



**ADDENDUM
FINANCIAL SERVICES DEPARTMENT
CITY OF AUSTIN, TEXAS**

Solicitation: RFP 5000 BYS3015REBID Addendum No: 1 Date of Addendum: 8/1/2022

This addendum is to incorporate the following changes to the above referenced solicitation:

I. Clarifications: Replace Price Proposal, with RFP-5000_BY3015REBID_BID_DOC_v2.

II. Questions:

Q1: Is there an incumbent provider(s)? If yes, who?

A1: Yes, our current provider is Texas Closed Captioning, LLC.

Q2: What rates are you currently paying for the services requested in this RFP?

A2: We are unable to disclose that information at this time. The public contract file is located at: [document.cfm \(austintexas.gov\)](http://document.cfm(austintexas.gov)). Any other information will require a Public Information Request/

Q3: Who will be our operational contact if awarded the RFP?

A3: Operational contacts will vary by the City department ordering services and will be provided with each Delivery Order (DO).

Q4: Does the County have any requests/volume for Post-Production captioning?

A4: The City has had fewer than 100 hours total requests for Post-Production captioning.

Q5: Does the County have a central department or mechanism for deploying accessibility services, including accessible video across the organization?

A6: No, the City does not. This solicitation seeks equipment and services that would be available to all City departments

Q7: Is there a central Intranet where users can access information about the approved vendor and instructions for accessing services?

A7: No there is not a central Intranet where users can access information about the approved vendor and instructions for accessing services. Contract Managers for each department will be sent a copy of the resulting contract and instructions for booking.

Q8: Is the County open to volume commitments and/or prepayments in order to secure discounted pricing?

A8: The City requests pricing categories for Automatic Cloud Captioning Service for Live Video up to 2,000 hours per year. The City may or may not take advantage of those pricing categories.

III. ALL OTHER TERMS AND CONDITIONS REMAIN THE SAME.

ACKNOWLEDGED BY:

Name

Authorized Signature

Date

RETURN ONE COPY OF THIS ADDENDUM TO THE PURCHASING OFFICE, CITY OF AUSTIN, WITH YOUR RESPONSE OR PRIOR TO THE SOLICIATION CLOSING DATE. FAILURE TO DO SO MAY CONSTITUTE GROUNDS FOR REJECTION.