

# AGREEMENT HIGHLIGHTS

## Audio Video Captioning and Transcription Services

OECM #2024-464

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

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