



**Questions and Answers
Transcribing Services
TU-2406**

June 21, 2024

Procurement
8000 York Road
Towson, MD 21252-0001

Ladies and Gentlemen:

Below are questions and responses to aforementioned solicitation. Any response resulting in a revision to the solicitation will be included in an Addendum.

Questions:

Q1. How do we indicate that we are submitting a bid for remote only services? Should we leave the On-site section blank?

A1. A vendor submitting a Bid for remote services only should leave the onsite worksheet blank. Please fill in the "Remote Services" tab in its entirety.

Q2. Exhibit L – Please clarify which personnel we should be submitting this form for. It seems to indicate that we should provide forms for all C-print, TypeWell, CART and remote captioning providers that might work on the project. Is this correct?

A2. Yes. Key Personnel Forms must be completed for all transcribers being proposed for this project pursuant to Section III.B of the solicitation.

Q3. If we are only bidding on remote services, do we need to have providers within 45 miles of the campus? If so, please confirm as per Section IV, D, paragraph 7 that these two providers need to be trained in either TypeWell or CART?

A3. A vendor submitting a Bid for remote services only is not required to have providers within a 45-mile radius of the University. In reference to Section IV.D.7., all providers must be trained in TypeWell or CART.

A4. Please see Addendum #3.

Q4. Section III, B paragraph 7, what proof of CART training for key personnel is required? Do they need to be NCRA certified? Is stenography training acceptable?

A4. Documentation proving the completion of training is required. Providers are not required to be NCRA certified. Stenography training is acceptable and proof must be submitted with the Bid. Please see Addendum # 3.

Q5. What rates are the current vendors charging for remote TypeWell and CART?

A5. The University is unable to disclose this information.

Q6. How much remote CART have you used or anticipate using (i.e. hours/year)?

A6. Office of Human Resources and Accessibility and Disability Services currently does not use CART much; however, we would like the option to be utilize this when necessary.

Q7. What live meeting platforms do you use?

A7. Office of Human Resources and Accessibility and Disability Services currently has mostly used zoom. However, the University provides access to Zoom and Webex.

Q8. Who are the incumbent vendors?

A8. AI-Media Technologies, Budget Captioning/Classroom Captioning, Karasch & Associates, and Vital Signs LLC

Q9. What rates do you currently pay?

A9. The university is unable to disclose this information.

Q10. Do you have any pain points with existing vendors?

A10. One pain point we've had that has now been resolved was vendors billing for a minimum time frame when the University should only be charged for time worked. It is not industry standard for Transcription services to be billed for minimum time.

Q11. Do you use any accommodation tracking tools, such as AIM or Symplicity?

A11. The University has chosen not to use Symplicity/Accommodate for outside vendors.

Q12. The total price "basis of award" in Row 10 doesn't include any Remote services pricing. Therefore, as the bid is currently structured, TU is not factoring into the award any Remote services, despite Remote being overwhelmingly cheaper and more effective than Onsite. Can TU please edit the bid so that Remote pricing is factored into the basis for award.

A12. There is a "Remote" tab in Exhibit M for remote services which includes remote services in the Basis of Award.



Q13. TU mentioned in the bid conference that parking expenses should be included. Does TU mean in the rate or as a separate line?

A13. Parking shall be included in the rate pursuant to Section II.T of the solicitation.

Q14. How much does parking cost?

A14. Please see visitor parking rates in the following link: <https://www.towson.edu/parking/visitors/guests.html>

Q15. Can TU remind us whether the award is single or multi?

A15. This will be a multi-award contract pursuant to Section IV.B of the solicitation

Q16. Can you provide any historical volume?

A16. Historically, the University has averaged between 5-7 students each fall and spring semester that utilizes transcription services. However, the University makes no guarantee of the minimum or maximum level of services required under resulting contract(s).

Q17. Can you provide the possible expected volume?

A17. Please see Question # 16.

Q18. Who is the current provider?

A18. Please see Question # 8.

Q19. Could you please confirm if the Contract Affidavit will be needed only once awarded and should not be included in the proposals?

A19. In accordance with Section III.B, SUBMITTALS REQUIREMENTS CHECKLIST, the Contract Affidavit is not required to be submitted with your Bid.

Q20. The standard for solo work, which should have been teamed, is to pay the service provider for their time, including the minimum, plus the actual worked time of the absent team member. Would Towson please adjust the verbiage in the solicitation, Section IV Specifications, subsection D11?

A20. The university will not allow any exceptions to this requirement.



Q21. Section IV Specifications, section G4- Our company standard is a 3-business day cancellation for all onsite services and 2 business day cancellation for all remote services. This policy allows us to recruit and retain top-quality service providers. A flat 48-hour policy will make recruiting and retaining talent at the level needed for Towson University requests more challenging. We request Towson change section G4 to allow for distinguishing between onsite and remote for cancellation policies.

A21. Please see Addendum # 3

Issued by: *Destiny Young*
Destiny Young, Procurement Officer

