

**CITY OF AUSTIN  
PURCHASING OFFICE  
SCOPE OF WORK  
FOR  
CLOSED CAPTIONING SERVICES FOR CITY OF AUSTIN: CITY COUNCIL MEETINGS**

**1. PURPOSE**

The City of Austin ("City") seeks proposals in response to this Request for Proposal ("RFP") from vendors qualified to provide real-time closed captioning services for regularly scheduled City Council meetings, City Council Work Sessions, and Mayor's Committee for People with Disabilities meetings. This contract will also require additional service for special programs, meetings, or news conferences on an as-needed basis as stipulated in this solicitation. The City estimates approximately 1,000 hours of closed captioning services over a given year.

The Contract will be utilized by the Communications and Public Information Department. The City reserves the right to allow other City Departments to utilize the Contract as needed.

**2. SCOPE OF WORK**

2.1. General Services

2.1.1. The Contractor shall provide closed captioning services for the following schedule meetings:

- 2.1.1.1. City Council Work Sessions held on Tuesdays (estimated 34 per year) from 9:00 A.M. until the meeting is adjourned. An average meeting ends at noon, but may run shorter or longer than published schedule hours. The Contractor is expected to provide closed captioning services until the meeting is adjourned.
- 2.1.1.2. The City Council meetings held on Thursdays (estimated 28 per year) from 10:00 A.M. until the meeting is adjourned. An average meeting ends at 10:00 P.M., but may run shorter or longer than published schedule hours. The Contractor is expected to provide closed captioning services until the meeting is adjourned.
- 2.1.1.3. The Mayor's Committee on People with Disabilities meets held on the 2<sup>nd</sup> Monday of the month from Noon – 1:30 P.M.
- 2.1.1.4. The Council Committee meetings held (estimated at 100 per year) as scheduled (Attachment C).
- 2.1.1.5. Additional meeting that may require closed captioning services including Budget Work Sessions and special called Council meetings indicated on the 2015 City Council meeting calendar (Attachment B). Additional meetings may be added throughout the year.

Note: Meeting dates are subject to change.

2.2. Additional Optional Services

- 2.2.1. The Contractor shall provide accurate closed captioning service for non-broadcast video. The Contractor shall indicate the logistics on how they would like to receive the video and the process they will take to add the captioned text to the video in post-production.
- 2.2.2. The Contractor shall provide accurate closed caption files indicated in Section 2.2.1. in any of the following formats: Scenarist Closed Caption (.SCC), .CPC MacCaption Files (.MCC), .xml, or .stl filename formats. If other file formats are available, please indicate.
- 2.2.3. The Contractor shall provide a Word document or text file of all captioned content from meetings or events within 12 hours of meeting completion via email.

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2.2.4. If available, the Contractor shall provide for real time and/or post production closed captioning services in Spanish. The Contractor shall indicate any details that would pertain to providing captioning in Spanish (additional equipment necessary, logistics).

**3. CONTRACTOR RESPONSIBILITIES & QUALIFICATIONS:**

3.1. Contractor shall show proof each Captioner assigned to the contract is a Certified Realtime Reporter (CRR), and holds at least two of the following certificates:

Texas Certified Shorthand Reporter (CSR), or equivalent  
Registered Professional Reporter (RPR)  
Registered Merit Reporter (RMR)

**Or hold similar certifications for Captioners and/or five years of verifiable experience provided in Part III – Qualifications and Experience of the 0600 – Proposal Preparation Instructions and Evaluation Factors.**

3.2. Contractor shall have experience in live broadcast closed captioning services for at least five years, with a minimum translation rate of 99 percent (99%) and total error count of 5 percent (5%) or less.

3.3. Contractor shall provide captioning software from a reputable company that has been utilized successfully in the live closed captioning environment for at least five (5) years.

3.4. Contractor shall provide hardware enabling hookup and execution of closed captioning.

3.5. Contractor shall be able to provide enough qualified Captioners to adequately fulfill contract. A minimum of three (3) qualified Captioners are requested per City Council meeting. It is preferred that personnel be knowledgeable about the City of Austin and its local governance.

**4. CITY RESPONSIBILITIES**

4.1. The City will provide the Contractor access to equipment (closed caption encoder) and communications lines. The Contractor shall provide equipment for their Captioners to connect to these communications lines and equipment.

4.2. City will, to the best of our ability, request the closed captioning services at least three (3) days in advance and no less than one (1) hour in advance. The current City Council meeting schedule is shown in Attachment B.

**5. OTHER**

The Contractor is not constituted as an agent or employee of the City and shall not be entitled to any of the rights and privileges established for employees of the City such as vacation, sick leave with pay, paid days off, life, accident, and health insurance, or severance pay upon termination of the contract. It is further expressly agreed and understood that the City will not withhold any sum due or payable by or on behalf of the Contractor as withholding for income tax, social security, employment tax, or any other withholding pursuant to any law or requirement of any governmental body and that all such payments as may be required by law are the sole responsibility of the Contractor and the individual caption Contractors.