



UNIVERSITY OF BALTIMORE

Office of Procurement

DATE: May 29, 2026

TO: All Prospective Proposers

FROM: Stacey Brooks Wes Gordon
Contract Specialist and Associate Director
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RE: **ADDENDUM #1**

NAME OF PROJECT:

CART SERVICES SOLICITATION: UB-26-SB-23

The following amends the above referenced solicitation schedule. Receipt of this addendum is to be acknowledged by completing the enclosed "Acknowledgement of Receipt of Addenda Form" and including it in your firm's submission.

The Solicitation Schedule below shall replace part of the original solicitation schedule issued on May 18, 2026.

1. **Solicitation Schedule.** The last day for Bids submission is modified. Bids must be submitted via Bid Locker. Bids not received via Bid Locker will be considered non-responsive. The Solicitation Schedule is modified as follows:

SOLICITATION SCHEDULE

Last Day for Bids: June 18, 2026, at 2:00 PM EST

Modification to the Solicitation:

1. Enclosed with this Addendum #1 are the questions received electronically and the University's responses.

END OF ADDENDUM #1 DATED 5/29/2026

Enclosed: Questions and UBalt Responses
Acknowledgement of Receipt Addenda
Form

Questions & UBalt Responses

Q No.	Adden. No.	Question	UBALT Response
1.	1	Onsite CART is the minimum qualification. Please confirm that you're not interested in bids offering only remote CART.	Per the Solicitation, Section II. Scope of Work, Sub-section B. Minimum Requirements, the University is seeking on-site and remote CART services Captioning Services (videos) and Transcription Services.
2.	1	What portion of CART is remote vs. onsite?	Up to 90% of CART will be remote. We reserve the ability to use onsite CART if requested and/or needed.
3.	1	Do you intend to establish contracts with one or multiple vendors?	The University is seeking a single contractor to provide onsite and remote CART services, Captioning Services (videos) and Transcription Services.
4.	1	Who are the incumbent vendors?	The incumbent is Karasch and Associates.
5.	1	Do you have any pain points with existing vendors?	We do not have any pain points with our existing vendor.
6.	1	What rates do you currently pay?	The University does not disclose current rates.
7.	1	What is the estimated annual volume of remote CART (hours per year)?	Over the last academic year, 2025-2026, we provided approximately 850 hours of CART services.
8.	1	How many students need remote CART?	On average per semester, we have provided CART for 4-5 students.
9.	1	How many courses need remote CART?	It depends on the number of courses students using this accommodation will register for each semester. On average, it has been 6 courses each semester.
10.	1	Do you use any accommodation tracking tools (e.g. AIM)? Which ones?	We do not use accommodation tracking tools like AIM.

11.	1	Who is UBalt's current provider of CART services?	Please see Question #4.
12.	1	What rates does UBalt currently pay for on-site CART, Remote CART, transcription, offline captioning of videos, and transcription?	Please see Question #6
13.	1	How many hours of on-site CART services did UBalt use in the last year? How many hours of remote CART?	The University did not use any onsite CART services this past year. All the University hours were provided remotely. The University used approximately 850 hours.
14.	1	How many program minutes each of transcription and offline captioning did UBalt use in the last year?	The University does not have this information.
15.	1	Must vendors provide on-site as well as remote CART? Will UBalt accept bids for only remote CART?	Please see Question #1.
16.	1	Is UBalt interested in CART or captioning services by automatic speech recognition (ASR) systems, or human-generated services only?	The University is only interested in human-generated services.
17.	1	Will UBalt require services in any language other than English?	No, the University will not require any other languages.
18.	1	How far in advance are CART sessions scheduled?	At least 2-3 weeks if not more. Students can register with our office at any time and be eligible for CART.
19.	1	Do you use any accommodation tracking tools (e.g. AIM)? Which ones?	Please see Question #10.
20.	1	What is the historical and projected volume for <ul style="list-style-type: none"> • Onsite CART; • Remote CART; • Postproduction Captioning and • Transcription? 	The historical and projected volume is as follows: Onsite: None Remote: 15-18 hours per week Postproduction Captioning: Unsure Transcription: Unsure
21.	1	For Postproduction Captions, does the University want open or closed captions? (Open captions are burned into the video, whereas closed captions can be turned on and off.)	The University wants closed captioning.

