

How to Use the IT Accessibility Services Statewide Contract

Contract #: ITS52DesignatedITD	Contract Duration: 3/31/2016
MMARS #: ITS52DesignatedITD*	Options to renew: one year
Contract Manager: Sarah E. Bourne, 617-626-4502, sarah.bourne@state.ma.us	
This contract contains one Small Business Purchasing Program (SBPP) Contractor.	
Last change date: 11/28/2014	

Contract Summary

This contract is for information technology (IT) professional services specific to ensuring the accessibility of Information and Communication Technologies (ICT) deployed by the Commonwealth.

This is the successor contract to ITS34DESIGNATEDITD, Assistive Technology Testing, which covered accessibility audit services. The scope has been expanded to include additional IT accessibility services. This contract includes the following categories:

- Category A: Accessibility Audit Services: Audits of ICT, including but not limited to applications, websites, web applications, and associated hardware, to identify potential barriers for users with sensory, physical, learning and other disabilities.
- Category B: Accessibility Consulting Services: Professional services specific to IT accessibility in the areas of planning, QA testing, application design, remediation, help desk services, etc.
- Category C: Document Remediation Services: Accessibility testing and remediation of binary file format content, such as Microsoft Word, Excel, or PowerPoint files, or Portable Document Format (PDF) files.
- Category D: Accessibility Training Services: Services to train technical, management, and general staff in accessibility requirements and techniques. Training options include in-person and remote sessions (including webinars, distance learning, etc.) and services to create and provide custom courses for specific needs.
- Category E: Multimedia Transcription, Captioning, and Description Services: Transcription, captioning, video description, and related services for audio and/or video content in a variety of commonly used formats.
- Category F: Assistive Technology Scripting Services: Custom scripting for AT software, such as JAWS, ZoomText, etc., to optimize the usability of software programs, websites, or web applications for AT users.

You must use only the vendors approved for each Category for the services listed in the Category. For instance, you may only use Category E vendors to have a video

captioned. Only Category A vendors may be used for third-party audits required as part of the [IT Acquisition Accessibility Compliance Program](#)

The contract does **not** include the following types of services:

- Consulting services **not** related to IT accessibility
- Training services **not** related to IT accessibility
- Translation services

Benefits and Cost Savings

- Includes frequently requested IT accessibility services
- Assurance of vendor qualifications and expertise
- Prompt pay and volume discounts

Who Can Use This Contract?

Applicable Procurement Law: MGL c. 7, § 22; c. 30, § 51, § 52; 801 CMR 21.00

Eligible Entities:

01. Cities, towns, districts, counties and other political subdivisions
02. Executive, Legislative and Judicial Branches, including all Departments and elected offices therein;
03. Independent public authorities, commissions and quasi-public agencies
04. Local public libraries, public school districts and charter schools;
05. Public Hospitals, owned by the Commonwealth;
06. Public institutions of high education
07. Public purchasing cooperatives;
08. Non-profit, UFR-certified organizations that are doing business with the Commonwealth;
09. Other states and territories with no prior approval by the State Purchasing Agent required; and
10. Other entities when designated in writing by the State Purchasing Agent.

Pricing and Acquisition Method

Pricing

The intent of all Categories of this contract is to obtain companies to perform projects on a fixed price basis. Purchasing Entities must solicit quotes via email or COMMBUYS from at least three (3) contractors for any engagement under the appropriate ITS52 Category, or all vendors in that Category if there are fewer than three.

Time and materials pricing will be allowed (1) in unusual cases where the scope of the ITS52 Contractor's work cannot be easily ascertained and where the Purchasing Entity specifies time and materials work for all or part of an RFQ; and (2) for additional work related to but not expressly referenced in the request for quotes published by the Purchasing Entity that the Purchasing Entity and company agree to perform under an amendment to the SOW.

Maximum rates associated with these contracts are listed in the Vendor Listings.

Cost information provided by Category D vendors in Course Offering spreadsheets for Predefined Courses, and by Category E vendors in Transcription and Captioning Offering spreadsheets may be considered a "quote" for procurement purposes.

Prompt Pay discounts are included in the Vendor Listings.

Acquisition Method

The only acquisition method is fee-for-service.

How to Obtain Services

Prepare a Request for Quotes (RFQ)

At a minimum, Agencies must request quotes from at least three companies in a Category, or all vendors in a Category if there are fewer than three. See ["Locating Documents on COMMBUYS"](#) to obtain an RFQ template to be used for quote requests.

