

Amendment to Contract No. 24-198

Knox County Government And Partners Interpreting

This Amendment to Agreement is made and entered into by and between Knox County Government ("Knox County"), and Partners Interpreting ("Contractor").

WHEREAS, Knox County and Contractor have previously entered into a certain Agreement designated Contract No. 24-198, dated April 30, 2024, for a Sign Language/Interpreter Services for Knox County (hereinafter referred to as the "Agreement"); and

WHEREAS, Knox County and Contractor desire to amend their original Agreement as hereinafter provided to add Services to the Contract:

NOW, THEREFORE, in consideration of the foregoing premises, and other good and valuable consideration, the receipt and legal sufficiency of which are hereby acknowledged, Knox County and Contractor agree to amend their Agreement as follows:

- 1. Per paragraph Four (4) of Contract 24-198, Knox County and Contractor adding the following services to the Contract per the 2026 CART Captioning Services Amendment Quote (Exhibit A):**

A. CART Captioning Onsite

- **\$255.00 per hour – Standard hours (Monday-Friday, 8:00 AM - 5:00 PM)**
- **\$265.00 per hour – Evenings, weekends, and rush requests**

Remote

- **\$105.00 per hour – Standard hours (Monday-Friday, 8:00 AM - 5:00 PM)**
- **\$115.00 per hour – Evenings, weekends, and rush requests**

Except as hereby modified, all other terms and conditions of the original Agreement between Knox County and Contractor shall remain in full force and effect.

IN WITNESS WHEREOF, the parties have caused this Amendment to Contract No. 24-198 to be executed on the latest day and year indicated below.

Knox County Government

Glenn Jacobs
Mayor

Date

Knox County Law Director's Office

Contract No. _____
Approved as to Legal Form

Signature

Printed Name

Date

Partners Interpreting

Signature

Print Name

Date

Exhibit A



Knox County Procurement Division

2026 CART Captioning Services Amendment

Organization:

Partners Interpreting, LLC

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Company Profile

Partners Interpreting (PI) is one of the largest privately held interpreting and captioning companies in the Northeast, delivering comprehensive communication access solutions for Deaf, Hard of Hearing, and DeafBlind individuals. As a full service language access provider, PI specializes in American Sign Language ASL interpreting, real time captioning including CART, TypeWell, and C-Print, postproduction captioning, Video Remote Interpreting VRI, and ASL to English and English to ASL translation services.

Founded in 2009 and headquartered in North Attleborough, Massachusetts, Partners Interpreting has grown into a nationally recognized provider supporting more than 3,000 organizations across education, healthcare, government, corporate, nonprofit, and technology sectors. With a network of more than 500 qualified interpreters and captioning professionals and a centralized coordination infrastructure, PI delivers scalable services across routine daily assignments, workforce accommodation programs, multi-site operations, and large scale public events.

Our size and depth of workforce enable us to support high volume environments, complex scheduling demands, multi campus and multi facility systems, and enterprise level clients requiring consistent coverage across locations and time zones. At the same time, as a privately held company, we maintain responsive decision making, client accessibility, and a partnership driven service model.

Partners Interpreting combines community rooted expertise with enterprise level infrastructure. Built by and for the Deaf community, PI integrates cultural competency, credentialed professionals, centralized quality assurance, and secure web based scheduling technology to ensure consistent, measurable, and accountable service delivery.

Our client portfolio includes enterprise organizations, government agencies, healthcare systems, higher education institutions, and global technology companies. We understand the operational demands, compliance expectations, and service reliability standards required by complex and fast moving organizations.

With both on site and remote capabilities, dedicated Client Service Coordinators, after hours support, and scalable staffing capacity, Partners Interpreting provides organizations with the stability and capacity of a large agency while maintaining the responsiveness and service quality of a specialized accessibility focused provider.

