



March 26, 2019

To: All Potential Bidders

From: Ken Discher, Issuing Officer

Subject: RFB1219285008 – IPTV Closed Caption Services

Amendment One

**SPECIAL NOTE: Concerning the RFB bid document titled, “RFB Revised....Spring 2019”:
RFB Section 4.1.5 is Struck.**

RFB Section 4.1.5 is replaced with following:

4.1.5 Bidder agrees to provide the following captioning services.

- o Live/Real-Time (On-line) closed captioning
- o Post-production (Off-line) closed captioning

Please indicate and describe any other services Bidder can provide.

Please amend the subject RFB to include answers to the following timely received questions. This Amendment One shall supersede, modify and/or change all requirements to the contrary in the RFB and associated documents.

1. **Question 1 (Q1):** Whether companies from Outside USA can apply for this? (like, from India or Canada.)

Answer 1 (A1): Companies are not limited to operation within the United States. However, contractors must be able to comply with all RFB requirements and with all provisions of the planned contract terms and conditions as found within the RFB document, including but not limited to Sec. 6 and the document attached within the Bid Opportunities web site titled, “Contracts-Services-State General T&Cs-eff 5-1-16”. Companies must also be able to invoice and accept payment in U.S. dollars. The complete RFB description and documents are located in the RFB website for this bid opportunity.

2. **Q2:** Whether we need to come over there for meetings?

A2: We do not anticipate the need for the awarded contractor to attend meetings on site.

3. **Q3:** Can we perform the tasks (related to RFB) outside USA? (like, from India or Canada.)
A3: See Answer to Question #1.

4. **Q4:** Can we submit the proposals via email?

A4: No. Proposals must be submitted in the manner prescribed in RFB Section 3.1, Instructions.

5. **Q5:** If possible to determine, what is your approximate volume estimate for the following services?:

- Live/Real-Time (On-line) Closed Captioning
- Post-production (Off-line) Closed Captioning
- Transcription
- Spanish language Closed Captioning – Live
- Spanish language Closed Captioning – Post-production
- Closed Captioning for Languages other than English or Spanish – Live
- Closed Captioning for Languages other than English or Spanish – Post-production
- Translation English to Spanish/Spanish to English

A5: Estimates are included based on out-of-house captioning usage for FY18 (July 1, 2017 – June 30, 2018). This is a rough estimate and can vary greatly from year to year. These estimates do NOT indicate a definite amount of work that a company would receive in a fiscal year, especially if multiple contracts are awarded.

- Live-Real-Time (On-line) Closed Captioning – 150 hours
- Post-production (Off-line) Closed Captioning – 50 hours
- Transcription – 10 hours
- Spanish language Closed Captioning – 5 hours
- Closed Captioning for Languages other than English or Spanish – 0 hours
- Translation – 0 hours

6. **Q6:** In regards to the service "Translation English to Spanish/Spanish to English," will this translation service be needed for live/real-time captioning, or post-production captioning, or both?

A6: Potentially for both, although this service is not used very often. This bid is primarily for Closed Captioning Services.

7. **Q7:** Is it our correct understanding that vendors can provide partial bids? E.g., a vendor could respond to the bid with offers for all services except real-time, or respond with an offer for just translation.

A7: Please refer to SPECIAL NOTE above concerning replacement of RFB Section 4.1.5. Partial bids will not be accepted. Please do not respond with a bid for only translation, transcription, etc., as this is a bid for Closed Captioning Services. Bids providing ONLY non-closed captioning services do not meet the minimum requirements of this RFB and will be disqualified.

8. **Q8:** Is it possible to bid for post-production captioning, but not live captioning?

A8: Please refer to SPECIAL NOTE above concerning replacement of RFB Section 4.1.5. Partial bids will not be accepted. Bidder must be able to provide both Live/Real-Time (On-line) & Post-production (Off-line) closed captioning services.

9. **Q9:** Do you need live Spanish captioning or Prerecorded Spanish captioning services? Both?

A9: Potentially both, although this service is not used very often. This service is not required to submit a bid.

10. **Q10:** On item 4.1.3 in the RFB it says, "Bidder shall agree to provide music lyrics to accompany artist performances." – Is this applicable for prerecorded or live captioning projects? Also, is this stating the bidder simply needs to include music lyrics in the caption file, or that we'll need to supply a separate .doc with lyrics?

A10: a) Music lyrics shall be included by the captioner in the actual closed captioning of live and post-production programs/projects to the best of the captioner's ability and in compliance with FCC rules and regulations regarding closed captioning. See link in section 4.1.2 of the RFB.

b) A separate Word document with lyrics is not required to be provided to IPTV. Music lyrics shall be provided by the captioner in actual closed captioning, and therefore included in deliverable caption files, to the best of the captioner's ability and in compliance with FCC rules and regulations regarding closed captioning. See link in section 4.1.2 of the RFB.

11. **Q11:** In section 1.4 on page 4, it is mentioned that we need to provide our own equipment, and on page 19, section 4.1.8, it mentions that IPTV will provide the encoder. Can you confirm if you will be providing the encoder, and if so, what is the make and model of the encoder?

A11: Yes, contractor will need to provide all equipment for the services defined in this RFB. However, the encoder and voice coupler (audio) line that the captioner will connect to would be at the place of program origination (IPTV) for live captioning events. IPTV currently has an Evertz HD 9084 encoder, which connects via phone line @ 1200 baud 8-none-1 (8 data bits, no parity, 1 stop bit). The possibility exists that this may change during the period of the resulting contract(s).

12. **Q12:** The cost table 2 on page 31 lists the services that you are seeking. Can you provide an estimated number of hours that will be required of the RFB, specifically for Real-Time captioning in both English and Spanish, and Post Production Captioning in English and Spanish? Or, provide the number of hours that were done last year?

A12: See answer to Question #5.

13. Q13: On page 31, in Cost Table 2, one of the services listed is Closed Captioning for Languages other than English or Spanish. Can you clarify what other languages you are requesting?

A13: There is a possibility that this service may be needed on a very limited basis but no specific languages are being requested at this time.

14. Q14: For any other equipment or software we might have, is it possible to have our Bidder representative remotely walk an engineer at IPTV through the installation process?

A14: State is unable to respond to this question without additional information. Lack of an answer should not affect Bidder's ability to provide a bid response. State will address this or any similar questions or issues during the contract execution process.