For Category D, you may use the prices given in the vendors' Course List spreadsheets as quotes for purchases.

For Category E, you may use the prices given in the vendors' Captioning spreadsheets as quotes for purchases under \$500.00.

Determine RFQ Distribution

If IT Bond funds will be used, projects worth more than \$50,000 must be posted on COMMBUYS. The posting must indicate that only ITS52 IT Accessibility Services vendors from the applicable Category may be used. To request quotes from Vendors in the appropriate Contract Category, see ["Using COMMBUYS for Quotes and Requisitions."](#)

Select a Vendor and Negotiate an Agreement

It is not necessary to select the lowest bid. The choice may be made based on “best value” to the Commonwealth.

Statement of Work (SOW) Template

The Statement of Work Template must be used for all engagements. It may be tailored to omit sections/terms which are not relevant or to add new sections/terms, however, Section 11.3, “Title and Intellectual Property Rights,” may not be altered without the written consent of the General Counsel for ITD (or the General Counsel’s designee).

A Purchase Order form may be used in lieu of the Statement of Work Template for Category E services if the work is not complex, is under \$500.00, and is for a short duration, and for pre-defined courses in Category D.

See [“Locating Documents on COMMBUYS”](#) to find the Statement of Work Template and Purchase Order form.

Additional Contract Terms

Subcontracting

Contractors are responsible for the satisfactory performance and adequate oversight of their subcontractors. You have the right to approve any subcontracts, and the right to a copy of the subcontract.

Performance and Payment Time Frames Which Continue Beyond the Duration of the Contract

If you begin an agreement (SOW) with a Vendor at any time before the end of the ITS52 IT Accessibility Services Contract, the SOW may be for up to one year, even if the ITS52 IT Accessibility Services Contract will end before your SOW ends. After the ITS52 IT Accessibility Services Contract ends, you may not modify the SOW to change the scope, increase the dollar amount, or extend the termination date.

Additional Information

The original RFR is posted on COMMBUYS. This is the solicitation that resulted in the current document, and its terms are incorporated into the contract. There is also a Vendor Listing that includes some of the information shown below in a single spreadsheet. You may find this more practical than the Listings below, since the information can be sorted and used to easily email quote requests to multiple vendors. See [“Locating Documents on COMMBUYS”](#) to find these documents.

Locating Documents on COMMBUYS

The following documents are found on COMMBUYS:

Agency Files:

- Contract User Guide (this document)
- Request for Quotes (RFQ) Template
- Statement of Work (SOW) template

- Vendor Listing
- Purchase Order Form (PO)
- RFR (Solicitation) that resulted in this Contract.

Vendor Files:

For each Vendor, there is an hourly rate file.

To locate these documents without logging in:

1. Select COMMBUYS under OSD Programs at www.mass.gov/osd OR Enter <https://www.commbuys.com/bsol> in your browser
2. Select "Contract & Bid Search"
3. Select "Contracts/Blankets"
4. Enter "ITS52 Tech" (no quotes) as the "Contract/Blanket Description" (NOT the "Contract/Blanket #")
5. Select the "Find it" button (note, hitting "Enter" is not sufficient, you must select "Find it")

In addition to the first record (with the "Contract/Blanket #" ending "vCurrent") you will see six entries, one for each of the six Contract Categories. The "Description" column identifies the Contract Category. Select the link under "Contract/Blanket #" for the Category you wish to access, or use the links below:

- [Category A: Accessibility Audit Services](#)
- [Category B: Accessibility Consulting Services](#)
- [Category C: Document Remediation Services](#)
- [Category D: Accessibility Training Services](#)
- [Category E: Multimedia Transcription, Captioning, and Description Services](#)
- [Category F: Assistive Technology Scripting Services](#)

Attachments are located in the first part of the record ("Header Information"). The "Agency Files" (see above) are located in "Agency Attachments" section of "Header Information" and the Vendor attachments are located in the "Vendor Files" section.

Using COMMBUYS for Quotes and Requisitions

Obtaining Quotes

If you are not familiar with how to post a requisition on COMMBUYS that enables you to request quotes from multiple vendors on a Statewide Contract, download the Job Aid "[How to Create a Department/Statewide Release Requisition \(with Solicitation\)](#)." The following instructions customize that Job Aid.

