

**SUPPLEMENT D
DEPARTMENT OF INFORMATION TECHNOLOGY
ACTION AGENDA**

ITEM: 1-IT

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DEPARTMENT/PROGRAM: Department of Information Technology
Telecommunications Access Maryland

CONTRACT ID: Telecommunications Relay Service and
Captioned Telephone Service
ADPICS No.: F50B240063

CONTRACT DESCRIPTION: Provide telecommunications relay service and captioned telephone service for Maryland's hearing and speech disabled citizens.

AWARD: Hamilton Telephone Company
Aurora, NE

TERM: 6/1/2013 - 5/31/2018 (five years)

AMOUNT: \$25,000,000 Telecommunications Relay Service
\$ 5,000,000 Captioned Telephone Service
\$30,000,000 Total (five years)

PROCUREMENT METHOD: Competitive Sealed Proposals
Single Proposal Received

PROPOSALS: Hamilton Telephone Company

MBE PARTICIPATION: Telecommunications Relay Service – 1%
Captioned Telephone Service – 0%

PERFORMANCE SECURITY: None

INCUMBENT: Hamilton Telephone Company

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REMARKS: A notice of the availability of the Request for Proposals was advertised on *eMarylandMarketplace.com* and the DoIT website. DoIT emailed notice of this RFP to 31 MBEs. A copy of the RFP was sent to the Governor's Office of Minority Affairs and 17 minority business advocacy groups. Three companies attended the pre-proposal conference.

Only one company, Hamilton Telephone Company, submitted a proposal. The Hamilton proposal provided a technically sound solution that was exceptional for the Maryland Deaf and Hard of Hearing communities as well as Maryland's Telecommunication Relay Service.

The other two vendors, when asked why they did not submit a proposal, responded:

- Other commitments precluded involvement at this time.
- Could not be competitive, because current business model precluded them from having most of their services in one relay center. They could have provided the required services from one relay center, but felt that this business is decreasing and did not fit into their business model. (Note: the State requires most of the relay services to be handled in one relay center because Maryland has a diverse, sophisticated deaf and hard-of-hearing community.)

This contract fulfills requirements of the Americans with Disabilities Act, the State Finance and Procurement Article, and the Federal Communication Commissions. The scope of services is twofold:

(1) *The Telecommunications Relay Service* allows persons with hearing or speech disabilities to place and receive telephone calls at a level of access and quality comparable to the standard telephone service available to a person without a hearing or speech disability. Contractual requirements provide traditional relay services and translation through TTY and similar services. Also included are Spanish translation, speech-to-speech capabilities, and American Sign Language. The Dedicated Outreach staff, as well as the Relay Center staff provides outreach to the Maryland Deaf and Hard of Hearing communities.

(2) *The Statewide Captioned Telephone Service* is technology that allows the service to display every word a caller says throughout a conversation by incorporating voice recognition. Users can listen to a caller and can also read the written captions in a display window on their captioned telephone.

There is no opportunity for MBE subcontracting on the captioned telephone services because this service is passed through Captioned Telephone, Inc. of Madison, Wisconsin.

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ITEM: 1-IT (Cont'd)

FUND SOURCE:	100% Special (Universal Service Trust Fund)
APPROP. CODE:	F50B0409
RESIDENT BUSINESS:	Yes
MD TAX CLEARANCE:	13-0745-0000

Board of Public Works Action - The above referenced Item was:

APPROVED	DISAPPROVED	DEFERRED	WITHDRAWN
WITH DISCUSSION		WITHOUT DISCUSSION	