

RFP-ITD-1-0628-18
Seattle Channel Closed Captioning for City Council Meetings

Addendum

Dated: 09/11/2018

This addendum includes both questions from prospective proposers and the City's answers, and revisions to the RFP. This addendum is hereby made part of the RFP and therefore, the information contained herein shall be taken into consideration when preparing and submitting a proposal.

The following changes are made to the RFP

4. Minimum Qualifications (Required).

Vendor must have experience in meeting the following minimum qualifications:

- Vendor's real-time steno captioning hardware and software shall successfully integrate with City of Seattle's closed captioning encoder via the iCap system. The City's encoder is the EEG Closed Captioning Smart Encoder HD492.
- Vendor's captioners shall be ~~Certified Shorthand Reporters (CSR) and have their Certified Real-time Reporter (CRR) certification, Certified CART Provider (CCP) and/or their Certified Broadcast Captioner (CBC) certification.~~ **Certified Realtime Captioners (CRC).**

8. Response Materials and Submittal.

8. Package Checklist.

This list assists with quality control before submittal of your final package. Addenda may change this list; check any final instructions:

1. Letter of Interest (Optional)
2. Legal Name (Optional)
3. Minimum Qualifications Matrix (Mandatory)
4. Consultant Questionnaire (Mandatory)
5. Proposal Response (Mandatory)
 - a. Tab A Background and References
 - b. Tab B Demonstration of Experience
 - c. Tab C Additional Capabilities
 - d. Tab D **[omit]**
 - e. Tab E Risk and Awareness
 - f. Tab F Resumes
 - g. Tab G **[omit]**
6. Cost Proposal (Mandatory)
7. Agreement Exceptions (If applicable)

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9. Selection Process.

Round 3: Interviews and Testing: The City will interview and test the top scoring firms that cluster within a competitive range, in the opinion of the evaluation team. Interviews and tests will be in person (or via teleconference) in Seattle. ~~Vendors invited to interviews and testing are to bring all personnel named by the Vendor in the Proposal, so each person can be tested.~~ The Vendor shall not bring individuals who do not work for the Vendor or are not on Vendor's resource team. **The Vendor will be asked to caption a Seattle City Council meeting at a mutually agreeable time using captioners that would normally be assigned to the City. A copy of the meeting agenda will be provided prior to the test.** The interviews and testing will be scored using the criteria specified below. Points from Round 2 will not be carried over to Round 3.

Evaluation Criteria:

Points possible from Interview and Testing	100
TOTAL POSSIBLE POINTS – Round 3	100

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Item #	Date Received	Date Answered	Consultant's Question	Seattle Center's Answer	RFP Revisions
1	09/05/18	09/11/18	What is the anticipated start date of the captioning service?	As close to November 1 as possible.	No
2	09/05/18	09/11/18	How will the test be administered?	The testing is being developed but we've added clarity to the RFP on how that will be done.	YES
3	09/05/18	09/11/18	Would the City consider dropping the requirement to have a Certified Shorthand Reporter certification, as that is for people who work in the legal field, not captioning and not relevant to the services being requested?	Yes, based on the Prebid conversation we have revised the minimum qualifications.	YES
4	09/05/18	09/11/18	Would the City accept the Certified Realtime Captioner certification offered by the National Court Reporters Association in lieu of taking the City of Seattle skills test.	No, the City will still require a skills test as part of the evaluation.	No
5	09/05/18	09/11/18	How will the City interview and test the captioners being proposed? It is unfeasible to send all captioners to Seattle to be tested in person. Captioners live across the country, from Hawaii to Maine, in all US time zones.	The testing is being developed but we've added clarity to the RFP on how that will be done.	YES
6	09/05/18	09/11/18	<p>Please justify why we would need to run background checks on our staff and captioners.</p> <p>We anticipate using up to 15 captioners to cover the work covered in this RFP, in addition to our administrative staff. There is a cost involved in conducting background checks.</p> <p>Our staff and captioners will not be on City of Seattle property to provide captions. Should LNS be the company chosen to provide captions, the owner would most likely make a visit to meet the Seattle Channel staff. We have no other reason to be on site.</p> <p>All of our staff are cleared by E-Verify upon employment to confirm their citizenship status.</p> <p>All of our captioners are W-9 contractors, and attest on their W-9 form they are citizens. We have had no problems regarding citizenship for any of our captioners.</p>	<p>Background checks of workers who may perform on the contract: The City shall request background checks only when essential, and only to the extent essential, given City business needs and as limited by Ordinance 124201.</p> <p>The City Agreements used contemplate that services may change over the term and therefore are part of all agreements.</p> <p>The City has various security levels, and most background checks will be "Routine". Routine background checks are the default and shall be used unless the City notifies the contractor that a stricter background check will be required. The contractor should expect a stricter background check for workers needed in "SCL High Security" facilities or systems, and for "High Security Law Enforcement" facilities,</p>	No

