Kent State University Request for Proposal no. 1840 (Speech to Text Captioning Services)

Vendor Questions and University Answers

1) What is the expected volume of hours per year of the contract proposed?

   The estimated number of hours for a contract year (Summer, Fall, Spring) would be about 1500, though that estimate will depend on enrollment and is not a guaranteed minimum.

2) Do you expect any platform integrations to provide services to students such as Zoom? If so, what platform(s)?

   Meeting platforms will vary and are chosen at the professor’s discretion. We are seeking input from vendors on platforms with which they have success.

3) Will there be any components of the contract which require captioning for post-production/pre-recorded media?

   RFP seeks vendor for speech-to-text transcribing only. Captioning of existing videos or pre or post-production is out of scope.

4) Which Instant Messaging technology is used and does face-to-face require a transcriber to be on-site?

   Instant messaging platform integrations will be determined via collaboration between chosen vendor and Kent State and may include but is not limited to, Microsoft Teams and instant messaging on student’s device (i.e. cell phone texting). All classes will be attended remotely by captionists.