Captioning Expertise and Technical Capability

Captioning Services Overview

Partners Interpreting has delivered professional real-time captioning services for more than 16 years across government agencies, municipalities, healthcare systems, higher education institutions, corporate enterprises, and national conferences. Captioning engagements are human generated, professionally coordinated, and supported by the same centralized governance, quality oversight, and escalation protocols that govern PI's interpreting services.

PI maintains operational capability across the two primary live captioning methodologies used in professional communication access: Communication Access Realtime Translation (CART) for verbatim transcription, and TypeWell for meaning-for-meaning captioning. This section provides detailed information on PI's captioning workforce, technical infrastructure, accuracy standards, and delivery capabilities. General descriptions of

captioning modalities and how they fit within PI's full service continuum are addressed in the Overview of Services section of this library.

Captioning Workforce and Credentials

Partners Interpreting maintains a national network of more than 200 professional captioners, all operating as W-2 employees under PI's centralized coordination, screening, and quality oversight framework. The captioning workforce is composed of approximately 150 CART stenographers and approximately 50 TypeWell/C-Print transcribers.

Every CART captioner in PI's network holds national certification through the National Court Reporters Association (NCRA). NCRA certification requires demonstrated proficiency in real-time stenographic transcription at professional speed and accuracy thresholds and is the primary national credential for verbatim captioning professionals. PI does not deploy uncertified CART captioners to client assignments.

Every TypeWell transcriber in PI's network holds certification through the TypeWell program, which requires completion of a rigorous training and evaluation process specific to the TypeWell meaning-for-meaning methodology. TypeWell certification confirms proficiency in condensed transcription techniques, formatting standards, and the contextual judgment required to capture the intent and substance of spoken content in a readable, structured format.

Beyond external certifications, all captioners complete PI's internal screening and onboarding process prior to deployment. For CART captioners, internal evaluation includes assessment of sustained real-time accuracy, speed under variable conditions, formatting standards, multi-speaker management, and technical platform proficiency. For TypeWell transcribers, evaluation focuses on methodology-specific competency, comprehension fidelity, pacing decisions, and readability. These internal standards supplement external credentials to ensure that every deployed captioner meets the standard PI's consumers and clients expect.

Accuracy Standards

PI's live CART captioning services are delivered at a 99% accuracy standard, consistent with NCRA certification benchmarks for real-time stenographic captioning. This accuracy rate is maintained through rigorous initial screening, ongoing performance evaluation, structured scheduling practices designed to prevent fatigue, planned captioner rotation for extended or multi-day assignments, real-time coordination oversight during events, and post-assignment review with feedback integration.

TypeWell captioning is evaluated not by verbatim word count equivalency but by fidelity of meaning, completeness of substantive content, readability, and comprehension support. The standard for TypeWell is that a reader who was not present for the spoken content can understand the full substance of what was communicated by reading the TypeWell output alone.

All accuracy standards apply to services delivered under normal audio conditions. In environments where audio quality is compromised, speakers overlap extensively, or technical terminology is used without advanced preparation materials, captioners apply professional judgment and adaptive formatting to preserve access to the fullest extent possible. PI's coordination team proactively requests preparatory materials, speaker lists,

glossaries, and presentation content in advance of complex assignments to support the highest possible accuracy.

Methodology Selection

The distinction between CART and TypeWell is not a quality hierarchy. Each serves a distinct communication access purpose, and the appropriate methodology depends on consumer preference, communication dynamics, and the operational context of the engagement.

CART provides verbatim, word-for-word transcription in real time. It is the standard for legal proceedings, compliance-driven events, public meetings, executive communications, and any engagement where a complete textual record is required or preferred. CART is also the methodology most specified by consumers who want every word captured exactly as spoken.

TypeWell provides meaning-for-meaning captioning that captures the intent and substance of spoken content in a condensed, grammatically structured format. It is particularly effective in instructional, training, and meeting environments where readability, pacing, and content comprehension are prioritized over verbatim transcription. TypeWell is often preferred in educational settings where the goal is learning and retention rather than a word-for-word record.

