



**Questions and Answers No. 1
RFP 060B4400010**

Assistive Telecommunications Equipment (ATE) and Associated Peripherals

Ladies/Gentlemen:

This list of questions and responses is being issued to clarify certain information contained in the above referenced RFP. The statements and interpretations contained in the following responses to questions by potential offerors are not binding upon the State, unless an addendum expressly amends the RFP. Nothing in the State's response to these questions is to be construed as agreement to or acceptance by the State of any statement or interpretation on the part of the vendor.

1. What is the total dollars spent to distribute the devices for the last 12 months?

RESPONSE: Approximately \$75,000.00 for equipment.

2. Breakdown of total dollars spent in each of the eleven (11) functional areas per page 14 of the RFP?

RESPONSE: TAM/MAT does not track spend by functional area.

3. Breakdown of the number of units of equipment distributed in each of the eleven (11) functional areas?

RESPONSE: Listed below are the various types and quantity of equipment the Maryland Accessible Telecommunications (MAT) program distributed during the period of 3/13/13 thru 3/12/14.

TTY's – 6

Voice Dialers – 0

Captioned Telephone (analog) – 69

Hands-Free Telephones – 27

LVD – 5

Visual Ring Signalers – 74

Loud Bell Ringers – 0

Memory Phones – 4

Amplified Telephones – 371

Dialing Aids – 17

Specialized Switches – 8

Amplified Phone with Amplified Voice Out -2

Tactile Signaler & Receiver – 2

Braille Phone Device – 1

Accessories – 38

Speech Generating Devices – 0

Headsets - 13

4. List of current Master Contractors

RESPONSE: Please visit the DoIT website for this information. Please use this link:
<http://doit.maryland.gov/contracts/Pages/ContractLibraryATE.aspx>

5. Breakdown of current master contractors in each of the 11 functional areas per page 14 of the RFP?

RESPONSE: Please visit the DoIT website for this information. Please use this link:
<http://doit.maryland.gov/contracts/Pages/ContractLibraryATE.aspx>

6. In reference to a requirement to provide a letter of authorization from a manufacturer, do you need a list of products and their MSRPs from the manufacturer?

RESPONSE: Yes.

7. Does the manufacturer need to write down in the letter of authorization which ones of the eleven (11) functional areas are their products included?

RESPONSE: No.

8. Does TAM issue bulk purchase orders to which equipment is shipped directly to the TAM office or does TAM issue a list of individual purchase orders for each order to be drop-shipped to a Maryland resident?

RESPONSE: TAM does not typically keep an inventory of stock, but both bulk purchase orders shipped to the TAM office and individual purchase orders for each order to be drop-shipped are used. Drop-shipping to individuals is used more often.

9. In reference to RFP page 28, paragraph 2.11.2, you ask for proof of two (2) years experience in the sale and servicing of the devices. Per paragraph 3.4.2.8 Offeror Experience on the same RFP page number, you ask for at least 3 references who are capable of documenting. Are you talking about two different subjects or was it a typo?

RESPONSE: Both two years of experience as requested in 2.11.2 and at least three references as requested separately in 3.4.2.8. are required.

10. The RFP asks for a lot of information from interested bidders. Is it possible for your office to provide a link for the bidders to click to see a sample copy of a bidder's response (bidder's name removed or blacked out) to the previous RFP which resulted in the bidder receiving a master contract?

RESPONSE: No. DoIT does not maintain this type of information.

11. In reference to the RFP page 18, Paragraph 2.5 Secondary Level of Procurement Competition Procedures, does TAM plan to issue a number of bid invitations during the contract life of five years or does TAM intend to issue only one bid invitation to request quotes that would be good for the whole contract life of five years?

RESPONSE: Please refer to Section 1.1.4 of the RFP as well as the response to Question 8.

12. In reference to the RFP page 17, XI – Extended Warranties, since manufacturers do not provide extended warranties, we can self-insure ourselves and offer extended warranties. Do you require a letter of authorization from the manufacturer to meet the RFP requirement to offer extend warranties?

RESPONSE: The letter of authorization is required in connection with the sale of equipment and provision of service during the warranty period.

13. Shipping Instructions 2.9.2.6.2 (Page 22) Will the requesting agency accept an additional signature form signed by the Addressee recipient in those cases when the deliveries are signed by other people such as spouses, parents and roommates?

RESPONSE: Yes.

14. As for wireless distribution, is there a cap on the number and value of wireless devices?

RESPONSE: No.



15. There are times when wireless device prices are offered at discount rates, lower than MSRP rates and the individual customers agree to 2-year wireless agreements. Do we have the flexibility on offering wireless devices at the listed discount rates whenever available?

RESPONSE: Offeror may offer pricing below MSRP but contingences to such pricing are not permissible.

Thank you,

Dale Eutsler
Procurement Officer

End of Question and Answer # 1