

Scope of Work/Services

Houston Public Library

Professional Services/Community Purchase

INTRODUCTION:

The Houston Public Library is seeking a bid for audiovisual transcription services, terms and conditions specified in the solicitation.

ELECTRONIC BIDDING:

In order to submit bid for the items listed below, vendor must fill in the pricing information on the "PLACE BID" page.

To be considered for award, please submit the electronic bid form including the Official Signature Page, which must be signed by a company official authorized to bind the company.

It is the intent of the City of Houston Public Library to solicit the lowest and best responsible bid or price under competitive conditions.

The following are the minimum acceptable specifications:

- Ability to receive mp4 digital archive files from HPL via upload to a secure system provided by vendor (e.g., web-based system with login credentials and file transfer)
- Ability to provide transcription service with 99% or higher accuracy for approximately 250 hours of audiovisual material
- Ability to provide transcripts for English or Spanish files
- Ability to provide transcriptions in VTT and PDF formats
- Ability to complete project from receipt of files from HPL to return of transcripts to HPL within one (1) month
- Able to provide or complete a sample to satisfy proof of capability to meet customer needs as stated in upper bullet points
- Ability to provide customer support to troubleshoot issues with the service (e.g., interacting with customer related to budget and timeline for completion, troubleshooting with customer if / when software fails to complete transcription, troubleshooting with customer related to any sub-quality accuracy issues)
- Ability to register as a vendor with the City of Houston
- ★ Note: All files and data within are HPL-owned

Contact for questions/concerns:

Albert Duran
Librarian III Metadata | Digital Strategies
Houston Public Library
500 McKinney St., Houston, TX 77002
Office: 832-393-1581 | Email: albert.duran@houstontx.gov

MATERIALS:

Materials meets or exceeds the standard in the industry for improvement of the Services to be performed and conforms with respects to the specifications.

QUALITY ASSURANCE:

Should any material be found defective, not meeting specifications, or that which has not been approved in writing by the owner shall, upon discovery (including any time within the period of the guarantee), be replaced with the specified equipment or material at no additional cost to the City of Houston- Houston Public Library.

WARRANTY:

The Contractor shall guarantee all of the work that is performed under this contract, including all materials, workmanship, for a minimum of one (1) year from the date of full acceptance of the work.

DISCREPANCIES:

If there are discrepancies in the specifications, the Contractor shall ask for a clarification from the City prior to bid opening.

If no clarification is requested, the City's judgement shall rule.

INSURANCE:

Contractor must comply with the City of Houston insurance requirements, provide insurance certificate, insurance endorsements, and drug policy forms within three (3) days of request.

TERMINATION OF AGREEMENT:

This Contract may be terminated by the City Purchasing Agent upon thirty (30) days' notice in writing, if the materials and/or services furnished do not conform to the standard set forth herein; or if the deliveries and servicing of this Contract do not conform to the requirements detailed herein.

CONTRACT COMPLETION:

The Contractor shall complete this contract within (30) calendar days from date given notice to proceed. All work is to be performed during normal business hours.

PRODUCT LITERATURE/SPECIFICATION SHEETS:

To evaluate bids, the user department and the purchasing staff may require product literature/specification sheets. When required, the bidders(s) should submit the requested product literature/specification sheets within (5) calendar days from date of request.

FAILURE ON BIDDER'S PART TO FURNISH THE REQUESTED TECHNICAL DATA IN THE TIME LIMIT GIVEN ABOVE MAY BE CAUSE FOR REJECTION OF THE BID.

NO CONTACT PERIOD:

Neither bidder(s) nor any person acting on bidder(s)'s behalf shall attempt to influence the outcome of the award by the offer, presentation or promise of gratuities, favors, or anything of value to any appointed or elected official or employee of the City of Houston, their families or staff members. All inquiries regarding the solicitation are to be directed to the designated City Representative identified on the first page of the solicitation. Upon issuance of the solicitation through the pre-award phase and up to the date the City Secretary publicly posts notice of any City Council agenda containing the applicable award, aside from bidder's formal response to the solicitation, through the pre-award phase, written requests for clarification during the period officially designated for such purpose by the City Representative, neither bidder(s) nor persons acting on their behalf shall communicate with any appointed or elected official or employee of the City of Houston, their families or staff through written or oral means in an attempt to persuade or influence the outcome of the award or to obtain or deliver information intended to or which could reasonably result in an advantage to any bidder. However, nothing in this paragraph shall prevent a bidder from making public statements to the City Council convened for a regularly scheduled session after the official selection has been made and placed on the City Council agenda for action, or to a City Council committee convened to discuss a recommendation regarding the solicitation.