



STATE OF MARYLAND JUDICIARY
Administrative Office of the Courts
REQUEST FOR PROPOSALS (RFP)
Transcription and Closed Captioning Services
RFP# 13627

This procurement is being conducted as a Small Procurement Request for Proposals (RFP) as described in the Judiciary Procurement Policy, not to exceed \$50,000.

Purpose & Background

The Maryland Judiciary, Judicial College of Maryland is committed to delivering the highest quality training and support that meets the needs of project stakeholders and adheres to established instructional design methodology of adult learning. The Judicial College is committed to ensuring that video content posted on the Intranet/Internet meets ADA compliance requirements and is accessible to all Judiciary employees. As a result, The Administrative Office of the Courts (AOC) issues this Small Procurement Request for Proposals (RFP) to solicit proposals from prospective Offerors to provide transcription and closed captioning services to record digital content. This digital content may include instructional videos, recorded webinars, marketing videos, and videos that are developed for class or program instruction.

1. Scope of Work

The Contractor shall:

- a. Provide professional transcription and closed captioning services for recorded digital content on an as needed basis
- b. Coordinate with the Judicial College point of contact for all project initiations, management, and completion
- c. Provide instructions to the Judicial College point of contact on how to request transcription and/or closed captioning services and submit required media
- d. Accept MP4 video files and/or MP3 audio files from the Judicial College point of contact for transcription or closed captioning services
- e. Notify the Judicial College point of contact when completed projects are available for review including instructions on how to retrieve completed projects
- f. At the discretion of the Judicial College point of contact, revise transcripts and SRT files.

- g. Communicate with the Judicial College point of contact throughout the completion of all projects
- h. Submit a proper invoice after project acceptance by the Judicial College point of contact

2. Offeror Minimum Requirements

- The Offeror must have at least three (3) years of experience providing transcription and closed captioning services.

3. Contract Type

The resulting contract shall be for Fixed Price. There is no guaranteed minimum usage.

4. Contract Term

The contract resulting from this Small Procurement (RFP) shall begin with the issuance of Purchase Order and extend for a base period of two (2) years. The Judiciary shall have the sole right to exercise up to two (2) one-year renewal options at its sole discretion.

5. Kickoff Meeting

The Contractor shall schedule and attend a kickoff meeting with the Judicial college point of contact within ten days of the issuance of the purchase order.

6. Procurement Officer

The sole point of contact for purposes of this Small Procurement (RFP) prior to the award of any contract shall be the Procurement Officer at the address listed below:

Nia Graves

Maryland Judiciary, Administrative Office of the Courts

Department of Procurement, Contract and Grant Administration

Telephone: 410-260-2557

Email: nia.graves@mdcourts.gov

7. Form of Response

Proposals must be in writing.

- a. **Part I** – Technical proposals must include a written response to the Scope of Work that demonstrates the Offeror’s work plan, capabilities and experience in providing the required services. Offerors shall also submit with their proposals:
 - One (1) Sample Transcript
 - Two (2) Sample Open Caption Videos
 - Standard turnaround time for initial transcription and closed captioning services. Standard turnaround time for revisions.
 - Expedited turnaround time for initial transcription and closed captioning services. Expedited turnaround time for revisions.

- A description of the Offeror’s quality assurance process to include:
 - a. How the Offeror works with clients to resolve errors with projects
 - b. How the transcription and captioning files are made available for client review
 - c. How clients send back needed edits on projects to the Offeror
 - d. How final products are transmitted to clients

b. Part II – Price proposals must include the fully loaded fixed price for the services proposed using Attachment A (Price Proposal Form). All proposed per minute pricing shall be inclusive of required revisions.

8. Proposal Closing Date

All proposals must be received via email to the Procurement Officer at the email address listed in Section Number 5, **no later than 4:30 PM (local time) on August 13, 2021** in order to be considered.

9. Award Determination

The Contract resulting from this Small Procurement (RFP) will be awarded to the Offeror whose proposal is determined to be the most advantageous to the State, based on the following evaluation criteria:

- Quality Assurance Process
- Sample Projects
- Proposed Workplan, Capabilities, and Experience
- Price

Attachment A - Price Proposal Form

Contractor's price proposal must be complete and include all charges. AOC will not pay for any charges not listed in their quote.

<u>BASE (TWO YEARS)</u>		
TRANSCRIPTION SERVICES OF DIGITAL CONTENT		
STANDARD PER MINUTE RATE	\$	_____
EXPEDITED PER MINUTE RATE	\$	_____
CLOSED CAPTIONING SERVICES OF DIGITAL CONTENT		
STANDARD PER MINUTE RATE	\$	_____
EXPEDITED PER MINUTE RATE	\$	_____
<u>Option Year 1:</u>		
TRANSCRIPTION SERVICES OF DIGITAL CONTENT		
STANDARD PER MINUTE RATE	\$	_____
EXPEDITED PER MINUTE RATE	\$	_____
CLOSED CAPTIONING SERVICES OF DIGITAL CONTENT		
STANDARD PER MINUTE RATE	\$	_____
EXPEDITED PER MINUTE RATE	\$	_____
<u>Option Year 2:</u>		
TRANSCRIPTION SERVICES OF DIGITAL CONTENT		
STANDARD PER MINUTE RATE	\$	_____
EXPEDITED PER MINUTE RATE	\$	_____
CLOSED CAPTIONING SERVICES OF DIGITAL CONTENT		
STANDARD PER MINUTE RATE	\$	_____
EXPEDITED PER MINUTE RATE	\$	_____

Submitted by _____	Authorized Signature _____	Date _____
Print Name and Title _____		
Company Name _____		
Company Address _____		
Telephone _____		