

**Condensed Title:**

Request For Approval To Award Contracts To Aegis Rapidtext, Inc., As Primary Vendor, And National Captioning Institute Inc., As Secondary Vendor Pursuant To Invitation To Bid (ITB) No.08-10/11 For Real-Time Closed Captioning Services Of All City Of Miami Beach Commission Meetings, And Other Televised Meetings, As Required, To Include Real-Time Spanish Closed Captioning And Translation Services, In The Estimated Annual Amount of \$75,000.

**Key Intended Outcome Supported:**

Increase Community Satisfaction With City Services.

**Supporting Data (Surveys, Environmental Scan, etc.):**

In 2009, 17.7% of all respondents indicated they most often get their information for Cable Channel MB77.

**Issue:**

Shall the Mayor and City Commission approve the award a contract?

**Item Summary/Recommendation:**

The Purpose of Invitation to Bid No. 08-10/11 (the "Bid") is to establish a contract, by means of competitive sealed bids, for real-time closed captioning service of all City of Miami Beach Commission meetings and other televised meetings, as required, from a source that provides prompt and efficient service with accuracy generally better than 90%.

The real-time closed captioning services provide English and Spanish of all City Commission meetings, and other televised meetings, as required. The City will receive one (1) file in time sequence order. A Microsoft Word compatible or other ASCII, unedited, uncertified, via e-mail before 9:30 a.m. Eastern Time the morning following a meeting.

The awarded contract shall remain in effect for two (2) years from date of contract execution by the Mayor and City Clerk, and may be renewed for three (3) additional years, on a year-to-year basis, providing the successful bidder will agree to maintain the same terms and conditions of the current contract.

Based on the analysis of the bids received, it is recommended that the City award contracts to Aegis Rapidtext, Inc., as primary vendor and National Captioning Institute, Inc., as secondary vendor.

**APPROVE THE AWARD OF CONTRACT.**

**Advisory Board Recommendation:**

N/A

**Financial Information:**

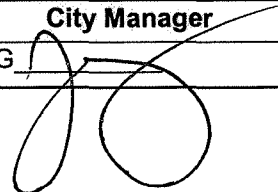
Source of Funds:		Amount	Account
	1	\$55,000 annually	City Clerk Office Professional Services Account No. 011-0210-000312
		\$20,000 annually	ADA Compliance Grant - 199-6953-000312
<b>OBPI</b>	<b>Total</b>	\$75,000 annually	

**Financial Impact Summary:**

**City Clerk's Office Legislative Tracking:**

Gus Lopez Procurement Division Director @ 6641

**Sign-Offs:**

Department Director	Assistant City Manager	City Manager
RP _____	DM _____ PDW _____	JMG 

T:\AGENDA\2011\04-13-11\ITB-08-10-11 Closed Captioning Summary





# MIAMIBEACH

City of Miami Beach, 1700 Convention Center Drive, Miami Beach, Florida 33139, www.miamibeachfl.gov

## COMMISSION MEMORANDUM

TO: Mayor Matti Herrera Bower and Members of the City Commission

FROM: Jorge M. Gonzalez, City Manager

DATE: April 13, 2011

SUBJECT: **REQUEST FOR APPROVAL TO AWARD CONTRACTS TO AEGIS RAPIDTEXT, INC. AS PRIMARY VENDOR, AND NATIONAL CAPTIONING INSTITUTE INC. AS SECONDARY VENDOR, PURSUANT TO INVITATION TO BID (ITB) NO. 08-10/11 FOR REAL-TIME CLOSED CAPTIONING SERVICES OF ALL CITY OF MIAMI BEACH COMMISSION MEETINGS, AND OTHER TELEVISED MEETINGS, AS REQUIRED, TO INCLUDE REAL-TIME SPANISH CLOSED CAPTIONING AND TRANSLATION SERVICES, IN THE ESTIMATED ANNUAL AMOUNT OF \$75,000.**

### ADMINISTRATION RECOMMENDATION

Approve the Award of contracts

### KEY INTENDED OUTCOME SUPPORTED

Increase community satisfaction with City services.

### FUNDING

\$ 55,000.00 FY 2010/2011 City Clerk's Professional Services Account # 011-0210-000312

\$ 20,000.00 FY 2010/1011 ADA Compliance Grant Account No.199-6953-000312

### ANALYSIS

In 2005, the City issued ITB No. 31-04/05 for the purpose of establishing a contract for real-time closed captioning services of all City of Miami Beach Commission meetings and other televised meetings as required. The City awarded the bid to National Captioning Institute, Inc. (NCI) with a bid at a rate of \$135 an hour. In 2006, the City determined that the community would be better served by providing Spanish real-time translation and closed captioning services for City Commission meetings. At the Commission meeting held on September 6, 2006, the City Commission approved an amendment to the professional services agreement with NCI at a rate of \$400 per hour. This rate included: 1) Interpreter at \$150 per program hour and Spanish real-time captioning at \$250 per program hour.

