

SECTION D – SPECIFICATIONS/SCOPE OF WORK

It is the County's intent to enter a contract with a qualified vendor to provide live closed captioning and pre-recorded captioning. The County reserves the right to request that the qualified vendor provide transcription services for Montgomery County Council sessions for the County's government access channel.

County Cable Montgomery (CCM), the Montgomery County government access channel, close captions 99.9% of our programming. To close caption our programming, the County owns two Evertz 9084 Caption Encoders and has two toll free phone lines in our Technical Operations Center. There are two phone lines for each caption encoder and one audio line for each encoder. Note these two sets of telephone lines can be reversed as needed.

The County uses this equipment to close caption regularly scheduled live public hearings, County Council sessions, County Council committee meetings and other live events on an as needed basis.

BIDDER'S REQUIREMENTS

1. Bidder must provide at least 3 references on page C, References. Those references must demonstrate experience providing services to a legislative body and similar entities in accordance with the quality standards as outlined by Section 79.1(g)(2) of the FCC rules, within the last three years. This experience must include providing real time (online) captioning and accurate corrected transcripts and related engineering/equipment maintenance support. Failure to do so will result in your bid being non-responsive.
2. The Bidder must provide documentation of captioning and transcription services for television with at least a 98% accuracy rate with your bid via prior year submissions included reports. Failure to do so will result in your bid being non-responsive.
3. The Bidder must provide with their bid, the Bidder's and key staff's (including proposed project manager) experience providing services as stated in Section D, Scope of Services, to government including a legislative body and similar entities in accordance with the quality standards as outlined by Section 79.1(g)(2) of the FCC rules, within the last three years. The following is required for each project used to support experience: client contact information, project start and end dates, description of experience including best practices, any problems encountered, resolutions, lessons learned and successful completion and within budget.

CONTRACTOR'S REQUIREMENTS

1. The Contractor must provide captioning for all public hearings, County Council sessions, County Council committee meetings and other events as requested by the County. CCM also close captions prerecorded series programming on a weekly basis (currently on Wednesdays and Fridays) using the encoders listed above and the toll-free lines. Other days/times may be requested as needed.
2. The Contractor must provide captions that meet the quality standards embodied in Section 79.1(g)(2) of the Federal Communications Commission (FCC) rules concerning Closed Captioning of Video Programming on Television. FCC rules for TV closed captioning ensure that viewers who are deaf and hard of hearing have full access to programming, address captioning quality and provide guidance to video programming distributors and programmers. The rules apply to all television programming with captions, requiring that captions be:
 - a. Accurate: Captions must match the spoken words in the dialogue and fully convey background noises and other sounds possible.
 - b. Synchronous: Captions must coincide with their corresponding spoken words and sounds to the greatest extent possible and must be displayed on the screen at a speed that can be read by viewers.
 - c. Complete: Captions must fully run from the beginning to the end of the program possible.
 - d. Properly placed: Captions should not block other important visual content on the screen, overlap one another or run off the edge of the video screen.

SCOPE OF SERVICES CONT'D

3. The Contractor may be asked to make recommendations for the County to purchase software for the successful transcription of the County Council sessions and/or additional closed captioning equipment and/or new or updated software for the County that will be owned by the County.
4. The Contractor must provide a dedicated Project Manager who will be responsible for all aspects of the project to include, but not be limited to:
 - a. Monitoring and performance of all tasks on the project;
 - b. Supervision of all team members working on the project;
 - c. Use of best practices for the industry;
 - d. Creation of and compliance with project schedule;
 - e. Provision and explanation of project status reports;
 - f. Coordination of all required tasks and personnel for entire project;
 - g. Coordination of any necessary equipment, hardware or software acquisition and installation;
 - h. Responding to emergency requests; and
 - i. Completion of all deliverables/milestones.
5. If requested, the Contractor must provide the services listed below. These services must be available for normal workdays (8:30 – 6pm Monday – Friday), evenings 7:30pm – 10pm and weekends within 24 hours after receipt of notice.
 - a. Real time closed captioning for regular Montgomery County Council sessions, generally held on Tuesday, averaging five hours each, begin at approximately 9am EST (starting times are subject to change, the time of adjournment is at the discretion of the County Council). During a two-three week period in May, the County Council will meet every day (Monday – Friday) for approximately 6 hours per session;
 - b. Real time closed captioning for Montgomery County Council public hearings and committee sessions. These sessions are held generally on Monday, Tuesday (day and evening), Wednesday or Thursday (day and evening) averaging four hours. Transcripts may be requested for the committee sessions and public hearings. Transcripts turn-around time is 48 hours.
 - c. Real time closed captioning for prerecorded programs as they are digitized into the County Automated Playback System (currently Wednesdays at 8:00am EST and Fridays at 7:30am EST).
 - d. Real time closed captioning of programs produced in Spanish simultaneously in Spanish and English on Fridays and Wednesdays. (These days are subject to change.).
 - e. Real time closed captioning of programs produced in English simultaneously in English and Spanish.
 - f. Provide a smi or sami closed caption file of each live captioned event.
 - g. The County reserves the right to request that the qualified vendor provide transcription services for Montgomery County Council sessions for the County's government access channel. The resulting accurate corrected transcript in XML file must be able to be used with our video on demand provider.
 - h. Offline closed captioning.
 - i. Internet service captioning for video streaming, web casting, and video on demand (CCM is streamed twenty-four hours per day – see www.montgomerycountymd.gov/ccm).
 - j. Multi-language closed captioning and subtitling, including but not limited to Spanish, Amharic, Chinese and Korean.
 - k. Captioning and transcription services starting the effective date of the resultant Contract.
 - l. Customer access to indexed County Council sessions over the internet and On Demand.
 - m. Customers access to County Council sessions based on a set of indexes by Topics/Agenda Item/Keyword searches and
 - n. Closed captioned teleconferencing.
 - o. Provide specifications for any necessary equipment needed to provide captioning and transcription services.
 - p. Provide policies, procedures and best practices to insure optimum service.
 - q. Provide the number of Captioners who will be assigned to the contract that have the following certifications: Certified Real-time Reporter and Certified Broadcast Captioners.
 - r. Provide consistency in persons captioning, transcribing and editing Montgomery County Council sessions to provide a high level of captioning quality.

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- s. Provide engineering support for captioning and transcription services if requested. Arrange to acquire a copy of any necessary information for live events including but not limited to the Montgomery County Council's agenda package to set-up captioning dictionaries prior to the start of each meeting or event. This information is available on our website
<https://www.montgomerycountymd.gov/council/OnDemand/index.html>
- t. Arrange to acquire a copy of any necessary information for live events including but not limited to the Montgomery County Council's agenda package to set-up captioning dictionaries prior to the start of each meeting or event. This information is available on our website
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- u. Provide loaner equipment support in the event of failure of County owned equipment.
- v. Provide a list of new technologies that could assist the County in providing closed captioning services to our viewers.
- w. The County reserves the right to use other means, such as Speech Recognition Software or other software or hardware solutions, when it deems this necessary to close caption programming.
- x. Additional closed captioning services as requested by the County.