22.	1	Typically pricing for Postproduction and Transcription services are based on lead time. Can the University provide insight on the typical lead time for these services to assist us with pricing most efficiently?	The University will provide approximately 2 weeks lead time. There may be a last-minute request, but UBalt is working steadily to meet the Title II requirements.
23.	1	Do we need to bid on all services?	Please see Question #1.
24.	1	Does the University intend to make a sole award or multiple awards?	Please see Question #3
25.	1	Who is currently contracted to provide service?	Please see Question #4.
26.	1	Should we submit multiple PDFs for each deliverable or should we combine them all into one larger PDF for submission?	Please submit a single PDF.
27.	1	May an offeror submit pricing and a proposal for only selected service categories, such as remote CART services only, or must offerors provide pricing and availability for every service category listed?	Please see Question #1.
28.	1	Please confirm the correct solicitation number. The cover page references UB-25-SB-23 Cart Services, while Attachment C references UB-26-SB-24.	The correct Solicitation number is UB-26-SB-23 CART Services.
29.	1	Please confirm the correct proposal due date. The solicitation schedule states Friday, June 19, 2026 at 2:00 PM, while Attachment C states June 17, 2026 at 2:00 PM EST.	Bids are due June 18, 2026 at 2:00PM EST.
30.	1	Please confirm the correct initial pricing period. Attachment C states pricing shall be firm for 42 months, but the listed period of July 1, 2026 through June 30, 2029 appears to be 36 months.	The initial period is for 36 months or three (3) years; July 1, 2026 – June 30, 2029.
31.	1	Please provide historical annual usage for the past three years for remote-type services only, broken out by service category: <ul style="list-style-type: none"> ○ Remote CART, standard rate ○ Remote CART, premium/evening/weekend rate ○ Offline captioning 	The historical annual usage for the past three (3) years is as follows: <ul style="list-style-type: none"> ● 12-15 hours per semester ● 6-9 hours per semester ● NA

		<ul style="list-style-type: none"> ○ Transcription ○ Remote large-audience CART/events 	<ul style="list-style-type: none"> • 4-6 hours (high guesstimate) • 8 hours (graduation events)
32.	1	How many students typically require remote CART services per semester?	On average, 4-5 students per semester.
33.	1	How many classes per semester typically require recurring remote CART services?	Six (6) courses (but subject to change/increase) if a student registers for more than one class, as well as new students registering each semester.
34.	1	How many remote CART hours does the University anticipate during the first contract year?	An estimate of 400 hours. That will change depending on the number of students registering for courses and the total number of courses that will require CART.
35.	1	Are the quantities listed on the Pricing Submission Form for evaluation purposes only, or do they reflect anticipated usage?	<p>The quantities listed on the Pricing Form are for evaluation purposes only.</p> <p>Per Section I. Solicitation Summary, Sub-section E. Term of the contract, the University does not guarantee any hours.</p>
36.	1	Is there an incumbent provider for remote CART, offline captioning or transcription services? If yes, can the University disclose the incumbent provider and current contract pricing?	<p>Please see Question #4.</p> <p>The University does not disclose current rates.</p>
37.	1	What platforms are currently used for remote classes and events? For example: Zoom, Microsoft Teams, Google Meet, Panopto, Blackboard, Canvas or another platform.	<p>The University uses 'Zoom' for campus/course meetings.</p> <p>The University LMS system is Canvas.</p>
38.	1	For remote CART, will the University provide the meeting link, audio access and any necessary connection information for each assignment?	Yes, we will provide the meeting link for the students. If the course is onsite, we will ensure the audio volume works for CART to be fully accessible.
39.	1	Please define the difference between "For Individuals" and "For Large Audiences" for pricing and service-delivery purposes.	An example of a large audience is commencement.
40.	1	Does "large audience" include public events, webinars, conferences, commencement, town halls or only academic/classroom settings?	Please see Question #39.
41.	1	Please define the difference between lecture-quality and broadcast-quality captioning.	We would prefer lecture-quality that meets the requirements set by the ADAA.

42.	1	For offline captioning, what file formats are required? For example: SRT, VTT, SCC, DFXP, embedded captions, MP4, Word transcript or PDF transcript.	The required formats are as follows: <ul style="list-style-type: none"> • Transcripts: Screen-reader accessible Word • Other file format: SRT
43.	1	For transcription services, should transcripts be clean-read, verbatim, intelligent verbatim or another standard?	Transcripts should be clean-read unless intelligent verbatim can ensure nearly perfect accuracy. The University prefers a minimal 98% accuracy.
44.	1	Are timestamps required for transcripts? If yes, what timestamp interval or format is required?	No, timestamps are not required for transcripts.