1. **General tab** (Job Aid Steps 4)
 - a. Select "Release" as the "Requisition Type."
 - b. Check the "Solicitation Enabled."
 - c. Select "Statewide Contract" as "Type Code."
2. **Items tab** (Job Aid Step 6)

- a. Go to the Items tab and select the “Search items” button.
- b. Click the symbol next to “Advanced Search” to see more search criteria.
- c. Enter “ITS52” as the “Description”
- d. Select “Find it.”
- e. For the Category under which you wish to use:
 - i. Check the top box under “Select”
 - ii. Enter Quantity as “1”
- f. Select “Add to Req and Exit.”

3. **Items tab** (Job Aid Steps 7 and 8)

- a. You will be returned to the Items tab, where an error message will appear.
- b. Select “Enter Info” under Catalog Price/Unit Cost
- c. On the new screen that comes up, enter 1.0 for Catalog Price/Unit Cost.
- d. Select “Save and Exit.”
- e. Select Save and Continue
- f. If you wish to limit the number of contractors who will receive notice of the RFQ, select the Distributors tab. Note that in most cases, at least three quotes must be requested. If you do not go to the Distributors tab, the RFQ will be sent to all contractors in the Category.

To limit the vendors who will be notified, check “Select All” twice to clear the vendor selections, then check the ones you want and select “Save and Continue.”

4. **Attachments tab** (Job Aid Step 14)

- a. Use the “Add file” function to add the document you are using to specify the items on which you wish to obtain a quote, such as the RFQ template and any pertinent attachments.

Submit the requisition for approval. Once it has been approved, follow the Job Aid [“Create a Bid from an Approved Requisition in COMMBUYS.”](#)

Note: On the General tab, check “Informal Bid” if you wish to be able to select a response prior to the close date of the Bid.

Issuing a Requisition if Quotes Are Not Needed

A Job Aid will be issued with instructions on how to issue a direct requisition from a solicitation enabled contract. Meanwhile please contact the COMMBUYS Help Desk for assistance.

Strategic Sourcing Services Team Members

Sarah Bourne	Information Technology Division
Myra Berloff	Massachusetts Office on Disabilities
Annemarie Kates	Information Technology Division
Karen Langley	Executive Office of Health and Human Services
David Patterson	Information Technology Division
Carl Richardson	Bureau of the State House

Vendor Listings

Table 1: ITS52 Vendors and Categories

Vendor / Category	A	B	C	D	E	F
3Play Media					yes	
Caption Advantage					yes	
Closed Caption Latina dba DICAPTA					yes	
Institute for Human Centered Design		yes		yes		
Nomensa	yes					
SSB Bart Group	yes	yes	yes	yes		yes
The Carroll Center				yes		
The Paciello Group	yes	yes	yes	yes		
User Works Inc.		yes	yes			
WGBH		yes		yes	yes	

Table 2: ITS52 Prompt Pay Discounts

Vendor / Category	PPD10 10 days	PPD15 15 days	PPD20 20 days	PPD30 30 days
3Play Media	5%	0%	0%	0%
Caption Advantage	0%	0%	0%	0%
Closed Caption Latina dba DICAPTA	0%	0%	0%	0%
Institute for Human Centered Design	4%	3%	2%	0%
Nomensa	10%	5%	2%	1%
SSB Bart Group	0%	0%	0%	0%
The Carroll Center	5%	4%	3%	2%
The Paciello Group	5%	4%	3%	2%
User Works Inc.	4%	3%	2%	1%
WGBH	0%	0%	0%	0%

Category A: Accessibility Audit Services vendors

Nomensa Ltd.

Amanda Payne
+44 (0)117 929 7333
apayne@nomensa.com

Table 3: Hourly rates – Category A – Nomensa Ltd.

Role	Rate
Director of Accessibility	\$165
Principal Accessibility Consultant	\$165
Senior Accessibility Consultant	\$140
Senior Accessibility Consultant	\$140
Accessibility Consultant	\$110
Project Manager	\$100
Account Manager	\$0

The Paciello Group LLC

Frank Porter
603-882-4122 x105
fporter@pacielllogroup.com

Table 4: Hourly rates – Category A – The Paciello Group LLC

Role	Rate
Senior Accessibility Engineer	\$100
Senior Web Accessibility Consultant	\$100
Principal Accessibility Engineer	\$100
Sr. Web/Application Acc. Engineer	\$100
Principal Usability Engineer	\$100
Accessibility Consultant	\$100
Project Management	\$80

Role	Rate
Clerical Support	\$75

SSB BART Group, Inc.

