

**DEPARTMENT OF INFORMATION TECHNOLOGY
RFP #060B8400093 FOR
ASSISTIVE TELECOMMUNICATIONS EVALUATION SERVICES (ATE)**

QUESTIONS AND RESPONSES #2

Question 8: Can you please clarify the required qualifications for the ATDE? Where does one go to become certified as an Assistive Technology Practitioner?

Answer: Qualifications as an ATDE consist of either a certification or at least two years of experience working with assistive technology. See RFP § 2.7 (providing examples of applicable experience). Certification programs are offered by various institutions, including California State University Northridge (online program), George Mason (online), and Coppin State University.

Question 9: Is it acceptable for one ATDE to serve participants at multiple sites?

Answer: Pursuant to RFP 2.3.3, “Offerors shall staff each physical service facility with at least one [ATDE.]”). An ATDE may serve participants at multiples sites so long as each site has its own evaluator.

Question 10: How long do we have to hire additional staff (if needed) if we are awarded a contract?

Answer: Pursuant to RFP § 2.8.1, each ATDE provided by an offeror shall be available as of the NTP (notice to proceed) date.

Question 11: 2.3.15- Can you share information about what constitutes an “incident” – is there a policy that can be shared?

Answer: The term is not specially defined and has its ordinary meaning. It is used by the ticketing system and may refer to events ranging from, among other things, contact from customer, follow up, requests for updates, or a reevaluation.

REQUEST FOR
PROPOSALS - 060B8400093
QUESTIONS & RESPONSES

Question 12: 2.8.1 – Please define what it means to be “assigned to Maryland as a dedicated resource”.

Answer: The ATDEs must be available as a resource to any individual that contacts the contract organization for service or with questions related to the MAT program.

Question 13: 3.8 – Our AT staff will be available to schedule appointments within these hours but these are not their only duties. We will schedule our own appointments correct? Is there a timeframe in which appointments must be scheduled with customers, reports completed etc.? Do we have the option to refuse appointments or would we be required to take every appointment/referral?

Answer: Contractors will be responsible for scheduling appointments, which must be done in a prompt and timely manner. Contractors must schedule appointments with all customers referred by TAM. Evaluation reports must be completed promptly.

Question 14: 4.10- How will the oral presentations be coordinated?

Answer: The Procurement Officer will schedule oral presentations.