



**UNIVERSITY OF
BALTIMORE**

**Office of Procurement and
Materials Management**

Simplified Solicitation UB-26-SB-23 Cart Services

Solicitation Schedule

Issue Date: MONDAY, May 18, 2026

Deadline for Questions: FRIDAY, May 22, 2026 by 2:00PM

Response to Questions: WEDNESDAY, May 27, 2026 by 2:00PM

Bid Due Date: THURSDAY, June 18, 2026 at 2:00PM

Procurement Issuing Office Primary Point of Contact: UNIVERSITY OF BALTIMORE
Office of Procurement
1420 N. Charles Street
Baltimore, MD 21201

Stacey Brooks
Contract Specialist
University of Baltimore
Office of Procurement
1420 N. Charles Street
Baltimore, Maryland 21201
410-837-1559
sbrooks@ubalt.edu

SPECIAL ACCESS: Anyone requiring special assistance in obtaining a copy of the solicitation are invited to contact Stacey Brooks for assistance.

Vendors who do not already have a vendor profile will be required to create one in [Bid Locker](#) before reviewing and submitting bids/proposals. All documents must be downloaded directly from [Bid Locker](#).

Table of Contents

SECTION I. SOLICITATION SUMMARY

- A. Solicitation Summary
- B. Issuing Office
- C. Questions
- D. Delivery of Proposals
- E. Term of Contract
- F. General Information
- G. Acceptance of Terms and Conditions
- H. Evaluation Process

SECTION II. BACKGROUND, SCOPE OF WORK and RESPONSE REQUIREMENTS

- A. Background
- B. Minimum Qualifications
- C. Scope of Work
- D. Response Requirements

SECTION III. ATTACHMENTS AND APPENDICES

- A. Company Profile (Attached)
- B. Contractor Experience and Reference Form (Attached)
- C. Pricing Submission Form (Attached)

APPENDIX C: Sample Contact (Provided under a separate cover)

APPENDIX S: Solicitation Terms and Conditions (Provided under a separate cover)

University of Baltimore

Simplified Solicitation UB-26-SB-23 Cart Services

SECTION I. SOLICITATION SUMMARY

A. SOLICITATION SUMMARY

The University of Baltimore (UBalt) is seeking a contractor to provide On-site and Remote Communication Access Real-time Translation (CART), Captioning Services (videos) and Transcription Services and other related services on an “as needed” basis.

B. ISSUING OFFICE

Stacey Brooks
Contract Specialist
University of Baltimore
Office of Procurement
1420 N. Charles Street
Baltimore, Maryland 21201
410-837-1559
sbrooks@ubalt.edu

and

Wes Gordon
UBalt Procurement Officer
wgordon@ubalt.edu

The sole point of contact at the University for purposes of this solicitation is the issuing office. Any questions about any aspect of this solicitation must be directed to the Issuing Office in writing via Bid Locker.

NOTICE: Prospective Offerors who have received this document from a source other than the Issuing Office are advised to contact the Issuing Office. All information regarding this Solicitation will be posted on the University’s [Bid Locker website](#). The University does not take any responsibility if a Prospective Offeror is not informed of communication issued under this Solicitation.

Prospective Offerors are encouraged to check the University’s [Bid Locker website](#) frequently for Current Solicitations and any new information related to this procurement.

C. QUESTIONS

Questions, requests for clarification, additional information and inquiries must be submitted in writing. All questions, requests, additional information and inquiries must be submitted on [Bid Locker](#) on or before FRIDAY, May 22, 2026, by 2:00PM. Inquiries will receive a written reply via an Addendum on Bid Locker.

All Questions must be sent to Bid Locker. Should an Offeror find discrepancies in the Solicitation documents or be in doubt as to the meaning or intent of any part thereof, the Offeror must, prior to the question deadline listed in the Solicitation, request clarification in writing from the Issuing Office, who will issue a written Addendum to the Solicitation. Requests shall include the solicitation number and name. All inquiries will receive a written reply via an Addendum on [Bid Locker](#).