Tammy Cosseboom
603-290-5430
tammmyc@ssbbartgroup.com

Table 5: Hourly rates – Category A – SSB BART Group, Inc.

Role	Rate
Chief Accessibility Officer	\$136.00
VP Client Services	\$125.12
Director of Client Services	\$115.11
Accessibility Consultant	\$105.90

Category B: Accessibility Consulting Services vendors

Institute for Human Centered Design

Valerie Fletcher
617-695-1225 v/tty x 226
vfletcher@IHCDesign.org

Table 6: Hourly rates – Category B – Institute for Human Centered Design

Role	Rate
Executive Director	\$135
Legal Interpretation & Technology Advances	\$135
Director of Inclusive ICT	\$85
Accessible ICT and Social Media Coordinator	\$75
Interaction Designer	\$75
Guidance for Designers	\$90

Consulting Services

A full description of consulting services for this vendor is available on COMMBUYS

- Planning and strategy
- Development/QA testing
- Web/application design, development, and remediation

The Paciello Group LLC

Frank Porter

603-882-4122 x105

fporter@pacielllogroup.com

Table 7: Hourly rates – Category B – The Paciello Group LLC

Role	Rate
Senior Accessibility Engineer	\$100
Subject Matter Expert	\$125
Senior Web Accessibility Consultant	\$125
Principal Accessibility Engineer	\$125
Sr. Web/Application Acc. Engineer	\$125
Principal Usability Engineer	\$125
Accessibility Consultant	\$125
Project Management	\$80
Clerical Support	\$75

Consulting Services

A full description of consulting services for this vendor is available on COMMBUYS

- Planning and strategy:
 - assessing accessibility policies, procedures, and guidelines
 - developing accessibility improvement strategies
 - best practices in development projects
 - strategic accessibility planning

- Development/QA testing:
 - design and create Quality Assurance test harnesses
 - assistive technology consulting
 - assistive technology user testing
 - help desk support
- Web/application design, development and remediation:
 - WCAG & Section 508 design and development techniques
 - address specific accessibility issues including designing customized solutions
 - analyzing external accessibility reports
 - producing or editing mark-up or code

SSB BART Group, Inc.

Tammy Cosseboom

603-290-5430

tammyc@ssbbartgroup.com

Table 8: Hourly rates – Category B – SSB BART Group, Inc.

Role	Rate
Chief Accessibility Officer	\$136.00
VP Client Services	\$125.12
Director of Client Services	\$115.11
Accessibility Consultant	\$105.90

Consulting Services

A full description of consulting services for this vendor is available on COMMBUYS.

- Implementation Support: Regression Testing, Accessibility Help Desk, Standards Development, Production Monitoring, Plan and Schedule Development, CMS Integration, Regulatory Relationship Support, Program Management Support
- Vendor Conformance Program: Testing, Accessibility Help Desk, Standards Development and Maintenance, Application Development Consulting and Leadership, Program Management Support and Development, Training Customization and Deliver, Production Monitoring, Documentation Review, Vendor Conformance Program

User Works, Inc.

Dick Horst
310-431-0500
dhorst@userworks.com

Table 9: Hourly rates – Category B – User Works, Inc.

Role	Rate
Senior Specialist	\$135
Project Specialist	\$105
Senior Consulting Specialist I	\$135
Senior Consulting Specialist II	\$175
Principal Specialist, Project Manager	\$185

Consulting Services

A full description of consulting services for this vendor is available on COMMBUYS.

- Planning and strategy
- Web/application design and remediation

WGBH

Donna A. Danielewski, Ph.D.
617 300 2454
Donna_Danielewski@wgbh.org

Table 10: Hourly rates – Category B – WGBH

Role	Rate
all	\$200

Consulting Services

A full description of consulting services for this vendor is available on COMMBUYS.

