

**COUNTY OF LOS ANGELES
DEPARTMENT OF REGIONAL PLANNING**

**REQUEST FOR PROPOSALS FOR
PUBLIC HEARING CAPTIONING, TRANSCRIPTION, AND RELATED SERVICES
RFP-DRP-53829**

**ADDENDUM NUMBER ONE
April 6, 2026**

This Addendum Number One to the Request for Proposals (“RFP”) No. RFP-DRP-53829, issued by the Los Angeles County Department of Regional Planning on April 6, 2026, provides as follows:

QUESTIONS AND ANSWERS

1. **Question:** Who is the County’s current provider of public hearing captioning, transcription, and related services?
 - **Answer:** You may find the information at the following link: [140021.pdf](#),
2. **Question:** What rates does the County currently pay for each of these services?
 - **Answer:** The current rate for real-time captioning services under the existing contract is \$110.62 per hour.
3. **Question:** Is the County interested in proposals for Automatic Speech Recognition services, or human-generated captions only?
 - **Answer:** This RFP is intended for human-generated captions only.
4. **Question:** Does the County have existing closed captioning encoder hardware? If so, what model?
 - **Answer:** No, the County does not have any existing closed captioning encoder hardware.
5. **Question:** Does the County expect proposers to include pricing for standby/backup captioner coverage as part of the live hearing service, or is that cost expected to be built into the base live captioning rate?
 - **Answer:** The County expects proposers to incorporate the cost of standby/backup captioner coverage into the base live captioning hourly rate. The pricing should be presented as fully burdened hourly rates that include all costs

associated with service delivery, including, but not limited to, administrative fees, overhead, and any other applicable charges.

6. **Question:** Will the County provide a sample of a verbatim transcript for format and style reference purposes?
 - **Answer:** You may find the information at the following link: [Los Angeles County - Meeting Video Archives](#). Source files are in text/Word documents per RFP Appendix A, Exhibit A Statement of Work, Section 2.2.2 Caption and Transcription Services.
7. **Question:** Is the County willing to consider alternative staffing models that can demonstrate equivalent real-time captioning quality and reliability, even if they differ from the listed certifications?
 - **Answer:** No. The County is not considering alternative staffing models. This RFP is specifically intended for human-generated real-time captions, and all proposed personnel must meet the listed human-based certification and qualification requirements outlined in Section 4.0 (Minimum Mandatory Requirements) of the RFP.
8. **Question:** Will the County require captioning services in any languages other than English?
 - **Answer:** No. The County does not require captioning services in any languages other than English. All services under this RFP are limited to English-language, human-generated real-time captioning.
9. **Question:** How many contractors does the County intend to award?
 - **Answer:** This RFP will result in awarding one contract to one consultant.
10. **Question:** PG 2 3.0 PURPOSE: 3.1 Statement of Work (SOW) – Would the County consider proposals that include a technology-enabled or hybrid service model, such as speech-to-text or automated transcription workflows supplemented by qualified human review, for real-time or near-real-time transcripts?
 - **Answer:** Please refer to question #3.
11. **Question:** PG 17 8.5.3.1 Proposer’s Background and Experience (Section B.1) – Can the County clarify whether court reporters and transcription staff must be physically located within Los Angeles County of California, or whether remote or out-of-region resources are acceptable if service-level and performance requirements are met?

- **Answer:** Our current model uses remote captioners, with on-site presence arranged on an as-needed basis.

12. Question: PG 17 8.5.3.1 Proposer's Background and Experience (Section B.1) – Where the RFP requires a minimum number of years of experience providing similar services, can this requirements be satisfied through a vendor's global experience portfolio, or must the experience be exclusively domestic?

- **Answer:** The required years of experience must be demonstrated through domestic U.S. experience only.

13. Question: PG 3: 4.4 At least three (3) of the Proposer's references provided in Appendix B (Required Forms), Exhibit 8 (List of References) must be responsive and validate that the RFP-DRP-53829 Page 4 Proposer meets the Minimum Mandatory Requirements identified in Section 4.1 (Minimum Mandatory Requirements). – For experience and reference requirements, will the County accept International public-sector court reporting and transcription references, or must all references be U.S.-based to be considered responsive?

