



**REQUEST FOR PROPOSALS (RFP)
TELECOMMUNICATIONS RELAY & CAPTIONED
TELEPHONE SERVICES RFP # F50B9400020
AMENDMENT #6**

May 1, 2019

Prospective Offerors:

This Amendment #6 is being issued to amend and clarify certain information contained in the above referenced RFP. All information contained herein is binding on all Master Contractor 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. Revise Section 2.4.3 TRS as follows:

2.4.3.1.5 Primary Relay Center –The State does not require an in-state Relay center. The Contractor shall select, with the express, written approval of the State PM, one of its TRS centers, to be the Primary Relay center with the goal and purpose of processing 100% of all Maryland Relay calls. Upon transition ‘cutover’ of the project, the selected primary center will immediately begin processing no less than 95% of all Maryland Relay.

to

2.4.3.1.5 Primary Relay Center –The State does not require an in-state Relay center. The Contractor shall select, with the express, written approval of the State PM, one of its TRS centers, to be the Primary Relay center with the goal and purpose of processing 100% of all Maryland Relay calls. Upon transition ‘cutover’ of the project, the selected primary center will immediately begin processing no less than **90%** of all Maryland Relay.

2. Revised Section 2.4.3.8.D Translator/Interpreter Coordinator (Primary Center or remote) as follows:

3.a Monitor interpreter/translator(s) **and any Operators or Supervisors that are certified to provide ASL translation/interpretation;**



3. Revised Section 2.4.3.8.8 Translator/Interpreter as follows:

In addition to the Translator/Interpreter Coordinator position, the Contractor shall provide, ~~at a minimum, one full time position~~ for 24/7/365(6) **availability of Translator/Interpreters, Operators, and/or Supervisors** that ~~is~~ **are** fluent in **and certified to perform** ASL interpretation translation on duty at all times to assist Operators who are not certified to perform as an ASL translator/interpreter. **If utilizing non dedicated Translators/Interpreters (i.e. Operators and/or Supervisors), a plan to ensure 24/7/365(6) availability must be included in proposal.** ASL 'Translator/interpretation' is the default procedure for all ASL calls inbound or outbound using the Maryland Relay. Translator/interpreters may be in person, or accessed remotely as long as they meet the 24/7/365(6) availability requirement. If remote, **a** plan for Operator access to them **as well as proposed remote locations** must be included with proposal. ~~All translator/interpreters must be located in Maryland.~~ Contractor must provide requirements used to certify translator/interpreters **and Operators and Supervisors,** ~~as~~**and** such requirements and any changes made to the requirements throughout the life of the contract must be approved by the PM.

4. Delete 2.4.3.16.10.E., 2.4.3.16.10.E.1 and 2.4.3.16.10.E.2

5. Renumber 2.4.3.16.10.F to **2.4.3.16.10.E**

6. Renumber 2.4.3.16.10.G to **2.4.3.16.10.F**

7. Revise Section 2.4.4.4 Training Manuals and Procedures as follows:

~~2.4.4.4.1 Contractor shall provide a copy of their training manual and training procedures. The documents shall be provided at the Kick-off Meeting and as updates are made to training and procedures. The updates shall be provided throughout the term of the contract.~~

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2.4.4.4.1 Training Schedule - The State PM shall be provided with a schedule of all training and may monitor training without prior notice.



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