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## UNIVERSITY CONTRACT AWARD

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DATE ISSUED: July 1, 2023

COMMODITY: **Professional Services for the Deaf and Hard of Hearing**

CONTRACT#: UC-23-KA100722F

FOR: University of Connecticut and the UConn Health

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Payment Terms: See below

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**TERMS OF CONTRACT:**

- A. The University of Connecticut or using agency will issue either an individual purchase order or a blanket purchase order for services.
- B. The term of this contract shall be from July 1, 2023 to June 30, 2026 with options to renew for five (5) additional one (1) year terms.

1 <sup>st</sup> Extension	7/1/2026 to 6/30/2027
2 <sup>nd</sup> Extension	7/1/2027 to 6/30/2028
3 <sup>rd</sup> Extension	7/1/2028 to 6/30/2029
4 <sup>th</sup> Extension	7/1/2029 to 6/30/2030
5 <sup>th</sup> Extension	7/1/2030 to 6/30/2031

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**Category Manager, Business Support Services:**

Jessica LaPointe

Email: [jessica.lapointe@uconn.edu](mailto:jessica.lapointe@uconn.edu)

**Vendor and Fee Information:**

**1) A La CARTe Connection, LLC**

100 Douglas Dr.

Glasgow, Kentucky 42141

Contact: Jamie Houchen Embry

Phone: (270) 925-0830

Email: [Jamie@alacarteconnection.com](mailto:Jamie@alacarteconnection.com)

Provides: A La CARTe Connection, LLC offers to provide remote CART and Captioning services to the University of Connecticut.

Payment Terms: 2% 15, Net 45

Provides: A La CARTe Connection, LLC provide remote CART services to students for their semester long classes.

Description of service and all included costs:

Remote CART-Normal business hours	\$108/hour
Remote CART-After 5PM EST weeknights, Mon-Thurs	\$118/hour
Remote CART- Fridays after 5PM, Sat-Sun, weekdays 10PM – 7AM EST	\$128/hour
Spanish CART	\$148/hour

Cancellation Policy: There will be no charge for sessions cancelled with 24 or more hours' notice of the class starting time. Captioner time is billed in quarter-hour increments.

### **Value-Added Offerings**

The A La CARTe Connection team would be honored to continue serving the University of Connecticut in their remote CART needs. Our goal is to provide memorable and excellent care for your students, who rely on these services. This goal extends to your administrative team, as well, who we recognize goes through great lengths to support the students' success. We aim to make things simple for the school and student; in essence, we want to be your "easy button." If a student requires remote captioning, we do our best to ensure preliminary success by establishing mutual needs. We can offer helpful guidance to getting students started with CART; for example, we are happy to make recommendations for clear audio, which is the most important aspect for excellent CART. When we receive the audio from the student, the captioner translates it to readable text that the student may follow along on their computer or web-based smart device. We are happy to accommodate a student's preferences for meeting locations, such as Zoom or Skype, and we utilize StreamText because it offers customizable options for students to tailor the captioning to their specifications. Our captioners always provide their professionalism and undivided attention to the students, and encourage direct communication if the student or school offers actionable feedback.