Because PI supports both methodologies with dedicated, certified professionals in each, organizations can deploy the approach best aligned to individual consumer preference, program structure, or the specific requirements of each engagement. Multiple methodologies can be supported simultaneously within the same institution, and PI's coordination team can advise on methodology selection when organizations are uncertain which approach best fits their needs.

Human-Generated Captioning

All of PI's live captioning services are delivered by trained human professionals. This is a deliberate operational decision, not a default. Automated speech recognition and AI-generated transcription technologies have become more widely available and are often positioned as lower-cost alternatives to human captioning. However, these tools consistently underperform in the environments where captioning accuracy matters most.

Automated captioning struggles with specialized terminology in medical, legal, technical, and academic settings. It degrades significantly with speakers who have accents, speech differences, or non-standard vocal patterns. It fails to manage overlapping speakers, crosstalk, or rapid dialogue changes. It cannot make contextual formatting decisions, apply appropriate punctuation in real time, or distinguish between speakers in multi-party conversations. And it provides no mechanism for real-time correction when errors occur, meaning inaccurate captions remain visible to the consumer with no ability to intervene.

PI's human captioners provide not only transcription but real-time formatting, speaker identification when feasible, punctuation control, contextual judgment, and pacing decisions that automated systems cannot replicate. At a 99% accuracy standard delivered by NCRA-certified professionals, PI's CART captioning represents a fundamentally different level of reliability than AI-generated alternatives. For organizations with legal

obligations under the ADA, Section 504, or Section 508, the distinction between human and automated captioning is not a preference. It is a compliance consideration.

Machine-assisted tools may be integrated where appropriate, particularly for multilingual caption overlays or recorded content workflows that include a human review stage. However, for live, compliance-driven, consumer-facing environments, human-generated captioning remains PI's standard and recommendation.

Caption Delivery Platform and Technical Integration

Partners Interpreting utilizes StreamText as its primary live caption delivery platform. PI provides and covers all StreamText licensing and access costs as part of its captioning services. Clients do not need to purchase, configure, or maintain a separate StreamText subscription. Caption access is delivered through dedicated event URLs with customizable display settings, including adjustable font size, background contrast, and color preferences.

Caption streams can be delivered through multiple integration methods: individual browser-based access links distributed to participants, embedded iFrame integration within client webpages or intranet portals, integration into learning management systems, and embedded video player environments. Viewers can access captions within the embedded window or in full-screen format, and caption streams remain synchronized with the live event regardless of delivery method.

PI's captioners integrate with all major conferencing and event platforms, including Zoom, Microsoft Teams, WebEx, Google Meet, iCap systems, phone bridges, and secure internal client platforms. For hybrid or high-visibility deployments, PI's coordination team conducts pre-event technical testing to validate audio routing, stream configuration, caption display, and backup connectivity before the event begins.

Bilingual and Multilingual Captioning

Partners Interpreting offers simultaneous English-to-Spanish live captioning delivered in real time by qualified bilingual captioners. This capability allows multilingual audiences to access content as it occurs without requiring post-event translation or secondary processing.

Additional language support may be available through qualified bilingual captioners based on workforce capacity and scheduling availability. For languages beyond direct human captioning capacity, PI can provide machine-assisted translation overlays applied to a human-generated English caption stream. Clients are informed clearly which multilingual solutions are human-generated and which are machine-assisted, allowing organizations to align expectations with audience needs, event criticality, and compliance requirements.

Post-Production Captioning and Transcript Services

In addition to live captioning, Partners Interpreting provides post-production captioning for recorded video and audio content. Deliverables include SRT and VTT caption files, open-captioned video output, captioned MP4 files, and text transcripts for archival, compliance, or publication purposes. All deliverables are prepared in alignment with applicable accessibility requirements, including ADA, Section 508, and WCAG standards where relevant.