The real-time closed captioning services provide English and Spanish of all City Commission meetings, and other televised meetings, as required. The City will receive

one (1) file in time sequence order. A Microsoft Word compatible, or other ASCII, unedited, uncertified, via e-mail before 9:30 a.m. Eastern Time the morning following a meeting.

The City Commission has determined that the community would be better served by providing English to Spanish translation and real-time closed captioning services for the City Commission meetings, in addition to English real-time closed captioning services.

The purpose of Invitation to Bid No. 08-10/11 (the "Bid") is to establish a contract, by means of competitive sealed bids, for real-time closed captioning service of all City of Miami Beach Commission meetings and other televised meetings, as required, from a source that provides prompt and efficient service with accuracy generally better than 90%.

The awarded contract shall remain in effect for two (2) years from date of contract execution by the Mayor and City Clerk, and may be renewed for three (3) additional years, on a year-to-year basis, providing the successful bidder will agree to maintain the same terms and conditions of the current contract.

The secondary vendor will be awarded the real-time closed captioning services should the primary vendor fail to comply with the terms and conditions of the contract. The City reserves the right to award to the secondary vendor, provided the secondary vendor will extend the pricing submitted under the bid proposal.

### **BID PROCESS**

The Bid was issued on December 7, 2010 with an opening date January 6, 2011. Bidnet issued bid notices to 19 prospective bidders, and BidSync issued bid notices to 58 prospective bidders. Additionally, the Procurement Division sent the notices to five (5) prospective bidders. The notices resulted in the receipt of four (4) bids from the following firms: Aegis Rapidtext, Inc., Caption Colorado, LLC, National Captioning Institute, Inc., and Caption IT, LLC, of which three (3) were deemed responsive. The bid from Caption IT, LLC bid did meet the bidder qualifications, and was therefore deemed non-responsive.

On January 10, 2011, the Procurement Division sent the bids received to the following individuals for evaluation.

Robert Parcher, City Clerk  
Jeffrey Singer, Media Specialist

### **EVALUATION PROCESS**

In an effort to ensure the lowest possible cost, and obtain a comparison of the vendors' products and services, Procurement requested additional information from Aegis RapidText, Inc.

As Aegis' bid for real-time closed captioning, for its English to Spanish translation appeared quite low, \$90 per hour when compared to other bids received, \$165 per hour; \$320 per hour; and \$330 per hour. The Procurement requested Aegis confirm that their

Bid included real-time translation from English to Spanish, and then real-time captioning, and also provided an opportunity to Aegis to confirm their pricing for Spanish captioning or withdraw their Bid.

Aegis stated they do have the resources to provide the English to Spanish Captioning real-time closed captioning, and that they will honor the rates as provided in their bid. Considering the low rate, the Administration decided to include a secondary vendor who is the City's current vendor, National Captioning Institute, Inc.

On March 31, 2011, the City performed a connectivity test to confirm if the two lowest bidders could dial in and send the City text, and also listen in to verify that the bidder could hear the City's audio.

Aegis RapidTest, Inc. had submitted the lowest bid and successfully completed the connectivity test.

Caption Colorado, LLC was initially recommended as the secondary vendor, but they failed the connectivity test. Therefore, National Captioning Institute, Inc. was the third lowest bid. Upon review of NCI's current contract with the City, the City concluded that NCI was best suited for the secondary vendor, and didn't need to perform a connectivity test, as they are presently performing the captioning services.

### **BID RESULTS**

The bid results are tabulated and attached.

### **CONCLUSION**

Based on the analysis of the bids received, the Administration recommends that the City award contracts to Aegis RapidText, Inc. as primary vendor and National Captioning Institute as secondary vendor pursuant to ITB 08-10/11 for Real-Time Closed Captioning for English and translate English to Spanish closed captioning.

**BID TABULATION**

<b>Description</b>	<b>Aegis Rapid Text, Inc.</b>	<b>Caption Colorado, LLC</b>	<b>National Captioning Institute, Inc</b>	<b>Caption IT, LLC</b>
Real-time CC English	\$ 80.00	\$ 95.00	\$ 98.00	\$ 85.00
Real-time CC Spanish	\$ 90.00	\$ 165.00	\$ 320.00	\$ 330.00
<b>Total</b>	<b>\$ 170.00</b>	<b>\$ 260.00</b>	<b>\$ 418.00</b>	<b>\$ 415.00</b>
Caption encoding hardware	N/A	\$ 4,000.00	\$ 6,850.00 TO \$8,905	\$ 3,500.00
<b>Model</b>	<b>None</b>	<b>Link PDR-895</b>	<b>HD9084</b>	<b>Link PDA-895 with Internal</b>
Certified transcript 1 original in English	\$ 78.00	\$ 150.00	\$ 15.00	\$ 120.00
Certified transcript 1 original in Spanish	\$ 450.00	\$ 190.00	\$ 15.00	\$ 150.00
<b>Total</b>	<b>\$ 528.00</b>	<b>\$ 340.00</b>	<b>\$ 30.00</b>	<b>\$ 270.00</b>
Webcast option	No Charge		\$ 140.00 English \$ 360.00 Spanish	
Calendar days	2 days	Immediately under 5 days	Immediately	5 days

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