- Planning and strategy
 - Strategic Planning
 - Executive Briefing/Landscape review

- Standards Briefing
- Sales/Marketing Team Advising
- Organizational Review
- Internal Policy/Procedure Review
- Procurement Policy and Language Review
- Site/Tech review and Systems Integrator
- Press Release and Communication Support
- Needs Assessment
- Competitive Review
- Advisory Board Creation and Management
- RFR/RFP/Proposal writing/review
- Development/QA testing
 - Testing Guidance and Support
 - Review of Vendor Work/QA
 - Analysis of Competitor Reports
 - Focus Groups and User/Product testing
- Web/application design, development, and remediation
 - Testing Guidance and Support
 - Design and Development Guidance and Support
 - Submission of Bug Reports
 - Testing and support for third party vendors
 - Review of Vendor Work/QA
 - Analysis of Competitor Reports
 - Draft/Provision of Written (Customized) Guidance Documents

Category C: Document Remediation Services vendors

The Paciello Group LLC

Frank Porter

603-882-4122 x105

fporter@paciellgroup.com

Table 11: Hourly rates – Category C – The Paciello Group LLC

Role	Rate
PDF Remediation Analyst	\$100

Table 12: Document Formats Supported – Category C – The Paciello Group LLC

Microsoft Word	Microsoft Excel	Microsoft Powerpoint	Portable Document Format
<input type="checkbox"/> .doc <input type="checkbox"/> .docm <input type="checkbox"/> .docx <input type="checkbox"/> .dot <input type="checkbox"/> .dotm <input type="checkbox"/> .dotx	<input type="checkbox"/> .xls <input type="checkbox"/> .xlsx <input type="checkbox"/> .xlsm <input type="checkbox"/> .xlt <input type="checkbox"/> .xltx <input type="checkbox"/> .xltm	<input type="checkbox"/> .ppt <input type="checkbox"/> .pptx <input type="checkbox"/> .pptm <input type="checkbox"/> .pot <input type="checkbox"/> .potx <input type="checkbox"/> .potm	<input checked="" type="checkbox"/> .pdf

SSB BART Group, Inc.

Tammy Cosseboom

603-290-5430

tammyc@ssbbartgroup.com

Table 13: Hourly rates – Category C – SSB BART Group, Inc.

Role	Rate
Director of Client Services	\$105.90
Document Remediation Specialist	\$84.72

Table 14: Document Formats Supported – Category C – SSB BART Group, Inc.

Microsoft Word	Microsoft Excel	Microsoft Powerpoint	Portable Document Format
<input checked="" type="checkbox"/> .doc	<input checked="" type="checkbox"/> .xls	<input checked="" type="checkbox"/> .ppt	<input checked="" type="checkbox"/> .pdf
<input checked="" type="checkbox"/> .docm	<input checked="" type="checkbox"/> .xlsx	<input checked="" type="checkbox"/> .pptx	
<input checked="" type="checkbox"/> .docx	<input checked="" type="checkbox"/> .xlsm	<input checked="" type="checkbox"/> .pptm	
<input checked="" type="checkbox"/> .dot	<input checked="" type="checkbox"/> .xlt	<input checked="" type="checkbox"/> .pot	
<input checked="" type="checkbox"/> .dotm	<input checked="" type="checkbox"/> .xltx	<input checked="" type="checkbox"/> .potx	
<input checked="" type="checkbox"/> .dotx	<input checked="" type="checkbox"/> .xltm	<input checked="" type="checkbox"/> .potm	

User Works, Inc.

Dick Horst
310-431-0500
dhurst@userworks.com

Hourly rates:

Table 15: Hourly rates – Category C – User Works, Inc.

Role	Rate
Senior Specialist I, Senior Consulting Specialist I	\$135
Project Specialist	\$105
Staff Specialist	\$85
Senior Consulting Specialist II	\$175
Principal Specialist, Project Manager	\$185

Table 16: Document Formats Supported – Category C – User Works, Inc.

Microsoft Word	Microsoft Excel	Microsoft Powerpoint	Portable Document Format
<input checked="" type="checkbox"/> .doc	<input checked="" type="checkbox"/> .xls	<input checked="" type="checkbox"/> .ppt	<input checked="" type="checkbox"/> .pdf
<input checked="" type="checkbox"/> .docm	<input checked="" type="checkbox"/> .xlsx	<input checked="" type="checkbox"/> .pptx	
<input checked="" type="checkbox"/> .docx	<input checked="" type="checkbox"/> .xlsm	<input checked="" type="checkbox"/> .pptm	
<input checked="" type="checkbox"/> .dot	<input checked="" type="checkbox"/> .xlt	<input checked="" type="checkbox"/> .pot	
<input checked="" type="checkbox"/> .dotm	<input checked="" type="checkbox"/> .xltx	<input checked="" type="checkbox"/> .potx	
<input checked="" type="checkbox"/> .dotx	<input checked="" type="checkbox"/> .xltx	<input checked="" type="checkbox"/> .potm	

Category D: Accessibility Training Services vendors

Institute for Human Centered Design

Valerie Fletcher
617-695-1225 v/tty x 226
vfletcher@IHCDesign.org

Table 17: Hourly rates – Category D – Institute for Human Centered Design

Role	Rate
Trainer on ICT	\$135
Trainer on ICT	\$85
Trainer on Graphics and Design	\$90
Trainer on Background & Overview	\$135

Training Services

- Custom training. A full description of training services for this vendor is available on COMMBUYS.

