



Washington State
DEPARTMENT OF
ENTERPRISE SERVICES

ORDERING & PRICING INSTRUCTIONS

Statewide Contract No. 15422

Transcription and Captioning Services

SCOPE OF WORK. This Statewide Contract is for Transcription and Captioning Services. The National Court Reporters Association (NCRA) describes Transcription services as “the instant translation of the spoken word into English text using a stenotype machine, notebook computer and real-time software.” The text produced by the Transcription service can be displayed on an individual’s computer monitor, projected onto a screen, combined with a video presentation to appear as captions, or otherwise made available using other transmission and display systems.

Below are the minimum service level requirements for the Transcription and Captioning categories:

- **In-person:** The real-time conversion of spoken word into written text, displayed on a screen for the audience, done on-site while communication is taking place. Contractors will produce a high-quality verbatim record at 98% accuracy for at least 5-minute durations.
- **Remote:** The real-time conversion of communications into written text, displayed on a screen/live stream for the audience, done remotely with use of audio/video relay equipment. Contractors will produce a high-quality verbatim record at 98% accuracy for at least 5-minute durations. Contractors will set up services at purchaser locations, provide their own equipment and set up all required remote CART components in conformity with location specific requirements
- **Post-production/Post-Webinar (Closed) Captioning:** The real-time conversion of communications into written text, displayed on a screen/live stream for the audience, done remotely with use of audio/video relay equipment. The placement of written text relaying what was being communicated on a previously recorded Webinar or other presentation typically saved on a media file. Contractor will provide captioning services for recorded events that have already taken place for a variety of media players including, but not limited to QuickTime, Window Media, Realtime Player, YouTube media and PowerPoint.

All eligible purchasers are welcome to utilize this Statewide Contract and are required to fully read and understand the Statewide Contract in its entirety and not rely on the Ordering & Pricing Instructions to provide full detailed information regarding the Terms & Conditions of the Statewide Contract.

BACKGROUND. The Washington State Department of Enterprise Services (DES) created the Language Access Program to help state agencies, higher education, local governments, and others subject to the Americans with Disabilities Act meet spoken, written and sign language access requirements. Our language access program supports purchasers in these organizations by offering easy-to-use contract solutions language access services.

- [Learn more about language access obligations for providers of health care and social services \(hhs.gov\)](https://www.hhs.gov)
- [Learn more about Washington state's accessibility policy for data and information \(ocio.wa.gov\)](https://ocio.wa.gov)

Please be advised that purchasers are required to fully read and understand the master contract in its entirety and not rely on the Ordering & Pricing Instructions to provide full detailed information regarding the Terms & Conditions of the master contract.



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ENTERPRISE SERVICES**

Additionally, DES recognizes the importance of being able to communicate effectively with individuals, including those with Limited English Proficiency (LEP). DES leads state department's efforts, through procurement, to provide meaningful access for LEP individuals in its programs, activities, services, and operations. Many organizations serve communities in which English may not always be the primary spoken language. Limited English proficiency, or LEP, refers to people who do not speak English as their primary language and have a limited ability to read, speak, write, or understand English. If you need help with your organization's LEP efforts, check out our statewide contracts designed to help you offer a wider range of LEP services.

A LEP person is one who does not speak English as their primary language, and has a limited ability to read, speak, write, or understand English. An individual who reports speaking English less than “very well” is considered to be limited English proficient.

[Senate Bill 6245](#) calls for change in how Washington State agencies procure interpreter services. It requires the DES to create a procurement model that can be used by all eligible purchasers* by directly contracting through scheduling and coordinating entities or interpreters or both. The bill also calls for the OPI and VRI services to be provided through a single entity/vendor. Bill changes have to be in place by September 1, 2020**. Codified in [RCW 39.26.300](#).

*Note: DES is required to ensure that Statewide Contract’s resulting from this bill implementation, meets all purchaser requirements so that they are able to use the Statewide Contract’s. This includes requirements related to security, technology, privacy, and Collective Bargaining Agreements (CBA).

**Note: DES determined that meeting the RCW deadlines is executing Statewide contracts by that date.



Transcription and Captioning Services Pricing
 Statewide Contract #15422

GLOBO Language Solutions		Remote Transcription			
Services Offered	Remote Transcription	Per Audio		Hourly Rates (\$)	
Contact Name	Kyle Goodson	30 Minutes	\$		110.00
Phone	215.563.4118	1 Hour	\$		100.00
Email	kyle@helloglobo.com	more than 1 hour	\$		100.00
Karas Enterprises Inc.		Remote Transcription			
Services Offered	Remote Transcription	Per Audio		Hourly Rates (\$)	
Contact Name	Cierra Moore	30 Minutes	\$		117.00
Phone	800.621.5689	1 Hour	\$		117.00
Email	cmoore@karasch.com	more than 1 hour	\$		117.00
Partners Interpreting, LLC		Remote Transcription		In-Person Transcription	
Services Offered	Remote Transcription & In-Person Transcription	Per Audio	Hourly Rates (\$)	Per Audio	Hourly Rates (\$)
Contact Name	T.J. DiGrazia	30 Minutes	\$ 120.00	30 Minutes	\$ 220.00
Phone	508.699.1477	1 Hour	\$ 120.00	1 Hour	\$ 220.00
Email	tjdigrazia@partnersinterpreting.com	more than 1 hour	\$ 120.00	more than 1 hour	\$ 220.00
Transcense, Inc.		Remote Transcription			
Services Offered	Remote Transcription	Per Audio		Hourly Rates (\$)	
Contact Name	Anthony Franklin	30 Minutes	\$		80.00
Phone	617.644.4076	1 Hour	\$		90.00
Email	Anthony.franklin@ava.me	more than 1 hour	\$		100.00
Universal Language Services, Inc.		In-person Transcription			
Services Offered	In-Person Transcription	Per Audio		Hourly Rates (\$)	
Contact Name	Account Management	30 Minutes	\$		275.00
Phone	425.450.7020	1 Hour	\$		275.00
Email	accounts@ULSonline.net	more than 1 hour	\$		275.00

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Washington State
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 ENTERPRISE SERVICES**

VZP Digital, Inc.		Remote Transcription				Post-Production / Post-Webinar (Closed) Captioning			
Services Offered	Remote Transcription & Post-Production/Post Webinar (Closed) Captioning	Per Audio	Hourly Rates (\$)		Per Audio	Hourly Rates (\$)			
Contact Name	John Rein	30 Minutes	\$ 95.00		30 Minutes	\$ 85.00			
Phone	720.482.4012	1 Hour	\$ 95.00		1 Hour	\$ 85.00			
Email	sales@vzpdigital.com	more than 1 hour	\$ 95.00		more than 1 hour	\$ 85.00			
Ai-Media		Remote Transcription					Post-Production / Post-Webinar (Closed) Captioning		
		Hourly Rates (\$)							
Services Offered	Per Audio	Classes	Events/Meetings	Live Streams/ University Commencements	Lexi: automated captioning service	Smart Lexi: Automatic Speech Recognition (ASR)	Turnaround Time	\$ per minute	
Contact Name	30 Minutes	N/A*	N/A*	N/A*	N/A*	N/A*	4 day	\$ 2.00	
Phone	1 Hour	\$ 89.00	\$ 125.00	\$ 180.00	\$9.00-40.00	\$25.00-65.00	2 day	\$ 3.00	
Email	more than 1 hour	\$ 89.00	\$ 125.00	\$ 180.00	\$9.00-40.00	\$25.00-65.00	1 day	\$ 4.00	

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