



AGREEMENT HIGHLIGHTS

Audio Video Captioning and Transcription Services

OECM #2024-464

Item	Description
Agreement Term	Effective Date: April 1, 2025 Expiry Date: March 31, 2030 Optional Extension(s): This agreement has no extension options available
Products and Services Available Through This Agreement	OECM's retendered Audio Video Captioning and Transcription Services agreement provides access to qualified suppliers offering a wide range of professional captioning, transcription, and audio description services including, but not limited to: Captioning and Transcription Services (Categories A1 & A2 – English and French) <ul style="list-style-type: none">• Open and/or closed captioning for recorded media• Computerized note-taking services• Verbatim transcription• Time-stamped transcription• Inclusion of background noise and other audio elements in captions (when applicable)• Support for multiple media formats, including but not limited to MP3, MP4, MOV, AVI, and FLV• Output content formats include: SRT, VTT, TTML, TXT, and DOCX• Available lead times:<ul style="list-style-type: none">◦ Same Day (8 hours),◦ Rush (1 business day),◦ Expedited (2 business days),◦ Standard (4 business days) Audio Description Services (Categories B1 & B2 – English and French) <ul style="list-style-type: none">• Audio descriptions for recorded media• Narration of non-verbal actions and sounds• Rendered to allow pauses for detailed explanations• Support for multiple media formats: MP3, MP4, WAV• Standard service lead time: 5 business days

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	<p>Real Time Captioning Services (Categories C1 & C2 – English and French)</p> <ul style="list-style-type: none"> • Live closed captioning services for real-time media • Descriptive video services for live content • Qualified real-time captioners assigned to each event • Setup support for required equipment/software at no additional cost • Output content (e.g., transcript or caption file) delivery provided within one (1) business day <p>Other Features</p> <ul style="list-style-type: none"> • Integration with third-party platforms such as Echo360, YouTube, Zoom, Microsoft Teams, and more • Flexible content submission via online portals, FTP, or direct links • API capabilities for workflow automation • Secure file handling with encrypted upload/download options • Custom file formatting options available 																																																							
Awarded Supplier Partners	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="background-color: #005a9c; color: white; text-align: center; padding: 5px;">Awarded Suppliers</th> <th colspan="6" style="text-align: center; padding: 5px;">Categories</th> </tr> <tr> <th style="text-align: center; padding: 5px;">A1 – English Captioning and Transcription Services</th> <th style="text-align: center; padding: 5px;">A2 – French Captioning and Transcription Services</th> <th style="text-align: center; padding: 5px;">B1 – English Audio Description Services</th> <th style="text-align: center; padding: 5px;">B2 – French Audio Description Services</th> <th style="text-align: center; padding: 5px;">C1 – English Real-Time Captioning Services</th> <th style="text-align: center; padding: 5px;">C2 – French Real-Time Captioning Services</th> </tr> </thead> <tbody> <tr> <td style="text-align: center; padding: 5px;">cielo24, Inc.</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;"></td></tr> <tr> <td style="text-align: center; padding: 5px;">HyperActive Productions</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;"></td></tr> <tr> <td style="text-align: center; padding: 5px;">J&A Media Services</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;"></td></tr> <tr> <td style="text-align: center; padding: 5px;">The Captioning Group Inc.</td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;"></td></tr> <tr> <td style="text-align: center; padding: 5px;">Verbit Inc.</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;">✓</td></tr> <tr> <td style="text-align: center; padding: 5px;">Webswitcher</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;"></td><td style="text-align: center; padding: 5px;">✓</td><td style="text-align: center; padding: 5px;">✓</td></tr> </tbody> </table>	Awarded Suppliers	Categories						A1 – English Captioning and Transcription Services	A2 – French Captioning and Transcription Services	B1 – English Audio Description Services	B2 – French Audio Description Services	C1 – English Real-Time Captioning Services	C2 – French Real-Time Captioning Services	cielo24, Inc.	✓		✓				HyperActive Productions	✓	✓	✓	✓			J&A Media Services	✓	✓	✓	✓			The Captioning Group Inc.					✓		Verbit Inc.	✓	✓	✓	✓	✓	✓	Webswitcher	✓	✓			✓	✓
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