SSB BART Group, Inc.

Tammy Cosseboom
603-290-5430
tammyc@ssbbartgroup.com

Table 18: Hourly rates – Category D – SSB BART Group, Inc.

Role	Rate
Lead Trainer – Subject Matter Expert	\$125.12
Trainer	\$105.90
Lead Instructional Designer	\$115.00
Instructional Designer	\$103.50

Training Services

- Complete course list and catalog on COMMBUYS.

Table 19: Summary Course List – Category D – SSB BART Group, Inc.

Course Title	Course Duration	Delivery Method
Accessibility Concepts	Half Day	Classroom (Instructor led)
Accessibility Concepts	Half Day	Online (Instructor led)
Accessibility Concepts	NA	On Demand - eLearning self-paced online
Web Accessibility Basics	Full Day	Classroom (Instructor led)
Web Accessibility Basics	Full Day	Online (Instructor led)
Web Accessibility Basics	NA	On Demand - eLearning self-paced online
Web Accessibility Advanced	Full Day	Classroom (Instructor led)
Web Accessibility Advanced	Full Day	Online (Instructor led)
Web Accessibility Advanced	NA	On Demand - eLearning self-paced online
Microsoft Word Accessibility	Full Day	Classroom (Instructor led)
Microsoft Word Accessibility	Full Day	Online (Instructor led)
Microsoft Word Accessibility	NA	On Demand - eLearning self-paced online

Course Title	Course Duration	Delivery Method
Microsoft Excel Accessibility	Full Day	Classroom (Instructor led)
Microsoft Excel Accessibility	Full Day	Online (Instructor led)
Microsoft Excel Accessibility	NA	On Demand - eLearning self-paced online
Microsoft PowerPoint Accessibility	Full Day	Classroom (Instructor led)
Microsoft PowerPoint Accessibility	Full Day	Online (Instructor led)
Microsoft PowerPoint Accessibility	NA	On Demand - eLearning self-paced online
Adobe Acrobat Accessibility Basics	Full Day	Classroom (Instructor led)
Adobe Acrobat Accessibility Basics	Full Day	Online (Instructor led)
Adobe Acrobat Accessibility Basics	NA	On Demand - eLearning self-paced online
Adobe Acrobat Accessibility Advanced	Full Day	Classroom (Instructor led)
Adobe Acrobat Accessibility Advanced	Full Day	Online (Instructor led)
Adobe Acrobat Accessibility Advanced	NA	On Demand - eLearning self-paced online

The Carroll Center

Dina Rosenbaum
617-969-6200
dina.rosenbaum@carroll.org

Table 20: Hourly rates – Category D – The Carroll Center

Role	Rate
Instructor & curriculum developer	\$120

Role	Rate
Director of Technology	\$110
Accessibility Coordinator--Project Manager	\$50
Clerical Support	\$35

Training Services

- Custom training. A full description of training services for this vendor is available on COMMBUYS.

The Paciello Group LLC

Frank Porter

603-882-4122 x105

fporter@paciellogroup.com

Table 21: Hourly rates – Category D – The Paciello Group LLC

Role	Rate
Subject Matter Expert	\$125
Senior Accessibility Engineer	\$125
Senior Web Accessibility Consultant	\$125
Principal Accessibility Engineer	\$125
Sr. Web/Application Acc. Engineer	\$125

Training Services

- Complete course list and catalog on COMMBUYS.

Table 22: Summary Course List – Category D –The Paciello Group LLC

Course Title	Course Duration	Delivery Method
Creating Accessible Webs that Meet Section 508 Standards	One Day	On-site
Creating Accessible Webs that Meet Section 508 Standards	Two Days	On-site

WGBH

Donna A. Danielewski, Ph.D.
617 300 2454
Donna_Danielewski@wgbh.org

Table 23: Hourly rates – Category D – WGBH

Role	Rate
Expert Trainer	\$200

Training Services

- Custom training. A full description of training services for this vendor is available on COMMBUYS.

