



City of Tacoma

Questions and Answers

Closed Captioning Service RFB Specification No. **CM22-0048N**

All interested parties had the opportunity to submit questions in writing by email to Erica Pierce, Senior Buyer by date questions were due. The answers to the questions received are provided below and posted to the City's website at www.TacomaPurchasing.org. Navigate to [Current Contracting Opportunities](#) / *Services Solicitations*, and then click *Questions and Answers* for this Specification. This information IS NOT considered an addendum. Respondents should consider this information when submitting their proposals.

Question 1: Would the City of Tacoma accept an automated captioning solution which is compatible with iCap software? (Typically 95%+ accuracy)

Answer 1: At this time we are only looking for LIVE Captioning Services (non-automated).

Question 2: Would the City of Tacoma accept a scalable semi-automated captioning solution, which is iCap compatible, that is based on a human-plus-tech model that outperforms the quality of standard automated captioning products? (Typically 98%+ accuracy)

Answer 2: See the answer to Question 1, we would review the information, but we are looking for LIVE Captioning Services at this time.

Question 3: Can the City of Tacoma provide information on its historical usage of these services? E.g. how many hours were captioned for the City of Tacoma in 2021?

Answer 3: 370 hours in 2021 - Council meetings (Every Tuesday at 5 pm) 170 hours;
Study Sessions (Every Tuesday at Noon) 140 Hours;
Tacoma Public Utilities Board meetings (Second and Fourth
Wednesday of each month at 6 pm) 60 hours

Question 4: What is the expected contract start date?

Answer 4: 5/1/2022

Question 5: Will there be any components of the contract which requires captioning for post-production/pre-recorded media?

Answer 5: No

Question 6: Who is the City of Tacoma's current provider for these services?

Answer 6: Quick Caption Inc.