



## REQUEST FOR PROPOSAL (“RFP”) #5063DT

### Closed Captioning And Transcription For A/V Content

RFP Issued Date: 4/3/2026

ADDENDUM #1, Questions and Answers

Questions due by: 4/17/2026 by 2:00pm ET via email with the RFP #5063DT in the subject line

Proposal Due Date /Time: 5/1/2026 by 2:00pm ET via email with the RFP #5063DT in the subject line

Contact:

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**Proposals must be received by the due date/time specified above. Proposals received after the due date/time will be returned unopened to the supplier**

Please refer to the attached sheets for Instructions & Information. Proposals must be submitted on the form(s) provided and signed by an authorized representative in ink in the proper spaces. Vendors are cautioned to read this entire document carefully and to prepare and submit their Proposal providing all requested information in accordance with the terms and conditions set forth herein.

# CSU Office of Disability and Testing Services

## #5063DT-Questions and Answers

- 1) Will CSU accept a secure vendor-hosted web portal with department-level logins for manual upload and download of files as the primary submission workflow?
  - We would need a portal to manually upload some content, but we would expect integration as the primary method of transferring content from some A/V hosting platforms.
- 2) Are native integrations with platforms such as Panopto, Zoom, YouTube, and others mandatory requirements, or are they evaluation preferences?
  - We would need a vendor that would directly integrate with Panopto Blackboard Collaborate or VoiceThread, but we have not been using the integration for some other platforms like YouTube and Zoom.
- 3) Would CSU accept file-based or link-based submission (e.g., URLs from Panopto, Zoom, YouTube) in lieu of direct system-to-system integration?
  - We do this currently for YouTube videos administrated by a third party. For Panopto, no.
- 4) Is email-based submission acceptable for certain departments or low-volume requests as a secondary method?
  - Could be, but we typically upload any files we are submitting manually or submit the link through the hosting platform.
- 5) Approximately how many departments are expected to require separate logins in the first year?
  - We currently have three departments with logins to place requests for CC.
- 6) What were the actual media-hour totals for the past two academic years?
  - Roughly 19 hours
  - We didn't have as many requests as we had in past years.
  - More classes provided students with prepackaged content that included caption videos.
- 7) May proposers include minimum order charges or minimum billable increments in their pricing structure?
  - We are looking to do pay as you go for the service we contract with. If you have minimum order charges, we will want to know that in the submitted pricing for the service. There are typically minimum billing increments. For example, the current vendor has a minimum of 1 minute per submission.
- 8) Who is the University's current provider for closed captioning and transcription services?

- 3Play Media
- 9) What rates does the University currently pay for closed captioning and transcription services?
- 10 day turn around \$1.30 per minute
  - 4 day turn around \$1.40 per minute
  - 2 day turn around \$1.80 per minute
  - 1 day turn around \$2.20 per minute
- 10) Which of the listed video hosting platforms is the University's most used?
- Panopto and YouTube are the most frequently used. Panopto needs direct integration. YouTube we submit video links and then either distribute the SRT file to the host or use an application provided by our current contractor to overlay the CC and transcript through a player on a webpage and distribute the provided link.
- 11) Will the University require captioning and transcription in any language other than English?
- Not typically, but it is possible
- 12) Is the University interested in captioning and transcription by Automatic Speech Recognition systems, or human-generated captions only?
- We are interested in ASR generated captions, but only if the end product is reviewed and edited by a human.
- 13) Is the University interested in the direct exchange of A/V and caption files with vendors (through services like Citrix ShareFile), or is integration A/V hosting platforms required?
- Integration with our video hosting platforms is required. Because of the additional steps in the workflow without integration, a service would not be as useful to us unless there is a significant cost advantage.
- 14) How many vendors does the University intend to award?
- We typically only contract with one service, but if one service does not meet all needs, we may contract with additional services to meet those needs.
- 15) Does CSU require the Panopto integration to support two-way transfer (i.e., pushing completed caption files back to Panopto automatically), or only inbound video submission to the captioning vendor?
- We need the integration to return the file back to Panopto. That is the more prevalent service for providing A/V content to our students for courses. If a service does not return the caption file back to Panopto, it would limit the usefulness of the service to us.
- 16) Are there any hosting platforms beyond those listed in Attachment F (Panopto, BB Collaborate, Twitch, VoiceThread, Zoom, Facebook, and YouTube) that may need to be supported during the contract term?