Oral explanations or instructions will not be binding; only written Addenda will be binding. Any Addenda and all responses resulting from these requests will be available on [Bid Locker](#). The Offeror shall acknowledge the receipt of all addenda in the Acknowledgement of Receipt of Addenda Form. This acknowledgement of the receipt must be included with your response.

D. DELIVERY OF PROPOSALS

Proposals must be submitted to Bid Locker by the due date and time using the link provided by the Issuing Office. Only bids/proposals received at [Bid Locker](#) will be considered.

Proposal documents are to be submitted as an attachment in PDF format (no zipped files). By providing the proposal to the University electronically, the Offeror grants the University the unlimited right to generate additional electronic and/or paper copies for distribution for the purposes of review, evaluation and archive.

Late proposals will not be considered, unless the delay is the result of the Issuing Office error. The date and time of the submission is the time stamped Bid Locker and shall be the official date and time of submission to Procurement.

E. TERM OF CONTRACT

The contract is anticipated to start on or around July 1, 2026, the initial contract term will be for three (3) years, with two (2), one (1)-year renewal options, a total of possibly five (5) years. The total contract value shall not exceed \$199,999, unless amended by the University. The contractor's rates must be guaranteed for a minimum of three (3) years (initial term).

The resulting contract shall be an indefinite delivery and indefinite quantity contract. The University makes no guarantees of the minimum or maximum number of hours or services under any resulting contract. As services are required the University will contact the awarded Contractor. The University may issue a yearly blanket purchase order or individual purchase orders for specific engagement/services.

F. GENERAL INFORMATION

Proposals must be made in the official name of the firm or individual under whom business is conducted and must be signed by a duly authorized person.

Each offeror must furnish all information required by this solicitation. Please see response requirements below.

This solicitation creates no obligation on the part of the University to award the contract or to compensate Offeror for proposals' preparation expenses.

UBalt reserves the right to award a contract based the upon the proposals received.

G. ACCEPTANCE OF TERMS AND CONDITIONS

By submitting a proposal in response to this solicitation, the firm accepts the terms and conditions set forth in this solicitation, Attachment S, Solicitation Terms and Conditions and Attachment C, Sample Contact.

H. EVALUATION PROCESS

The University is seeking the most advantageous offer. Technical criteria may outweigh pricing.

END OF SECTION I

Simplified Solicitation UB-26-SB-23 Cart Services

SECTION II. SCOPE OF WORK

A. BACKGROUND

The University of Baltimore provides innovative education in law, business, public affairs and the applied arts and sciences to serve the needs of a diverse population. A public university, the University of Baltimore (UBalt) offers excellent teaching and a supportive community for undergraduate, graduate and professional students in an environment distinguished by academic research and public service. The University:

- makes excellence accessible to traditional and nontraditional students motivated by professional advancement and civic awareness;
- establishes a foundation for lifelong learning, personal development and social responsibility;
- combines theory and practice to create meaningful, real-world solutions to 21st-century urban challenges;
- is an integral partner in the culture, commerce and future of Baltimore and the region.

The University of Baltimore is one of 12 institutions that encompass the University System of Maryland, the nation's 12th largest university system. The University of Baltimore offers career-focused graduate, doctoral and undergraduate programs and certificates in law, business, public affairs and the applied arts and sciences. UBalt's institutional vision is to become a living-learning laboratory at the center of Baltimore's Renaissance.

The University is located within Baltimore's cultural district, centered on Mt. Royal Avenue and Maryland Avenue, just two miles north of Baltimore's Inner Harbor. UBalt is located at the center of the city's transportation hub, with easy access to the Light Rail, train station and bus routes. For more information about UBalt, visit www.ubalt.edu/institutionalresearch.

B. MINIMUM QUALIFICATIONS

The Contractor shall have five (5) or more years of experience in providing On-site and Remote Communication Access Real-time Translation (CART), Captioning Services (videos) and Transcription Services for higher education institutions.

C. SCOPE OF WORK

1.0 Contractor Responsibilities:

The Contractor shall provide the University of Baltimore (UBalt) On-site and Remote Communication Access Real-time Translation (CART), Captioning Services (videos), and Transcription Services on an "as needed" basis.

