



ROANOKE COUNTY

Purchasing Division

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August 14, 2019

IFB # 2020-010
Closed Captioning Services for Roanoke Valley Television

ADDENDUM NO. 2

Answers to Vendor Questions

Due Date & Time:
August 21, 2019, 2:00 PM
(Local Prevailing Time)

IFB # 2020-010
Closed Captioning Services for RVT
ADDENDUM NO. 1

1. Answers to Vendor Questions – Please see the following questions received by interested vendors, and the answers provided by the County/RVT as we are able.

a. Per FCC requirements for Live provision, Captioning must strive to have synchronicity with speech. Since your Audio “feeds” for Captioning rely upon the Internet (which has latency), how much latency exists between the RealTime meeting Audio and the “feeds?” Additionally, have there been any occurrences of data packet dropouts and/or server outages in the “feeds;” and, if so, what are their average durations and occurrences?

We are not able to quantify the amount of latency. However, the current closed captioning provider is using the internet, and we have not found there to be a substantial delay. We have experienced the occasional connection issue, which is typically resolved within a few minutes.

b. Based upon the IFB, I am gleaming an AIP 494 Encoder will be used for both City and County provision. Presumably, two such Encoders will be used; one per each municipal body’s meetings. Please correct me if I am wrong with my presumption. Whether the municipalities rely upon one or two such Encoders, please provide the firmware versions of the Encoder(s).

There are two Encoders, one at each location. The firmware versions are FPGA Version B.1 & Micro Version B.1.

c. Will designated contacts be provided, respectively for Production and IT, for the Captioning vendor to address technical issues? Do the municipalities desire Technical Support from the vendor on as-needed basis or do they wish it on an anytime basis as part of quality control, particularly with respect to the consistent maintenance needs for the Encoder(s) and in response to any upgrades/changes that may arise in both Production and IT and in meeting hardware and delivery?

Designated contacts will be provided for Production and IT. We would expect the vendor to provide Technical Support as needed.

d. The IFB speaks to the awarded contract including provision to the Roanoke County School Board and the County’s Public Schools. With respect to the School Board, will such provision be on an as-needed basis or should the School Board’s meeting schedule be viewed as part of the Captioning schedule, along with those of the municipal meetings? Will the Board have a designated contact for pre-project Captioner Preparation Materials; and, will it also require a Transcript? What will be the nature and frequency of Captioning provision for the Public Schools? If it is for classroom Access, what is the policy on Transcript provision to ensure a level playing field for

both Caption Users and mainstream students? Will there be designated School contacts to provide pre-project Captioning Preparation? If the Board and the Schools do require Captioning provision, what are the delivery methods for both the Captioning and the Captioner's Audio (e.g. Encoder, Internet, et al)?

We currently do not cover the Roanoke County School Board meetings, and do not have equipment in place to do so. In the event that School Board meetings were to be covered, the appropriate contacts will be designated and the details established prior to service, via an amendment to the existing contract document.

- e. The IFB also speaks to provision for other public entities? Will schedules or advanced notice (e.g. 2 weeks, et al) be provided for such provision? Will these entities have designated contacts for the acquisition of pre-project Captioning Preparation Materials? What is the delivery method for both the Captioning and the Captioner's Audio for these projects (e.g. Encoder, Internet, et al)?

Pursuant to Virginia Code, Section 2.2-4304, the resultant contract will be available for cooperative use by other public agencies or bodies, if they so choose. In this event, the vendor would deal directly with said public body.

- f. With respect to a Bid Response, the IFB contains multiple informational forms for the vendor to provide. Would it be appropriate for a vendor to also provide Vendor Company information, references, approaches to both provision and Technical Support, et al? If I have overlooked any information that should be included, please provide it.

The forms included in the IFB document are required to be completed and submitted as a part of the bid response. Vendors are welcome to submit any and all additional information and/or materials as they relate to the services outlined in the IFB.

- g. What are the estimated number of hours per year that you will need captioning services for?

Estimated 250 hours per year.

- h. Are we able to submit multiple prices for captioning services depending on if they are scheduled in advance or on an emergency basis?

We request that vendor provide one hourly rate, per the pricing form included in the IFB. Typically, the County knows in advance if any special meetings are being held, and there would be no emergency service necessary.

- i. Under Specifications, it states that the captioning provider will have to provide technical support for the "Black Box." Can you clarify what you mean by "Black Box"?

The new encoders utilize an IP address; we no longer use the Black Box. Please disregard any and all specifications regarding the Black Box.

j. What types of technical support for the encoder is expected of the captioning provider?

We would like the captioning provider to assist with firmware updates as needed.

k. For the 99.5% accuracy that is required, how does that accuracy get calculated? Does the County have any more specific information on how they would calculate that accuracy, or is the captioning vendor required to submit our own Quality Assurance procedures along with our submitted proposal?

Vendors should submit their own Quality Assurance Procedures along with their bid submission.

I. Other than the pricing form/signature page and the data on conviction certification page, what other information regarding our Company is the County looking for in the submitted bid?

Pages 13-15 of the IFB document are required to be completed and included in any bid response. Vendors are welcome to provide any other materials they feel are relevant, in addition to the required forms. Please note that bid evaluation will be based on the total hourly cost as presented on page 15 of the IFB, Price Form and Signature Page.

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