- **Answer:** All references must be U.S.-based to be considered responsive.

14. Question: PG 3 Section 4.1 (Minimum Mandatory Requirements). – Are the requirements related to staffing model, geographic presence, and reference location considered minimum mandatory requirements, or are they scored criteria that allow for alternative but comparable approaches?

- **Answer:** The requirements outlined in PG 3 Section 4.1 are minimum mandatory requirements. They are not scored criteria, and alternative or comparable approaches are not accepted. Vendors must meet the specified staffing model, geographic presence, and reference location requirements in order to be considered responsive.

15. Question: PG 26 Appendix B Required Forms: 8.5.6 Business Proposal Required Forms and Corporate Documents (Section E) – For any proposed subcontractors, does the County require the same qualifications, disclosures, and forms as those required of the prime contractor?

- **Answer:** Only the prime contractor is required to provide the full set of documents outlined in Appendix B, unless otherwise specified.

16. Question: Who is the current vendor providing services?

- **Answer:** Please refer to question #1.

17. Question: What is the contract value?

- **Answer:** You may find the information at the following link: [140021.pdf](#).

18. Question: What is the current contract number?

- **Answer:** You may find the information at the following link: [140021.pdf](#).

19. Question: What are the contract rates?

- **Answer:** Please refer to question #2.

20. Question: Are national certifications acceptable?

- **Answer:** No. National certifications are not acceptable. This RFP requires the specific human-based certifications listed in the solicitation, and alternative national credentials do not meet the mandatory qualification requirements outlined in Section 4.0 (Minimum Mandatory Requirements) of the RFP.

21. Question: Are you able to specific line items and expected turnaround times to assist with pricing?

- **Answer:** Please refer to Appendix A, Exhibit A of the RFP for the Statement of Work.

22. Question: Are live captioning services expected to be delivered fully remotely, or is there any requirement for on-site presence at hearings?

- **Answer:** Our current model uses remote captioners, with on-site presence arranged on an as-needed basis.

23. Question: What is the expected method for delivering live captions (e.g., Zoom captions, API, embedded player, separate URL)?

- **Answer:** Captioner is designated within Zoom. Contractor's responsibility to enter live captions during hearings.

24. Question: Where is the transcriptionist typing the live captions?

- **Answer:** Captioner is designated with Zoom. Initial set up may be required and validation needed.

25. Question: Does the organization have any preferred or existing captioning tools/platforms, or is the contractor expected to provide a complete solution?

- **Answer:** Contractor expected to provide a complete solution compatible with Zoom. Microsoft Teams Town Hall is also being explored as a backup option.

26. Question: Should pricing be structured based on hourly rates, per-session rates, or a fixed monthly model?

- **Answer:** Pricing should be structured using fully burdened hourly rates. The County does not require per-session or fixed monthly pricing models. All proposed costs must be presented as fully burdened hourly rates that are inclusive of all costs associated with the delivery of services, including, but not limited to, administrative fees, overhead, and any other applicable charges.

27. Question: What is the estimated number of hearings per week/month?

- **Answer:** The estimated number of hearings is approximately 7 per month, averaging about 1-2 per week.

28. Question: What is the average and maximum duration of each hearing?

- **Answer:** The average duration is approximately 2 hours, with a maximum duration of up to 4 hours.

*** End ***

AS A REMINDER, PROPOSALS ARE DUE ON APRIL 28, 2026 AT 1:00 PM (PST), WE RECOMMEND NOT TO WAIT UNTIL THE CLOSING DATE AND TIME TO SUBMIT YOUR PROPOSAL IN CASE THERE ARE TECHNICAL DIFFICULTIES DURING YOUR SUBMISSION. PLEASE CONTACT EDDIE YIP, EYIP@PLANNING.LACOUNTY.GOV FOR UPLOAD INSTRUCTIONS.

IF YOU PLAN TO SUBMIT THE PROPOSALS, PLEASE SEND US AN EMAIL IN ADVANCE TO CREATE THE FTP ACCOUNT. PLEASE PROVIDE WITH AN EMAIL ADDRESS FOR MULTI-FACTOR AUTHENTICATION LOGIN.