The hours of operation for the services shall be as follows:

Rate	Days	Hours
Standard Rate:	Monday – Friday	7:00 a.m. – 5:30 p.m.
Premium Rate (Evenings):	Monday – Friday	5:30 p.m. – 11:00 p.m.
Premium Rate (Evenings - Summer):	Monday – Friday	5:30 p.m. – 8:00 p.m.
Premium Rate (Weekends):	Saturday	8:00 a.m. – 4:00 p.m.

NOTE: The University of Baltimore is closed on Sunday. If CART services are required on Sunday, the Contractor must use the Premium Rate (Weekend) for all services rendered.

No other products/services may be purchased under this contract without written authorization from UBalt’s Office of Procurement.

1.1 Description of Contractor’s Services:

- a. **Communication Access Real-time Translation (CART):** Live, in-person or remote provided captioning services to provide communication access to students. When in class, the captioner sits with the student who “listens” to the class conversation by reading the captioner’s screen. Remote CART allows the student to do the same but the captioner is using a secure link to listen in to the class via a microphone the instructor uses to transmit the information being taught.
- b. **Captioning Services (videos):** The agency provides captioning for videos used either during class or posted to the class website. The agency then sends the completed/captioned videos to the Office of Disability and Access Services (DAS) and the instructor to post or use in class.
- c. **Transcription Services:** A video is sent to the agency to create a transcript of the video to either be posted to a website or for a student to use as class notes.

2.0 University Responsibilities:

The University will provide the semester schedule, syllabus and any other relevant materials and first date of class for each semester for Communication Access Real-time Translation(CART), Captioning Services (videos) and Transcription Services.

D. RESPONSE REQUIREMENTS

1. **Company Profile and Experience/References.** Provide documentation your firm meets the minimum qualifications of five (5) years’ experience in providing On-site and Remote Communication Access Real-time Translation (CART), Captioning Services (videos) and Transcription Services to higher education institutions, by completing Attachment A.

Complete Attachment B, by including at least three (3) references from either current or recent higher education clients, including institution name, contact person and number and project details. Additionally, identify the assigned Customer Service/Account Representative/Manager, including name, title, contact information and hours of availability. This individual shall be assigned to UBalt as our primary point-of-contact. If your firm offers a customer service number, also include this information within your Attachment A.

2. Deployment of Services: Explain how your firm shall provide the following services:

- a. Communication Access Real-time Translation (CART)
- b. Captioning Services (videos)
- c. Transcription Services

Offerors may include within their submission other related services not listed above.

3. University Responsibilities. Include in your firm's submission responsibilities required from the University if not already described in Section C, Scope of Work, 2.0, University Responsibilities.

4. Pricing Form – Attachment C. Complete Pricing Submission Form.

5. Emergency Response. Describe in detail how your firm handles emergencies.

6. Adherence to Services Statement. Provide a statement within your proposal your firm shall adhere to requirements of the Scope of Work to include the terms and conditions in Appendix S and Appendix C Sample Contract provided in a separate cover.) Any exceptions to our contract must be included/listed in this Response Requirement section of your firm's proposal.

7. Certificate of Insurance. Provide a copy of your Certificate of Insurance. Awarded Contractor must meet the Insurance Requirements provided in the Appendix C, Sample Contract.

END OF SECTION II

ATTACHMENT A
COMPANY PROFILE

COMPANY NAME: _____

ADDRESS OF COMPANY: _____

DATE OF INCORPORATION: _____ STATE OF INCORPORATION: _____

PHONE NUMBER: _____ TOLL FREE PHONE NUMBER: _____

FAX NUMBER: _____ EMAIL ADDRESS: _____

LOCATION OF BRANCH OFFICE(S) WHICH WILL SERVICE UNIVERSITY: _____

TYPE AND SIZE OF CUSTOMERS SERVICED: _____

TYPE OF SERVICES PROVIDED: _____

OF YEARS IN BUSINESS: _____

OF YEARS IN BUSINESS UNDER PRESENT NAME: _____

OTHER OR FORMER NAMES UNDER WHICH YOUR ORGANIZATION HAS OPERATED:

TYPE OF ORGANIZATION (I.E: CORPORATION, PARTNERSHIP, INDIVIDUAL, JOINT VENTURE):

NAME OF PRINCIPAL(S) AND TITLE(S):

BRIEF HISTORY OF COMPANY: _____

ACCOUNT MANAGEMENT: This person shall serve as the University primary point of contact.

