



Office of the City Manager

CONSENT CALENDAR
September 28, 2021

To: Honorable Mayor and Members of the City Council
From: Dee Williams-Ridley, City Manager
Submitted by: Mark Numainville, City Clerk
Subject: Contract No. 9712A Amendment: QuickCaption, Inc. for Real-Time Closed Captioning Stenography Services

RECOMMENDATION

Adopt a Resolution authorizing the City Manager to amend Contract No. 9712A with QuickCaption, Inc. for the provision of real-time closed captioning stenography services, including captioning virtual meetings, at all work sessions, regular and special meetings of the City Council and Successor Agency to the former Redevelopment Agency, increasing the contract by \$120,000 for a total not to exceed amount of \$321,900.

FISCAL IMPACTS OF RECOMMENDATION

This amendment will add \$120,000 to the City's existing contract for real-time closed captioning stenography services, including new built-in costs for captioning virtual meetings in Zoom. Funds are allocated in the General Fund budget in the amount of \$40,000 for the final three years of the contract (011-32-312-000-0000-000-411-612990).

CURRENT SITUATION AND ITS EFFECTS

The City of Berkeley currently provides real-time closed captioning stenography services for all work sessions, regular and special meetings of the City Council and Successor Agency to the former Redevelopment Agency.

On March 17, 2020, Governor Newsom issued Executive Order N-29-20, which transitioned public meetings to being conducted exclusively through teleconference or videoconference. With this transition, QuickCaption had to adjust their services to accommodate dual stream captioning to provide captioning to both the Zoom stream and BCM live stream. Additionally, there has been an increase of QuickCaption use by other departments under this contract for EOC-related meetings. These additional costs have depleted the funds allocated for QuickCaption at an accelerated rate, thus necessitating this amendment to increase the not-to-exceed amount for the remaining three years of the original contract term.

BACKGROUND

Real-time closed captioning stenography services have consistently been provided to Berkeley's hearing-impaired community for roughly the past 19 years. In 2014, staff reviewed proposals for real-time captioning services. QuickCaption Inc. was selected and has provided the City with a high level of customer service since.

On October 30, 2018, the City Council adopted Resolution No. 68,637-N.S., which increased the amount of the contract for a total not to exceed amount of \$201,900 and extended the term of the contract to July 31, 2024. The amendment provided continuity of service for the next five years to ensure that funding is available.

ENVIRONMENTAL SUSTAINABILITY AND CLIMATE IMPACTS

QuickCaption Inc. utilizes equipment that allows their staff to provide real-time closed captioning stenography services remotely. This eliminates the need for the captioner(s) to travel to the location of the City Council meetings for each assignment.

RATIONALE FOR RECOMMENDATION

This contract amendment is needed to account for increased captioning costs incurred by the City Clerk Department during the pandemic and to allow the City to continue providing real-time closed captioning stenography services for hearing impaired viewers of City Council and Successor Agency to the former Redevelopment Agency meetings.

ALTERNATIVE ACTIONS CONSIDERED

Staff does not recommend any alternative actions at this time, however Council could consider reducing or discontinuing the provision of real-time closed captioning stenography services.

CONTACT PERSON

Mark Numainville, City Clerk, (510) 981-6900

Attachments:

1: Resolution

RESOLUTION NO. ##,###-N.S.

CONTRACT NO. 9712A AMENDMENT: QUICKCAPTION, INC. FOR REAL-TIME
CLOSED CAPTIONING STENOGRAPHY SERVICES

WHEREAS, real-time closed captioning stenography services have consistently been provided to Berkeley's hearing impaired for approximately 19 years; and

WHEREAS, a Request for Proposals (Specification No. 14-10833-C) was issued in February 2014, for real-time closed captioning stenography services for the City Council and Successor Agency to the former Redevelopment Agency meetings, and QuickCaption Inc. was selected based on their ability to best meet the selection criteria, resulting in the execution of Contract No. 9712; and

WHEREAS, QuickCaption Inc. continues to provide the City with a high level of customer service and competitive pricing; and

WHEREAS, funds in the amount of \$120,000 are allocated in the General Fund budget in the amount of \$20,000 per year for six years (011-32-312-000-0000-000-411-612990), and this contract amendment has been entered into the City's contract management database and assigned CMS No. IGD26; and

WHEREAS, on October 30, 2018, the City Council adopted Resolution No. 68,637-N.S., which increased the total not to exceed amount of the contract to \$201,900 and extended the contract to July 31, 2021; and

WHEREAS, due to the COVID-19 pandemic, there are new built-in costs for expanded use of captioning directly to Live Stream and Zoom meetings, which will continue indefinitely if the City adopts a hybrid meeting platform; and

WHEREAS, use of QuickCaption services by the Emergency Operations Center under this contract has depleted the available funds at an accelerated rate.

NOW THEREFORE, BE IT RESOLVED by the Council of the City of Berkeley that the City Manager is authorized to execute an amendment to Contract No. 9712A with QuickCaption, Inc. to provide real-time closed captioning stenography services, increasing the contract by \$120,000 for a total not to exceed amount of \$321,900.

