



**To: All Vendors Bidding on The College of New Jersey
Communication Access Realtime Translation (CART) Provider**

**From: Lauren Manning
Finance & Business Services**

Date: April 9, 2024

ADDENDUM NO. 1

ISSUE DATE: April 12, 2024

REFERENCE: The College of New Jersey
Communication Access Realtime Translation (CART) Provider
Bid No. AB240016

Date of Original Bidding Documents: April 1, 2024

INTENT: This Addendum forms a part of the Contract Documents and modifies the original Bidding Documents and Prior Addenda if any, as identified above. Acknowledge receipt of this Addendum in the space provided on the Bid Form. Failure to do so may subject Bidder to disqualification.

VENDORS QUESTIONS:

Question 1: Is on-site CART a mandatory requirement? Please confirm that we can submit a proposal if we only offer remote CART.

Response: Remote CART is the expectation; no on-site CART is required.

Question 2: For the financial proposal, please describe what is meant by a "flat fee". Would that include an unlimited number of CART services for a given year? Is that a mandatory requirement?

Response: A flat fee HOURLY RATE that is inclusive of steno time fees, travel and all other expenses.

Question 3: Is it a mandatory requirement to deliver a hard copy of the transcript? Can we deliver it electronically?

Response: A copy is a mandatory requirement. Delivery of the copy via email is preferred.

Question 4: What live meeting platforms do you use?

Response: CART captioning is typically provided in a separate web-browser window. Should the class meet remotely, Zoom, Google Meet or Microsoft Teams may be used.

Question 5: Please describe the workflow detailing how the vendor will access the audio and how captions will be delivered.

Response: Students use an FM system or attached microphone to receive audio on their laptop; the CART provider links to the student's laptop to hear the audio, and the student sees the transcription through their laptop screen.

Question 6: Do you use any accommodation tracking tools, such as AIM or Symplicity?

Response: TCNJ uses Symplicity's Accommodate system.

Question 7: Who are the incumbent providers?

Response: ACCU-Type CART, LLC is the current vendor.

Question 8: What rates do you currently pay?

Response: \$99.75/hour

Question 9: Are you requesting that we provide names and resumes for all CART writers that might provide services to your students should we be awarded a contract? Or just the staff that will be supporting the CART writers and interacting with ARC?

Response: We want the information on those individuals who will be directly servicing the college as transcriptionists to ARC students.

Question 10: Who is the College's current vendor(s)?

Response: ACCU-Type CART, LLC is the current vendor.

Question 11: What rate is the College paying for current services?

Response: \$99.75/hour

Question 12: Does the College intend to award contracts to multiple vendors?

Response: No, one vendor.

Question 13: May a bid be submitted for remote services only?

Response: Yes.

Question 14: Does the College require only stenographers for this contract?

Response: TCNJ would consider providers who use voice writing.

Question 15: May the awarded vendor provide services using voice writers (non-steno captioners)?

Response: TCNJ would consider providers who use voice writing.

Question 16: Is the College interested in quality automated speech recognition (ASR) services with high accuracy rates?

Response: Not at this time.

END OF ADDENDUM NO. 1