

**INDIAN RIVER COUNTY, FLORIDA  
MEMORANDUM**

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**TO:** Jason E. Brown, County Administrator

**THROUGH:** Kristin Daniels, Budget Director

**FROM:** Basil Dancy, Computer Services Manager

**SUBJECT:** Closed Captioning Equipment

**DATE:** December 4, 2018

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**DESCRIPTION AND CONDITIONS**

The Indian River County Board of County Commissioners, in an effort to increase the services offered to all of the citizens of the county, has begun an initiative to procure closed captioning equipment to offer this service to the hearing impaired. The IT staff has reached out to several of the surrounding counties and municipalities to investigate what equipment/services are in use. We have found multiple methods in use.

Some municipalities are using a closed captioning service where an audio feed is provided to a closed captioning provider and a technician transcribes what is heard into readable text which is then reinserted into the video feed with an encoding device. Others use a speech recognition server that does the transcription which is then reinserted using an encoding device. Through our investigation, both methods produce a comparable level of accuracy in the 95% range.

The closed captioning provider service ranges from \$140/hour and up for live video and \$240/hour and up for prerecorded/archive videos. The speech recognition server solution comes in at a cost of \$43,600 for the live video set and \$63,250 for the archive video set which can act as a standby/backup device for the live feed when not in use for the conversion of the archive video.

The video recordings for the 2017 calendar year (including subsidiary boards and committees) totaled slightly over 175 hours, which, with just the live service cost would add up to \$24,500 annually. The annual archive of historical videos averages 150+ hours of video per year at a cost of \$36,000+ per year of archive conversion cost for a total proposed cost of \$432,000. We currently have 12 years of archive video available. Due to the estimated expenses of captioning live video and the quantity of archive videos, staff believes the speech recognition server solution is the best option.

The selected equipment comes with an initial year of warranty/support. Beyond that time frame there would be an ongoing support cost of \$12,000/year to be budgeted.

Upon review of the quotes received Encore Broadcast Solution has the lowest cost for the proposed hardware. We have requested they include an option for the cost of installation as they are the contractor most familiar with our existing Audio/Visual equipment.

No current State or Municipal contracts have been identified that are appropriate for our purposes. Staff has received several quotes from different vendors for the equipment that is in use in many of the municipalities in Florida that offer similar services. It is requested that the Board waive the bid requirement due to time constraints and authorize the immediate purchase and installation of the equipment referenced on the included quotes.

#### **FUNDING**

The cost of the equipment is \$107,070 with an additional charge of \$2,300 for installation and training. Funding for the equipment will be provided via budget amendment from Optional Sales Tax/Cash Forward Oct 1<sup>st</sup>, while the installation and training will come from the Information Technology/Computer Services/Other Professional Services account.

<b>Fund Name</b>	<b>Department Name</b>	<b>Account Number</b>	<b>Expense</b>
Optional Sales Tax Fund	Computer Services	31524113-066490	\$107,070
Information Technology	Computer Services	50524113-033190	\$2,300
<b>Total</b>			<b>\$109,370</b>

#### **RECOMMENDATION**

Staff recommends that the Board of County Commissioners waive the bid requirements and authorize the Purchasing Division to issue a Purchase Order for the referenced equipment from the selected vendor Encore Broadcast Solutions.

#### **ATTACHMENTS**

1. Encore Broadcast Solution Quote
2. Municipal Broadcasting Quote
3. Castus Quote

#### **APPROVED AGENDA ITEM**

**FOR** December 18, 2018