**Q+A – RFP #REQ811676 (Communication Access Realtime Services)**

**Question:** Will you consider responses for remote services only?

*Answer:* Yes

**Question:** What is the volume of onsite services (hours or classes) for the past academic year? For remote services?

*Answer:* During the 2023-2024 academic year, we had a total of 42 classes/week (approximately 130 hours/week). It is possible that all these services could have been provided remotely.

**Question:** The RFP indicates that NCRA certification or equivalent experience is desired. What would be equivalent experience? Can we submit pricing for services provided by NCRA certified providers and for non-certified providers?

*Answer:* Five plus years of providing CART in a Collegiate environment will be considered equivalent experience.

Yes, vendors can provide pricing for both certified and non-certified providers. All non-certified providers must meet the “equivalent experience” requirement defined above.

**Question:** Historical Volume: How many hours of CART services were required in 2023?

*Answer:* There was a total of 42 classes/week equaling approximately 130 hours/week during the 2023-2024 academic year.

**Question:** How many hours of remote CART services did the University require in 2023-2024? In 2022-2023? In 2021-2022?

*Answer:*
- **2023-2024:** 42 classes per week totaling approximately 130 hours per week.
- **2022-2023:** 40 classes per week totaling approximately 128.5 hours per week.
- **2021-2022:** 40 classes per week totaling approximately 116 hours per week.

*NOTE:* These numbers do not include the classes that were assigned to AI captioning.

**Question:** Does the University currently have a working budget for CART services for the upcoming year? If so, what is the budget for CART services?

*Answer:* MSU is committed to providing all services required to meet student needs.

**Question:** How many contracts does the University intend to award?

*Answer:* The University will evaluate all vendors and award based on needed services and the number of providers needed. We intend to award a minimum of two contracts.
Question: How will the RCPD liaise with a vendor to provide requests for remote CART services? Will a schedule be provided for an entire semester or will requests be made per class event?

Answer: A schedule of courses will be provided prior to the beginning of each semester for planning purposes. As student schedules change, adjustments will be made to the initial schedule and providers will be notified.