



DEPARTMENT OF GENERAL SERVICES
OFFICE OF STATE PROCUREMENT
ACTION AGENDA
January 29, 2020



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36-IT. INFORMATION TECHNOLOGY
Department of Information Technology

Contract ID: Telecommunications Relay Captioned Telephone Service; F50B9400020
ADPICS No.: F50B9400020

Contract Description: Provide cost-effective and unrestricted relay captioning services for the citizens who are hearing and speech-impaired; on a 24-hour a day, 365 day a year basis.

Award(s): Hamilton Telephone Company; Aurora, NE

Contract Term: 03/01/2020 - 02/28/2025

Amount: \$20,874,737

Procurement Method: Competitive Sealed Proposal (*single qualified proposal received*)

Living Wage Eligible: Yes

MBE/VSBE Participation: 1% / N/A

Performance Security: N/A

Hiring Agreement Eligible: Yes

Incumbents: Same

Requesting Agency Remarks: The Maryland Department of Information Technology's Telecommunications Access of Maryland (TAM), which oversees all of Maryland's Relay Captioning services and programs, in consultation with the Governor's Advisory Board for Telecommunications Relay, advertised a Request for Proposal on *eMaryland Marketplace* on March 3, 2019; electronically notifying 393 potential vendors.

The Maryland Relay was established in 1991 and serves the Maryland-user community who, because of hearing or speech-impairment, struggle to use a 'standard phone system'. This contract encompasses four types of services:

- Telecommunications Relay Service (TRS);
- Captioned Telephone Service (CTS);
- Real Time Text (RTT); and
- Relay Conference Captioning (RCC).

The RTT and RCC features are new services being provided to the State. Users can listen to a caller; as well as, read the written captions in a display window on a captioned telephone.



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36-IT. INFORMATION TECHNOLOGY (cont'd)

Agency Remarks (cont'd):

These services fulfill mandatory requirements of the Americans with Disabilities Act, Maryland's State Finance and Procurement Article, and the Federal Communication Commission.

Services required within this contract are typically provided by one of two firms. The second firm felt that in a declining market with emerging technologies, some services required in the RFP are antiquated. For this reason, the firm decided to offer no proposal.

Hamilton continues to provide competitive pricing and satisfactory services in support of the State's Telecommunications Relay and Captioned Telephone Services. It has been determined that the services provided are vital to the user community within Maryland.

Fund Source: 100% Special (Universal Service Trust Fund (USTF))

Approp. Code: F50.B04.09

Resident Business: No

MD Tax Clearance: 19-2699-1111

BOARD OF PUBLIC WORKS ACTION

THIS ITEM WAS:

APPROVED

DISAPPROVED

DEFERRED

WITHDRAWN

WITH DISCUSSION

WITHOUT DISCUSSION