



Loudoun County, Virginia

[www.loudoun.gov](http://www.loudoun.gov)

Department of Finance and Procurement

Division of Procurement

P.O. Box 7000, Leesburg, Virginia 20177

Physical Address: 1 Harrison Street, S.E., 4<sup>th</sup> Floor, Leesburg, Virginia 20175

April 17, 2019

## NOTICE TO OFFERORS

### ADDENDUM NO. 1

### RFP RFQ 75775

The following changes and/or additions shall be made to the original Request for Proposal (RFP) RFQ 75775 for Real Time Captioning Services. Please acknowledge receipt of this addendum by signing and returning with your proposal.

1. The Acceptance Date has been extended to: Prior to 4:00 p.m., April 25, 2019, "Atomic" Time.
2. Subsection 4.8 is deleted in its entirety and replaced with:
  - 4.8 Provide technical support to answer any questions after regular business hours. Contractor will notify the County if the technical support telephone number changes.
3. Attached are the questions and answers received in response to the Request for Proposal.

Prepared By: /s/ Kathleen R. Armstrong Date: April 17, 2019  
Acknowledged By: \_\_\_\_\_ Date: \_\_\_\_\_

## QUESTIONS AND ANSWERS

- Q1. Reference Solicitation Section 4.0 Scope of Services, Subsection 4.3. The offeror is to provide "all equipment necessary, *except for the interface to receive caption data* which will be provided by the County's cable television provider."
- a) What is the make and model of the Caption Encoder?
  - b) What type of connection is made to the Caption Encoder (IP or Modem)?
  - c) Is the Caption Encoder located at the Cable Provider's facility or in County Production?
  - d) Is there a telephone to contact personnel where the Caption Encoder is located?
- A1. a) The make and model of the Caption Encoder is Evertz model HD9084.
- b) The type of connection made to the Caption Encoder is Modem.
- c) The Caption Encoder is located in County Production.
- d) There is a telephone to contact to personnel where the Caption Encoder is located.
- Q2. What type of remote audio is provided to the remote captioner (e.g.: analog/digital via a hybrid phone coupler to Production's audio board; Internet)? Is there a telephone to contact personnel where the audio originates?
- A2. The type of remote audio provided to the remote captioner is analog via Production's audio board. There is a telephone to contact personnel where the audio originates.
- Q3. Reference Solicitation Section 4.0 Scope of Services, Subsection 4.5 states the Captioner "...shall be a Certified Shorthand Reporter (CSR) and/or Registered Professional Reporter (RPR)." Why are Court Reporting certifications being required?
- A3. The county will consider a variety of certifications, with preference given to top certifications by the National Court Reporting Association (NCRA), or other credible organizations, including Certified Realtime Captioner (CRC) or Certified Realtime Reporter (CRR). Minimum requirements for captioners shall be either Certified Shorthand Reporter (CSR) or Registered Professional Reporter (RPR). Staff resumes will be required to submit with proposals.

- Q4. Are companies from other countries eligible to submit a proposal?
- A4. In accordance with Solicitation Section 8.0, Subsection 8.25, “an offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 of the Code of Virginia shall include in its bid or proposal the identification number issued to it by the State Corporation Commission. Any offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 of the Code of Virginia or as otherwise required by law shall include in its bid or proposal a statement describing why the offeror is not required to be so authorized”.**
- Q5. Can the real time captioning services be provided remotely from outside of the United States?
- A5. Real time captioning services cannot be provided remotely outside of the United States.**
- Q6. Is a physical presence required for meetings including the Kickoff meeting or can the vendor participate remotely?
- A6. The Contractor may participate remotely for all meetings via telephone or video conference.**
- Q7. Can we submit the proposals via email?
- A7. In accordance with the Solicitation, Section 8, subsection 8.1, item G, “faxed and e-mail proposals *will not* be accepted.”**
- Q8. Does the County utilize offline captioning in addition to live captioning?
- A8. The County does not use offline captioning services. The primary service that the County requires is the captioning of all live televised programing, i.e., our Board of Supervisors and Planning Commission meetings, and occasionally unscheduled televised meetings.**
- Q9. How many meeting hours were captioned last year?
- A9. The number of meeting hours that were captioned last year was 252 hours. But, these hours can vary from year to year.**
- Q10. Who is the current Vendor?
- A10. The current vendor is VITAC Corporation.**

Q11. Will this be a single vendor award?

**A11. The County intends to make one award to a single vendor.**

Q12. Can you clarify what specific equipment the County will be providing?

**A12. The County owns and uses an “innkeeper” and an “encoder”, which are the two pieces of hardware currently required for our closed captioning services. These pieces of equipment allow the County to send audio of those speaking in our meetings to the captioning provider in real time and also allows the County to receive their closed captioning text that is displayed on television.**

Q13. Reference Solicitation, Section 4.0 Scope of Services, Subsection 4.1, the Contractor needs “to provide continuous, uninterrupted real time captioning”. Can you clarify if you require only one captioner for the duration of the event, or can more than one captioner be used?

**A13. The purpose of this requirement is to ensure the Contractor is able to provide continuous, uninterrupted captioning services for prolonged periods. The Contractor needs to determine whether that requires more than one individual. It should be noted, no captioning services are required during breaks in the meetings, however, captioning services must resume immediately and continue until meeting adjournment.**

Q14. Reference Solicitation Section 4.0 Scope of Services, Subsection 4.4. “offerors must be able to provide a minimum ninety-eight percent (98%) accuracy level word count per session”. Can the accuracy level be based off of our company procedures, or does the County have specific specifications regarding the accuracy?

**A14. The County’s accuracy level of 98% is based on FCC guidance which requires captions be “accurate: captions must match the spoken words in the dialogue and convey background noises and other sounds to the fullest extent possible.” The FCC standard accuracy is 98.6%. The County is unable to accept any accuracy level lower than 98%.**