



## Closed Caption Services RFP

### Questions and Answers

Today's Date: September 12, 2017

Can companies from outside the United States submit a proposal for this RFP?

Yes, however any company entering a contract with the City must be registered with the State of California Secretary of State to do business in California. Further, City contracts require contractors to submit to California jurisdiction.

Will the company chosen to provide services to the City under this RFP be required to attend in-person meetings at the City of Elk Grove's premises?

No.

Can the company chosen to provide services to the City under this RFP perform those services outside the United States?

Yes.

Can proposals be submitted via email?

No. The requirements of presentation of proposals are explicit in the RFP.

Are future Council meetings part of the live closed captioning "on-call" requirements?

No. The City already has a provider for live captioning of City Council meetings. However, special City Council meetings will require live-captioning under this RFP. Please see Page 8 of the RFP pdf file under "Optional: Live Caption City meetings remotely".

Will every video contain just one meeting?

Yes. Videos of meetings will only contain one meeting. Once a meeting is adjourned the video should end, except in the one case mentioned in the RFP on Page 8 under "Pricing".

Who is the City's current vendor for post-production captioning?

The City currently has no direct contracts with providers. All captioning services are provided via subcontractors.

Who is the City's current vendor for real-time captioning?

The City currently has no direct contracts with providers. All captioning services are provided via subcontractors.

What is the rate and terms of the City's current contract with vendors for post-production and real-time captioning?

The City currently has no direct contracts with providers. All captioning services are provided via subcontractors.

What platform is the City using for live-streaming their meetings?

The City streams some City meetings, as noted in the RFP, on its website through Granicus.

Will the City consider proposed exceptions to the Terms and Conditions?

Yes, they can be considered. However, they are considered as part of the review panel's assessment of proposals.