u>
Addendum No. <u>  2  </u>	dated <u> 09/12/23 </u>
Addendum No. <u>      </u>	dated <u>          </u>
Addendum No. <u>      </u>	dated <u>          </u>
Addendum No. <u>      </u>	dated <u>          </u>

As stated in this Addendum, this form is to be returned with your response.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date

END OF FORM