45.	1	Are speaker identifications required for transcripts and captions?	No, speaker identifications are not required except for the instructor.
46.	1	Can the University provide estimated historical annual usage hours for: <ul style="list-style-type: none"> • on-site CART services • remote CART services • transcription services • offline captioning services 	Please see Question #20.
47.	1	Does the University anticipate awarding a single vendor or multiple vendors for these services?	Please see Question #3.
48.	1	Who is the incumbent?	Please see question #4
49.	1	Can University of Baltimore clarify if they require live captioning or captioning added to videos after the fact? If captioning is required to be added to videos after the fact, can you clarify the file format required for this service?	We may need to add captioning to videos after the fact as we continue to work with campus staff/faculty to develop born accessible videos.
50.	1	Appendix S – Solicitation Terms and Conditions, number 12, page 3 states “Access to Contractor and its principal subcontractors must provide access to pertinent records by University personnel or its representatives (including internal	Per University System of Maryland’s Procurement Policies and Procedures Section VI. Retention of Records and Public Information Act Notice.

		auditors, external auditors, representatives and agents) to provide assurance and auditing.” Can University of Baltimore clarify the purpose of this requirement and the types of records that might be accessed?	
51.	1	Appendix S-Solicitations Terms and Conditions, numbers 9 & 10, page 3. Number 9 states “Proposers may not submit more than one (1) proposal.” Number 10 states “Contractors may submit and alternate to the solution given in this solicitation/RFP.” It appears that numbers 9 & 10 contradict each other. Can University of Baltimore provide clarification?	<p>Appendix S - Solicitations Terms and Conditions, number 10 (page 3) states “Contractors may submit and alternate to the solution given in this solicitation/RFP.”</p> <p>For example, when onsite coverage is unavailable an alternate solution is remote CART service.</p>
52.	1	Appendix S-Solicitations Terms and Conditions, number 31, page 8, Payment and Performance Bonds, states “May be applicable at the sole discretion of the University to any resulting project/work done under this resulting contract.” This is not typical in the communications access industry. Would University of Baltimore waive this requirement or clarify that it does not apply to this solicitation, as it would add unnecessary financial strain to communication access vendors and not allow them to provide the best rates?	<p>This is not applicable.</p> <p>Payment/performance bonds are required for all construction contracts.</p>
53.	1	Appendix S-Solicitations Terms and Conditions, number 30, page 7, Insurance Requirements, lists required Comprehensive General Liability Insurance at a total value of \$2,000,000 for each category, which is double what vendors are required to carry for Federal Government and all other private and public work (including universities). Will University of Baltimore reduce the requirements to \$1,000,000 for each category while keeping the \$2,000,000 aggregate to be in line with what all other contracts require?	<p>The insurance requirements are recommended by the University System of Maryland’s Procurement Policies and Procedures.</p> <p>The University will not reduce the insurance requirements.</p>
54.	1	Will proposal responses remain confidential, or will University of Baltimore be posting responses online anywhere?	The University will not be posting proposals online.
55.	1	SIM SOL UB-25-SB-CART Services, Section H, page 5 – Evaluation Process states that “Technical criteria may outweigh pricing,” however the solicitation does not provide evaluation criteria, weighting or scoring methodology. Will University of Baltimore provide the evaluation criteria and relative weighting for technical capability versus pricing?	<p>The evaluation criteria are as follows:</p> <ol style="list-style-type: none"> 1. Minimum Requirements 2. Company Profile and Experience 3. References

56.	1	SIM SOL UB-25-SB-CART Services, Attachment C Pricing Submission Form, page 12, separates pricing between “For Individuals” and “For Large Audiences,” however the solicitation does not define what constitutes a “Large Audience.” Will University of Baltimore clarify: a. How “Large Audience” services are defined? b. Whether this refers to multiple consumers, auditorium/classroom size, livestream events, conferences, commencements or another category of service? c. Whether staffing expectations differ between Individual and Large Audience requests?	Please see Question #39.
57.	1	SIM SOL UB-25-SB-CART Services, Attachment C Pricing Submission Form, page 12, includes quantities of 1000 hours and 500 hours for various services. Vendors need to be sure they are applying volume discounts to what is close to the real numbers. Can University of Baltimore clarify whether these quantities are: a. Historical estimated usage, b. Anticipated annual usage, c. Ceiling quantities for evaluation purposes only—If C, can University of Baltimore please provide historical data on the volume of these services used in the past?	The quantities requested on Attachment C. Pricing Form are for evaluation purposes only. Per Section I. Solicitation Summary, Sub-section E. Term of the contract, the University does not guarantee any hours. Please see Question #20 for historical usage.
58.	1	The solicitation does not appear to provide any historical utilization data for CART, captioning or transcription services. Will University of Baltimore provide historical data from the previous 12–24 months, including: a. Number of onsite CART requests, b. Number of remote CART requests, c. Number of transcription requests, d. Number of prerecorded video captioning requests, e. Average assignment duration, f. Percentage of evening/weekend requests, g. Number of short-notice requests?	Please see question #20. Number of prerecorded video captioning: 1-4 Average assignment duration: Unsure Evening/weekend requests: 0-5% Number of short-notice requests: 1-4