Category E: Multimedia Transcription, Captioning, and Description Services vendors

Table 24: Category E vendors and offerings

Vendor / Category E offerings	Transcription and captioning	Live captioning	Video description
3Play Media	yes		
Caption Advantage	yes	yes	
Closed Caption Latina dba DICAPTA	yes Also Spanish	yes Also Spanish	yes Also Spanish
WGBH	yes	yes	yes

3Play Media

Josh Miller
617-764-5189
josh@3playmedia.com

Multimedia Services

- Transcription and captioning. Price list on COMMBUYS.

Caption Advantage

Doreen M. Radin
315-492-0069
dradin@captionadvantage.com

Multimedia Services

- Transcription and captioning. Price list on COMMBUYS.
- Live captioning. Description on COMMBUYS.

Table 25: Live captioning rates – Category E –Caption Advantage

Live-captioning role	Description of role	Maximum hourly rate for role
Live, real-time captioning	Our firm provides live, real-time captioning for television, satellite, and internet broadcasts, stadium captioning, as well as CART services, Communication Access Realtime Translation, for college instruction.	\$125.00

Closed Caption Latina dba DICAPTA

Maria Diaz
407-389-0712
mvdiaz@dicapta.com

Multimedia Services

- Transcription and captioning. Includes English and Spanish. Price list on COMMBUYS.
- Live captioning. Includes English and Spanish. Description on COMMBUYS.

Table 26: Live captioning rates – Category E – Closed Caption Latina dba DICAPTA

Live captioning Services	Price per minute
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Live captioning Services	Price per minute
Real-Time Captioning – Broadcast TV (English or Spanish)	\$ 3.40
Real-Time Captioning – Live Conferences, Educational Settings, Streaming (English or Spanish)	\$ 3.70
Additional service – Cross-language real-time captioning English to Spanish, Spanish to English	\$6.50

- Video Description. Includes English and Spanish. Description on COMMBUYS.

Table 27: Video description rates – Category E – Closed Caption Latina dba DICAPTA

Video Description Service	Price per minute
Video -Audio Description	\$28.30

WGBH

Donna A. Danielewski, Ph.D.
617 300 2454
Donna_Danielewski@wgbh.org

Multimedia Services

- Transcription and captioning. Price list on COMMBUYS.
- Live captioning. Description on COMMBUYS.

Table 28: Live captioning rates – Category E – WGBH

Live-Captioning Role	Description of Role	Maximum Hourly Rate for Role
Stenocaptioner	Listens to source audio, then writes and transmits captions to client	\$165

Live-Captioning Role	Description of Role	Maximum Hourly Rate for Role
Caption Broadcast Coordinator	Establishes and tests transmission path between source, stenocaptioner and client. Monitors transmission for continuity and quality	\$165
Shift Supervisor	Schedules and deploys Realtime staff. Monitors events in progress. Provides troubleshooting expertise during events and feedback to staff afterwards	\$165
Caption Operations Manager	Interfaces with clients and WGBH management. Deals with technical and operations issues, billing and supervises all caption group staff	\$165

- Video Description. Description on COMMBUYS.

Table 29: Video description rates – Category E – WGBH

Video Description Role	Description of Role	Maximum Hourly Rate for Role
Describer	Writes precisely timed scripts describing the visual elements of content for broadcast, film, Internet or installation	\$2400 per hour with \$600 minimum
Post Production Supervisor	Edits scripts for accuracy and timing. Performs narration, hires narrators, supervises recording session	\$2400 per hour with \$600 minimum

Video Description Role	Description of Role	Maximum Hourly Rate for Role
Production Manager	Interfaces with clients and WGBH management. Supervises all DVS staff. Acts as technical liaison and troubleshooting resource during mixing process	\$2400 per hour with \$600 minimum
Sound Engineer	Handles technical aspects of recording session. Mixes content audio with descriptive narration.	\$2400 per hour with \$600 minimum

Category F: Assistive Technology Scripting Services vendors

SSB BART Group, Inc.

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Table 30: Hourly rates – Category F – SSB BART Group, Inc.

Employee	AT software product	Maximum hourly rate
Jonathan Avila	JAWS, Dragon Naturally Speaking, MAGic and Zoom Text	\$136.00
Doug Lee	JAWS, Window-Eyes, NVDA (NV Access/open source) and VoiceOver (Apple)	\$125.12