- Name of Customer Service/Account Manager that shall be assigned to UBalt's Account:
- Title:
- Phone:
- Email:
- Hours of Operations:

END OF FORM

ATTACHMENT B:

Contractor Experience and Reference Form

Offerors shall provide at LEAST three (3) clients the Offeror provided similar services to this Solicitation. Provide the Name of the contract, description of services, Contact name, address, phone number and email address. Indicate the contract term and contract value. UBalt may call provided references or other clients the Offerors provided services for.

1.

Contract Name: _____ Contact Name: _____

Address: _____ Phone: _____

Email address: _____

Term of Contract (include dates): _____ Value of Contract:

Firm's Assigned Account Manager: _____

Description of Services:

2.

Contract Name: _____ Contact Name: _____

Address: _____ Phone: _____

Email address: _____

Term of Contract (include dates): _____ Value of Contract:

Firm's Assigned Account Manager: _____

Description of Services:

3.

Contract Name: _____ Contact Name: _____

Address: _____ Phone: _____

Email address: _____

Term of Contract (include dates): _____ Value of Contract:

Firm's Assigned Account Manager: _____

Description of Services:

END OF FORM

ATTACHMENT C

Pricing Submission Form



Office of Procurement

Pricing/Fees

<p>Issued By:</p> <p>University of Baltimore Department of Procurement 1420 North Charles Street Baltimore, MD 21201</p> <p>Attn: Stacey Brooks</p> <p>Telephone: 410-837-1559</p> <p>e-mail: sbrooks@ubalt.edu</p>	<p>Solicitation Number: UB-26-SB-23</p> <p>Date Issued: May 18, 2026</p> <p>Proposal Due Date and Time: June 18, 2026, 2:00pm EST</p>
<p>Offeror's POC Information (Firm's name and address, POC Name and title, phone number and email address:</p>	<p>Period of Performance: The initial contract term will be for three (3) years, with two (2), one (1)-year renewal. The total contract value shall not exceed \$199,999, unless amended by the University. The contractor's rates must be guaranteed for a minimum of three (3) years (initial term).</p>

Please enter your fees for the items specified below. The University shall not pay any expenses incurred in the preparation or submission of any solicitation/response documents. The University reserves the right to accept any or all items of any proposal, in whole or in part and to reject any or all proposal(s). The Offeror shall provide a fully loaded fee for all the services required to complete the service. The Offeror may also include other fees that may be charged that is not included in the Unit Price/Fee, by adding additional rows to the bottom of the form.

Contractors shall provide pricing for on-site and remote services for individuals and large audiences.

For individuals:

Item No.	Description	Quantity	Unit	Unit Price	Total
Initial Term: This pricing shall be firm for a period of 36 months, commencing July 1, 2026 and ending June 30, 2029					
1. CART					
a.	<u>On-site</u>				
	Standard Rate	1000	HR		
	Premium Rate (Evening and Weekends):	1000	HR		
b.	<u>Remote</u>				
	Standard Rate	1000	HR		
	Premium Rate (Evening and Weekends):	1000	HR		
2. TRANSCRIPTION					
a.	Standard Rate	1000	HR		
3. LECTURE QUALITY					
a.	Offline Captioning of Videos – Standard Rate	500	HR		
b.	Transcription – Standard Rate	500			
4. BROADCAST QUALITY					
a.	Offline Captioning of Videos – Standard Rate	500	HR		
TOTAL AMOUNT (BASIS OF AWARD)					\$

For Large Audiences:

