



REQUEST FOR PROPOSALS (RFP)
TELECOMMUNICATIONS RELAY & CAPTIONED
TELEPHONE SERVICES RFP # F50B9400020
AMENDMENT #3

March 18, 2019

Prospective Offerors:

This Amendment #3 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all offerors responding to this RFP. For the following changes/additions, any new language has been doubled underlined and marked in bold (i.e., **new**) and any deleted language has been marked with a strikethrough (i.e., ~~deleted~~).

1. Add to Section 3.6 Security Requirements as follows:

3.6.3 State and End User Data

The Contractor shall provide its services to the State and its end users solely from data centers located in the United States. Storage of State data is not permitted on portable devices, including personal computers, except for devices that are used and kept only at the Contractor's U.S. data centers. Access to State data remotely is permitted only as required to provide technical support.

2. Add Section 4.5.8 Proposal Due Date and Time as follows:

4.5.8 Offerors may submit proposals by hand, or by mail as described below to the address provided in the Key Information Summary Sheet.

A. For U.S. Postal Service deliveries, any Proposal that has been received at the appropriate mailroom, or typical place of mail receipt, for the respective procuring unit by the time and date listed in the RFP will be deemed to be timely. If an Offeror chooses to use the U.S. Postal Service for delivery, the Department strongly recommends that the Offeror use Express Mail, Priority Mail, or Certified Mail as these are the only forms for which both the date and



State of Maryland
Department of Information Technology

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Acting Secretary
LANCE SCHINE
Deputy Secretary

time of receipt can be verified by the Department. An Offeror using first class mail may not be able to prove a timely delivery at the mailroom, and it could take several days for an item sent by first class mail to make its way by normal internal mail to the procuring unit.

- B. Hand-delivery includes delivery by commercial carrier acting as agent for the Offeror. For any type of direct (non-mail) delivery, Offerors are advised to secure a dated, signed, and time-stamped (or otherwise indicated) receipt of delivery.**

Issued by:

Dapheny McCray

Procurement Officer