59.	1	SIM SOL UB-25-SB-CART Services, Attachment C Pricing Submission Form, page 12-13, states that rates must remain firm for the initial contract term. However, the solicitation also anticipates significant fluctuations in labor market conditions for highly specialized CART and captioning providers over multiple years. If there is a significant change in the market during this term, will University of Baltimore consider allowing annual rate adjustments tied to CPI or another mutually agreed index during renewal terms?	Per Section I. Solicitation Summary, Sub-section E. Term of the contract, the contractor's rates must be guaranteed for a minimum of three (3) years (initial term).
60.	1	The solicitation requires both onsite and remote CART services but does not specify whether the University will allow remote CART in situations when onsite coverage is unavailable. Will University of Baltimore allow remote CART as an alternate solution when onsite coverage cannot be secured?	Yes, the University will allow remote CART services when onsite services are unavailable.
61.	1	Appendix C, Sample Contract, Section 5.3 discusses handling when the deliverable does not "Materially Conform". Since the product provided will depend on audio quality and no transcription is 100% perfect, can University of Baltimore verify that when audio quality is not good or a speaker has a strong accent that others struggle to understand, mistakes due to this lack of clarity will not be considered to cause the deliverable to not "Materially Conform"? Also, is there a specific percentage of accuracy that would be considered to conform or not conform?	<p>We will not hold the service provider responsible for extremely difficult audio (strong accents) but will work with our Office of Technology Services for their support when needed.</p> <p>The University prefers a minimum of 98% accuracy.</p>
62.	1	Appendix C, Sample Contract, Section 16, Ownership of Work Product and Intellectual Property, appears to assign ownership of all work products to the University. Will University of Baltimore clarify that vendors retain ownership of their proprietary systems, workflows, templates, software, scheduling systems and pre-existing intellectual property?	Per the University System of Maryland's Policies and Procedures, the Contractor agrees that all documents and materials including, but not limited to reports, drawings, studies, specifications, estimates, maps, photographs, designs, graphics, mechanical, artwork and computations prepared by or for it under the terms of the contract shall at any time during the performance of the services be made available to the University upon request by the University and shall become and remain the exclusive property of the University upon termination or completion of the services. The University shall have the right to use same without restriction or limitation and without compensation to the Contractor other than that provided by the contract. The University shall be the owner for purposes of copyright, patent or trademark registration.

63.	1	Appendix C, Sample Contract, Section 14.1, Sexual Harassment Sensitivity Training, requires four hours of training for all management employees working under the contract. Will University of Baltimore clarify whether vendors may use their own compliant training programs?	Vendors may use their own compliant training programs.
64.	1	Will University of Baltimore clarify whether the resulting contract is anticipated to be awarded to a single vendor or multiple vendors?	Please see Question #3.
65.	1	SIM SOL UB-25-SB-CART Services, page 1 (cover page) references Solicitation UB-25-SB-23, while Attachment C Pricing Submission Form page 12 references Solicitation Number UB-26-SB-24. Will University of Baltimore clarify the correct solicitation number for this procurement?	Please see Question #28.
66.	1	SIM SOL UB-26-SB-CART Services, Attachment C Pricing, page 12, has a due date of June 17, 2026 at 2:00pm; on Bid Locker the due date and time are listed as June 18, at 2:00pm, and on SIM SOL UB-25-SB-CART Services, Solicitation Schedule, page 1, states the due date to be June 19, 2026 at 2:00pm. Will University of Baltimore clarify the correct due date for this procurement?	Please see Question #29.
67.	1	Solicitation UB-26-SB-Cart Services A. lists the required services and states "...and other related services..." Can University of Baltimore clarify what other services can be included in this category? Will vendors be required to provide other services or are they simply given an opportunity to provide them when the need fits the vendor's offerings?	At this time, we are not requiring additional services, however we wish to be able to request other services the vendor may be able to provide. For example, would be notetaking support.
68.	1	SIM SOL UB-26-SB-CART Services, C. Questions, page 3 states "Inquiries will receive a written reply via an Addendum on Bid Locker." Can University of Baltimore confirm the answers will be posted on Bid Locker?	Per SIM SOL UB-26-SB-23 CART Services, C. Questions, page 3 states "Inquiries will receive a written reply via an Addendum on Bid Locker." This is correct.

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA FORM

FOR: ADDENDUM 1 to Solicitation UB-26-SB-23, CART Services

BIDS/PROPOSAL DUE DATE: June 18, 2026 at 2:00 PM EST

NAME OF PROPOSER: _____

ACKNOWLEDGEMENT OF RECEIPT OF ADDENDA

The undersigned, hereby acknowledges the receipt of the following addenda:

Addendum No. 1 dated 5-29-2026

Addendum No. dated

Addendum No. dated

Addendum No. dated

Addendum No. dated

As stated in the Solicitation/RFP documents, this form is included in our Proposal.

Signature

Name Printed

Title

Date