- Nothing that we would be setting up direct integration with. Some faculty may be using Vimeo, but we have not had requests for captioning videos on that one yet. In those cases we would be manually uploading content for CC or if your service offers the service providing the link for the video to have the service CC. We would then either provide the vtt or srt file to the faculty to add to the video in the platform. Some vendors we have worked with have a platform for overlaying the video and displaying the closed caption through a link and webpage provided by the service. That has been helpful for YouTube content that we do not own.
- 17) What level of administrative access will departmental users have — will different department contacts or faculty orders independently, or will all orders route through Disability Services for approval?
- At this time all orders are going through Disability Services or eLearning for approval. We have had some departments get accounts where they can submit content, but all the purchasing goes through our office. Because of the Title II requirements for online content this is potentially going to change and we would be either having other programs setting up accounts or logins tied directly to our office account for submission.
- 18) Is the estimated 50–120 media hours per year inclusive of all departments, or does it reflect only content currently managed by Disability Services? Given the planned transition to a departmental submission model, is a volume increase anticipated in year one of the contract?
- That is the volume that has been submitted by Disability Services in past years which included the videos that our office did for other departments. I would say there is potential for the number to go up or down depending on the workflows that are worked out for our Title II compliance plans. At this time, the only videos being sent out are the ones going through us and are typically related to projects our office becomes involved in or related to students connected with our office. Our faculty are also at this time being trained for editing the auto transcription available in platforms like Panopto and YouTube as the primary offering of CC to our students. That typically only results in subtitles and not CC, which is why our office would be processing requests for our connected students specifically.
- 19) What is CSU's standard required turnaround time for non-expedited captioning orders?
- When we are not expediting we typically look for a 4-day turn around.
- 20) Are there peak periods during the academic year where volume is expected to spike significantly (e.g., start of semester, finals period)?
- Yes, late August and Early January are when we are more likely to have higher volume which corresponds to beginning of fall and spring terms.

- 21) Will vendors have the opportunity to provide a platform demonstration as part of the evaluation process?
- We are not requiring demonstration for this RFP. However if a link is provided to a product demonstration it would be viewed. We typically do look for online resources that show how the product works when considering the products when the scoring is close.
- 22) Does the scope of services include any need for live captioning (e.g., for campus events, lectures, or virtual programming), or is the requirement limited to post-production captioning of pre-recorded media?
- This RFP is limited to postproduction, but we have used other services of vendors outside of the scope of the RFP when we saw fit. We do have other contracted services for live captioning.
- 23) Do you intend to establish contracts with one or multiple vendors?
- It is undetermined if we will establish contracts with multiple vendors. We typically have not in the past, but it would depend on if one services can meet all needs.
- 24) Can we use our existing contract with CSU?
- Feel free to recycle any submission previously made whether it is terms you have previously used with Cleveland State University or terms that you have used with other institutions in the state of Ohio.
  - There are terms that in any contract we are not permitted to enter into as employees of the state of Ohio. These can be found on our Terms we cannot agree to because of state law page.
- 25) Can we submit suggested supplemental terms and hold off incorporating as tracked changes until after award?
- Yes, submitted requests for changes would be considered when reviewing the submission because it can effect if we are able to contract with a vendor depending on the changes. Be explicit with the requested changes. All contracts entered into by CSU staff need to be reviewed by our General Counsel. If changes are made to the terms in the RFP, those changes would need to be reviewed by CSU general Counsel before we are able to contract with the vendor. .
  - There are terms that in any contract we are not permitted to enter into as employees of the state of Ohio. These can be found on our Terms we cannot agree to because of state law page.
- 26) Would you like information and pricing for audio description?
- We are always happy to get pricing on available services, but Audio Description is not part of this RFP and would not be considered in the evaluation. That being said we have used such services that were listed as available services for vendors

where that was not the point of the initial contract.

27) Would you like information and pricing for live captioning?

- We are always happy to get pricing on available services, but Live Captioning is not part of this RFP and would not be considered in the evaluation. That being said we have used such services that were listed as available services for vendors where that was not the point of the initial contract.