

RFP# UCA-25-009 Remote Transcription Services

Questions and Responses

1. Who is UCA's current vendor for CART and TypeWell services and are you able to provide the current rates you are paying for each? **(UCA's current vendor is Quality Transcription Specialists (QTS). They charge \$73.50 an hour). QTS also provides CART services but they are higher than TypeWell and the price for those services varies.**

2. Must every subcontractor complete and submit a contract grant and disclosure certification form prior to beginning work for the University of Central Arkansas?

Yes

3. Can UCA provide figures for service usage in previous years? (2.2)

The semester, year and number of OARS registered students who used transcription services is listed below. Students may enroll in 15 to 17 hours of classes per semester:

Fall 2022: 11 students

Spring 2023: 14 students

Fall 2023: 11 students

Spring 2024: 7 students

4. Can UCA provide rates for service usage in previous years? (2.2)

According to the cost proposal under the current contract for QTS

Year 1: \$70.00 an hour

Year 2: \$73.50 an hour

5. Is there a particular reason or risk associated with the COVID clause for service expansion? (2.1)

The COVID clause is in place in case classes are online full-time due to COVID

6. What are some examples of the Saturday special events mentioned in the RFP? (2.2)

- programs or conferences that students with this accommodation may be require to attend

- CART services for graduation exercises (if/when requested)

7. What is the classroom setup at UCA in terms of IT? (2.2)

All buildings have Wi-Fi access. If Wi-Fi access is interrupted or inconsistent in a building across campus, OARS has purchased Wi-Fi hotspots with service provided by AT&T. Students can check out hotspots to experience continued connection.

8. Who is the current caption provider for UCA? (2.2)

Quality Transcription Specialists (QTS)

9. Can UCA provide any estimates as to the amount of captioning that will need to be done in Spanish, French, and German? (2.2)

OARS currently has one student who has registered for Elementary French II for the Fall 2024 semester. Beyond this semester, we are not able to provide any estimates as to the amount of captioning that will be needed.

10. Is UCA open to receiving CART service through existing facilities and students' equipment rather than equipment provided by a vendor? (2.2)

No

11. What type of award will this be? **A Term Contract through 06/30/2025**

12. Will this be a single or multiple award? **Single**

13. Can you provide the historical volume of hours per year? **4500-6000 hours per year**

14. Who is your current provider for transcription services? **Quality Transcription Specialists (QTS).**

15. On the price sheet it has a section for equipment, will the University be supplying the students (end users) the equipment such as laptops and/or iPads for their access to the CART services? or Is the University wanting a vendor to provide them additional electronic access devices specifically to use for CART services?
UCA is requiring that the vendor provide equipment to all students who

request to use remote transcription services for any given semester (including summer semesters).

16. What challenges, if any, has the University faced in providing these services?

UCA has not faced any challenges providing these services

17. Will UCA accept a solution that utilizes the personal devices that students already own (such as phone, laptop, tablet, microphone, etc.) instead of providing new equipment? **No.**