

**State of North Carolina
Department of Health and Human Services
Division of Services for the Deaf and Hard of Hearing**

**AMENDMENT #2
Contract Renewal & Changes to Requirements**

Date: December 12, 2019

Contract Name: Request for Application – Captioning Services

Contract Number: #30-DSDHH-95061-17

Contract Description:

TERM:

The term of this addendum will begin January 3, 2020 and continue until January 2, 2021.

REVISIONS:

1. Under Section 4.0 DEFINITIONS, the following terms are added:

- a. **“Text Communication Solution”:** An electronic application that allows captioners to upload real time CART (Computer Access Real-Time Translation) to an Internet Link that provides for reliable accessibility solutions for the deaf and hard of hearing, where all text is available in realtime captions to virtually any platform or device with Internet access. By way of illustration, Streamtext and 1CapApp are examples of a Text Communication Solution.
- b. **“Mobile Hotspot”:** A wireless access point created through a hardware device that allows a user to access data through a cellular data plan.

2. Under Section 8.0 SCOPE OF SERVICES, the following Requirement is added:

- a. Vendors that provide Communication Access Realtime Translation (CART) on-site or remote must immediately begin providing a weblink enabling a live captioning feed that can be accessed through an iDevice Operating System (IOS) or an Android Smartphone or Tablet, or a laptop.
- b. Streamtext and 1CapApp are referenced as examples. For purposes of this contract, it is permissible to use a different platform to accomplish this service if a user only has to click on a weblink to access the event; does not need to enter an access code; and, can adjust the font size, font color, and background color. Use of a Text Communication Solution other than Streamtext or 1CapApp will require the DSDHH Captioning Contract Administrator to approve it before this Amendment is executed.

Question: Does the Vendor desire to use a Text Communication Solution other than Streamtext or 1CapApp?

_____ yes _____ No.

If yes, provide the name of the solution here _____.

- c. It will be the Vendor's responsibility to provide its Mobile Hotspot to transmit text to an Internet text communication solution if the event site does not have ethernet capabilities (Wi-Fi) available, or if available and not capable of streaming the uploaded text. It is not the Vendor's responsibility to allow attendees to utilize their mobile hotspot feed for downloading captioning.

- d. It is not permissible for any Vendor to use any Automatic Speech Recognition (ASR) software or hardware to identify and process human voice in the production of captioning services. The only Communication Access Realtime Translation (CART) Captioning allowed by this contract is the instant translation of the spoken word into English text using a stenotype machine, a computer, and realtime software that displays text on a monitor or other display. This method must be used to provide on-site and remote CART captioning.

All other Terms and Conditions of the Request for Applications (RFA) released on January 3, 2018 shall remain the same.

INSTRUCTIONS:

Return one properly executed copy of the amendment by completing the information below:

Execute Amendment	
Contractor	
Authorized Signature	
Name Typed or Printed	
Date	

Mail by USPS or email one (1) copy of all documents to:

DHHS/DSDHH
Tony Davis
Tony.davis@dhhs.nc.gov
Hard of Hearing Services Coordinator
820 S. Boylan Avenue
2301 MSC
Raleigh, NC 27699-2301