



DEPARTMENT OF FINANCE

Excellent and responsive fiscal leadership.

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July 30, 2026

SUBJECT: Questions and Answers for Request for Proposals (RFP) # 2905
– Human-Generated Communication Access Real-time Translation (CART)
Services

1. May vendors propose to provide remote CART services only?
Answer: Yes, vendors can propose remote CART services.
2. How many hours of CART services did the County Department of Public Works use in the last year? Of these, how many were provided remotely and how many were provided in person?
Answer: This request is for provision of captioning for all 22 departments, not just the Department of Public Works. However, in the last 12 months the Department of Public Works requested CART services on 2 separate dates.
3. Minimum Qualifications 5 states that Proposers shall show proof that captioners are Certified Realtime Captioner through the National Court Reporters Association. In lieu of this, will the County accept captioners certified by vendors' internal standards who provide equal or greater accuracy?
Answer: I am researching whether this alternate certification is acceptable.
4. Does the County use an encoder for live captioning? If so, what make and model?
Answer: Please see the device specifications [here](#).
5. What rates does the County currently pay for Remote and In-Person CART services?
Answer: The current fee charged is \$163.85 per hour for onsite and \$118.65 per hour for remote.
6. How many vendors does the County intend to award?
Answer: A minimum of two; at least one for the County wide contract to cover all 22 departments, and one to cover the Boards and Commissions meetings and activities.
7. Who is the County's current vendor for CART services?
Answer: QuickCaption.

8. How far in advance are service requests generally made?
Answer: We ask that requestors submit their request at least 5 business days prior to the event/meeting, however, we do our best to fulfill requests received in less time. In the event of a disaster scenario, we may require shorter response times.
9. Historical Demand (Annual): What is the historical demand for CART services in total hours on an annual basis?
Answer: We do not quantify services provided by hour. Over the course of the last 12 months, captions have been requested and provided for 33 events.
10. Onsite vs. Remote Split: What has been the historical demand/ratio for onsite versus remote services?
Answer: All requests over the course of the last 12 months have been for remote captioning.
11. Acceptability of Remote Alternative: If onsite services are requested but unavailable, is remote delivery generally acceptable to the County as an alternative?
Answer: It depends on the specifics of the scenario, but it could be.
12. Current Incumbent: Who is the incumbent contractor currently providing these services?
Answer: QuickCaption.
13. Current Pricing: What are the current rates or pricing structure the establishment is paying for these services?
Answer: The current fee charged is \$163.85 per hour for onsite and \$118.65 per hour for remote.
14. Award Structure: Will this solicitation result in a single award or a multiple-award contract?
Answer: A minimum of two contracts will be awarded; at least one for the County wide contract to cover all 22 departments, and one to cover the Boards and Commissions meetings and activities.
15. Staffing Subcontracting: Are staff providers or subcontractors permitted to support the contract, or does the County require direct-hires?
Answer: Subcontractors may be permitted.
16. Parking Expenses: Is parking provided by the County for onsite assignments, or is it reimbursable?
Answer: No.
17. Mileage Reimbursement: Is travel mileage reimbursable for onsite

service assignments?
Answer: No.