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				locations or systems. Background checks will only be required for any resources providing service on City premises. The costs for all background checks are borne by the City.	
7	09/05/18	09/11/18	Please justify why we need to bring our staff and owner of the company to Seattle for in-person interviews. o None of the four companies that participated in the phone call today are located in Seattle or Washington. o I have plans to be out of the country the week of October 1. We can easily meet through a video conference system, such as Zoom.	Interviews via teleconference will be acceptable.	YES
8	09/05/18	09/11/18	As our captioners and staff would not need to travel to the Seattle Channel location to provide captions, please justify why we need to provide proof of automobile insurance.	The City requires the minimum insurance as marked in the RFP with all vendors doing business with the City.	No
9	09/06/18	09/11/18	Would the City consider an automated caption solution instead of real-time steno captioners?	No, the City would not consider this option at this time.	No
10	09/06/18	09/11/18	Performance During Emergency – Page 5 RFP states that Failure to provide the stated priority/preference during an emergency/disaster shall constitute a breach of contract and may subject the vendor to sanctions from providing further business to the City. Please define the difference in requirements between a last-minute emergency meeting and captioning for a public emergency, disaster, hurricane, flood, or acts of God, the City of Seattle shall be given “first priority” for all services under this contract to ensure that vendor would not be in breach of contract.	Basically, the City is looking for first priority over other contracted services to other customers in the event of a public emergency, disaster, hurricane, flood, or acts of God since providing information to those hearing impaired will be critical during these times. As for the "last minute" council meeting, i.e. one scheduled on unusually short notice, the City shall make every effort to notify the caption vendor as soon as possible and in return, the vendor shall make every reasonable effort to provide captioning services. Once an agreement is awarded the specific details on how this will be accomplished will be addressed in a formal SOW.	No
11	09/05/18	09/11/18	In-person interviews – Page 17 – Round: Interviews and Testing Can we utilize skype and conference calls instead of in-person visits to Seattle?	The testing is being developed but the City has added clarity to the RFP on how that will be done. The team will investigate Skype calls as an option for the interviews.	YES

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12	09/05/18	09/11/18	License and Business Tax Requirement Page 7 – 7.7 Will the “physical nexus” of requiring a Business license be necessary given the staffing is not located in Seattle?	Yes, you will require a Seattle Business License based on this requirement: “A “physical nexus” means you have physical presence, such as: a building/facility in Seattle, you make sales trips into Seattle , your own company drives into Seattle for product deliveries, and/or you conduct service work in Seattle (repair, installation, service, maintenance work, on-site consulting, etc).”	No
13	09/07/18	09/11/18	In beginning work on the proposal submission, it looks like compared to the checklist, the proposal is missing Tab D & G. Please Advise	This is a misalignment, please see the correction noted in the RFP changes above.	YES
14	09/07/18	09/11/18	Will the addendums be published today?	No, the addendum was not published on September 7th	No
15	09/07/18	09/11/18	Are you at all considering extending the Response Deadline Date?	No, the city is not considering extending the response deadline.	No
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