PI's post-production workflow operates under a two-stage quality model. The initial stage involves transcription and time synchronization by the captioner. The second stage is an editorial review for accuracy, formatting consistency, punctuation, and speaker identification where applicable. Quarterly, sampling audits are conducted across post-production deliverables to calculate quality standards and inform ongoing training priorities. Retroactive caption remediation services are available for organizations that need to update existing video libraries to meet current accessibility compliance standards. PI's team can assess the scope of a remediation project, prioritize content based on regulatory exposure or audience reach, and deliver captioned files on a defined timeline.

Technical Support and Continuity

Live captioning requires immediate responsiveness when technical issues arise. PI's coordination team provides active support throughout each captioning engagement, including real-time troubleshooting during events. If a captioner experiences a technical disruption, PI activates a backup deployment protocol designed to restore caption service quickly and minimize disruption to participants. Backup coverage is supported by centralized scheduling visibility across PI's full captioning network.

Technical issues follow a structured resolution process: real-time triage to restore service, root cause analysis after the event, testing and validation of the fix, implementation of preventive measures, and post-event review with the client when appropriate. Systemic or recurring issues are reviewed at the Director level to identify trends and prevent recurrence across future engagements.

Captioning Quality Framework

Captioner performance is monitored through internal review processes, structured feedback from clients and Deaf and Hard of Hearing consumers, and periodic accuracy assessments. Performance data informs assignment matching decisions, continuing education priorities, and targeted coaching where appropriate. Consumer feedback on captioning services can be submitted through PI's dedicated feedback channels, including written evaluations and direct communication with PI's coordination team.

Captioners participate in ongoing professional development covering platform and technology proficiency, industry best practices, subject matter specialization for recurring client environments, accuracy benchmarking, and updates to accessibility standards and regulatory requirements. PI's investment in captioner development is continuous and is reflected in the consistency and reliability of service delivery over time. Captioning services are delivered through the same centralized governance model described in the Service Delivery and

Organizational Framework section of this library, ensuring consistent quality oversight, documented credential management, defined escalation pathways, and audit-ready compliance across all captioning engagements.

CART Captioning Quote**Onsite CART Captioning****Rates**

- \$255.00 per hour — Standard hours (Monday–Friday, 8:00 AM – 5:00 PM)
- \$265.00 per hour — Evenings, weekends, and rush requests

Minimum Billing

- A minimum billing requirement applies per assignment. For CART captioners who are booked more than 75 miles from the assignment location, an 8-hour minimum will be applied. A minimum billing requirement applies per assignment (to be finalized/approved by Knox County)

Billing Increments

- Time billed in 30-minute increments after the minimum
- Billing increments are prorated accordingly (30 minutes billed at half the hourly rate)

Travel & Expenses**Mileage**

- Mileage is billed at the current federal reimbursement rate (\$0.725 per mile)
- Mileage is calculated on a point-to-point, round-trip basis from the captioner's home or point of origin to the event location

Travel Time

- Travel time is billed at \$50.00 per hour
- Calculated based on actual door-to-door travel time
- Travel time is billable regardless of duration, unless the CART captioner is located within 25 miles of the assignment.
- Billed in 30-minute increments, consistent with onsite billing structure

Travel Distance / Sourcing Expectations

- Due to limited onsite CART availability in the Knoxville area, captioners may be sourced from the nearest available market, including but not limited to Nashville, Chattanooga, or Atlanta
- Resources will be sourced based on availability and event requirements; travel distance will be determined accordingly

Pre-Approval Requirements

- All travel-related costs, including travel time, mileage, lodging, airfare, and any additional expenses, require prior written approval from Knox County before being incurred

Additional Expenses

- Parking: billed as incurred (with prior approval)
- Hotel, airfare, and per diem: require prior written approval from Knox County

Remote CART Captioning**Rates**

- \$105.00 per hour — Standard hours (Monday–Friday, 8:00 AM – 5:00 PM)
- \$115.00 per hour — Evenings, weekends, and rush requests

Minimum Billing

- 1-hour minimum per assignment

Billing Increments

- Time billed in 15-minute increments after the minimum
- Billing increments are prorated accordingly (15 minutes billed at one quarter of the hourly rate)