Item No.	Description	Quantity	Unit	Unit Price	Total
Initial Term: This pricing shall be firm for a period of 36 months, commencing July 1, 2026 and ending June 30, 2029					
1. CART					
a.	<u>On-site</u>				
	Standard Rate	1000	HR		
	Premium Rate (Evening and Weekends):	1000	HR		
b.	<u>Remote</u>				
	Standard Rate	1000	HR		
	Premium Rate (Evening and Weekends):	1000	HR		
3. LECTURE QUALITY					
a.	Offline Captioning of Videos – Standard Rate	500	HR		
b.	Transcription – Standard Rate	500			
4. BROADCAST QUALITY					
a.	Offline Captioning of Videos – Standard Rate	500	HR		
TOTAL AMOUNT (BASIS OF AWARD)					\$

For Individuals:

Item No.	Description	Unit Price
Renewal Option #1: July 1, 2029 – June 30, 2030		
1. CART		
a.	<u>On-site</u>	
	Standard Rate	
	Premium Rate (Evening and Weekends):	
b.	<u>Remote</u>	
	Standard Rate	
	Premium Rate (Evening and Weekends):	
2. TRANSCRIPTION		
a.	Standard Rate	
3. LECTURE QUALITY		
a.	Offline Captioning of Videos – Standard Rate	
b.	Transcription – Standard Rate	
4. BROADCAST QUALITY		
a.	Offline Captioning of Videos – Standard Rate	

For Large Audiences:

Renewal Option #1: July 1, 2029 – June 30, 2030		
1. CART		
a.	<u>On-site</u>	
	Standard Rate	
	Premium Rate (Evening and Weekends):	
b.	<u>Remote</u>	
	Standard Rate	
	Premium Rate (Evening and Weekends):	
2. TRANSCRIPTION		
a.	Standard Rate	
3. LECTURE QUALITY		
a.	Offline Captioning of Videos – Standard Rate	
b.	Transcription – Standard Rate	
4. BROADCAST QUALITY		
a.	Offline Captioning of Videos – Standard Rate	

For Individuals:

Item No.	Description	Unit Price
Renewal Option #2: July 1, 2030 – June 30, 2031		
1. CART		
a.	<u>On-site</u>	
	Standard Rate	
	Premium Rate (Evening and Weekends):	
b.	<u>Remote</u>	
	Standard Rate	
	Premium Rate (Evening and Weekends):	
2. TRANSCRIPTION		
a.	Standard Rate	
3. LECTURE QUALITY		
a.	Offline Captioning of Videos – Standard Rate	
b.	Transcription – Standard Rate	
4. BROADCAST QUALITY		
a.	Offline Captioning of Videos – Standard Rate	

For Large Audiences:

Renewal Option #2: July 1, 2030 – June 30, 2031		
1. CART		
a.	<u>On-site</u>	
	Standard Rate	
	Premium Rate (Evening and Weekends):	
b.	<u>Remote</u>	
	Standard Rate	
	Premium Rate (Evening and Weekends):	
2. TRANSCRIPTION		
a.	Standard Rate	
3. LECTURE QUALITY		
a.	Offline Captioning of Videos – Standard Rate	
b.	Transcription – Standard Rate	
4. BROADCAST QUALITY		
a.	Offline Captioning of Videos – Standard Rate	

The undersigned agrees to furnish any and all items for which prices are offered at the price set opposite each item, in compliance with the specifications, terms and conditions of this Solicitation, delivered to the destination point(s) within the period of performance specified above or within the number of days specified after date of order. The undersigned certifies that the firm submitting this pricing is not debarred from participating in contracts in the State of Maryland or excluded from federal contract awards and has accepted all terms and conditions included herein. UBalt is seeking the most advantageous proposal, the firm's qualifications and technical capabilities may outweigh pricing.

<i>TO BE COMPLETED BY THE FIRM OFFERING A PRICING</i>		
NAME AND ADDRESS OF Offeror FEI Number: _____	SIGNATURE OF PERSON AUTHORIZED TO SIGN Proposal	DATE OF Proposal
	SIGNER'S NAME AND TITLE	TELEPHONE No.