

# Statement of Work for Closed Caption Services

## I. Scope of Work

### a. Background

- i. The purpose of this solicitation is to obtain close caption services for use in any/all video products created by Armstrong TV at NASA Armstrong Flight Research Center (AFRC), Edwards AFB, CA.

### b. Objectives

Closed captioned support with the following services:

- Closed Captioning = must meet 508 compliance
- To work closely with all the relevant people at our organization to design solutions that meet our unique needs.
- Transcription = Provide trained professional transcribers to avoid the pitfalls and high error rates associated with speech recognition solutions.
- Ensure video submission methods use secure encrypted transmission, so our data is not exposed to interception during the upload or transcription process.
- Offer a wide variety of ways to submit videos in a vast array of formats, including, but not limited to secure web uploads.
- Accept Quicktime H.264 or MP3 video/audio submissions for caption **without a requirement for timecode window burn.**
- Offers a way to support us to submit multiple videos for captioning at once from a desktop, laptop, or Windows server.
- Control over caption positioning, number of lines, and word spacing.
- Offer a vast amount of output formats and add new formats as demand warrants for no additional cost. Provide 608 and 708 options. Formats to include multiple options for captions and subtitles
- Provide encoding services when needed.
- Provide a free way of resubmitting videos with minor errors for correction.
- Provide a second form of result review process for high level presentations.

## II. Applicable Document

Video captioning service must meet 508 compliance

### III. Technical Point of Contacts

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### IV. Specific Task Requirements

The vendor for this contract will provide Armstrong TV closed captioning services. The vendor must warrant that the video captioning service meets 508 compliance and is able to be delivered in a variety of formats. Closed Captioning service to provide fast, accurate, and simple web-based solution for closed captions, transcripts, translation and video search data with the most impact on efficiency and price, without compromising quality.

### V. Period of Performance

Duration of agreement for one year from time of order.

### VI. Deliverables

All transcription must be available with a standard 3or 4 day deliverable turnaround time and provide a Rush 24 hour deliverable option.

Service agreement to include a wide variety of output formats, and provide no additional charge option for requesting and receiving multiple output formats for submissions.

### VII. Acceptance Criteria

Once the files are received and applied to the video product, the accuracy of timing and content can then be verified

### VIII. Contractor/Government Furnished Property/Government Furnished Equipment

Contractor will provide quicktime video files or MP3 audio files for transcription and captioning

### IX. Special Considerations

*None*

### X. Security Requirements

*None*