

**DEPARTMENT OF INFORMATION TECHNOLOGY  
RFP # F50B9400020 FOR**

Telecommunications Relay & Captioned Telephone Services

**QUESTIONS AND RESPONSES #3**

Question 6: RFP page 5, Section 2.4.3.1.5 Primary Relay Center

This Section requires that 95% of calls be processed in the primary center. However, the current contract requires that 90% of calls be processed in the primary center. Will the State please amend the 2019 RFP to match the amended 2012 RFP?

**Answer: Yes. See Amendment #6.**

Question 7: RFP page 5, Section 2.4.3.1.5 Primary Relay Center:

In light of decreasing call volume and to assist in efficiencies, will the State please consider an additional modification to this Section in which the primary center call processing is based on a monthly basis rather than a daily basis?

**Answer: No. The State is currently processing the primary centers on a monthly basis.**

Question 8: RFP page 5, Section 2.4.3.1.5 Primary Relay Center:

Alternatively, will the State consider changing this Section to remove the 90% call processing requirement and instead require that “a majority of calls be processed in a primary center based on a monthly basis”?

REQUEST FOR  
PROPOSALS - 060B9400020  
SERIES 3 QUESTIONS & RESPONSES

**Answer: See response to Amendment #6.**

Question 9: RFP Page 14 Sections 2.4.3.8.5.D and 2.4.3.8.8 define a Translator/Interpreter (TI) program. If desired the state may want to consider changing this program to allow CAs to provide this function. Please consider amending the RFP to reflect the following language: “The TRS Offeror must provide training on how to sufficiently train Operators to identify ASL gloss and to identify the appropriate time and situation to provide ASL translation/interpretation. Specially trained Operators and Supervisors may handle ASL translation/interpretation calls. The Offeror must provide detail on how this will be accomplished and delivered.”

**Answer: See response to item number 6.**

Question 10: RFP page 29, Section 2.4.3.16.10.E references reports for Carriers Contacted. As the State has removed the references to Carrier of Choice in response to the FCC’s waiver on Equal Access this report is no longer necessary. Therefore, will the State please remove this requirement?

**Answer: See response to item number 6.**

Question 11: RFP page 33, Section 2.4.4.4.1 requires the Contractor to provide a copy of their CTS training manual and training procedures as well as updates as they are made. During the 2012 RFP process Amendment No. 4 removed this requirement as CTI has labeled this information as Confidential and Proprietary. Will the State please amend the 2019 RFP to match the amended 2012 RFP by once again removing this requirement?

**Answer: Yes. See Amendment #6.**

Question 12: RFP page 33, Section 2.4.4.4.2 requires the Contractor to provide a schedule of all CTS training and the also provides the State with the ability to monitor CTS training without prior notice. During the 2012 RFP process in the Clarification to Functional Area II dated November 16, 2012, Hamilton clarified that it was unable to comply with this requirement as CTI has labeled this information as Confidential and Proprietary. The State accepted this change. Will the State please amend the 2019 RFP

REQUEST FOR  
PROPOSALS - 060B9400020  
SERIES 3 QUESTIONS & RESPONSES

accordingly by once again removing this requirement?

**Answer: No. See Amendment #6.**

Question 13: RFP page 67, Section 3.6.2 requires the Contractor to perform a Criminal Background Check. In the 2012 RFP, in Addendum # 4, this section was amended to read as follows: Background Check - The Contractor shall have a criminal background investigation performed for all Contractor employees, agents, and subcontractors performing services under the State contract prior to the commencement of any work under the State contract. The criminal background investigations will be conducted at the Contractor's expense. The Contractor has the responsibility of reporting to the State any positive criminal history of any Contractor employee, agent, or subcontractor as soon as this information becomes available. Will the State please amend this section to match the amended 2012 RFP?

**Answer: The requirement will stand as written.**

Question 14: RFP page 74, Section 4.8 states that a "Claim of Confidentiality should be placed after the Title Page and before the Table of Contents in the Technical Proposal. However, RFP page 85, Section 5.3.2.B states that the Claim of Confidentiality should be placed in Tab A1, after the Title Page and Table of Contents. Will the State please clarify?

**Answer: Both Sections are correct.**

Question 15: RFP page 84, Section 5.2.5 states that the proposal and all supporting material should be submitted in MS Word. Some of the information that is required to be submitted (such as Financial Statements required in Section 5.3.2.K) is only available in a PDF. Is it permissible to submit these types of documents in formats other than MS Word as was allowed in 2012?

**Answer: No.**

REQUEST FOR  
PROPOSALS - 060B9400020  
SERIES 3 QUESTIONS & RESPONSES

Question 16: RFP page 85, Section 5.3.1 states that “All pages of both Technical and Financial volumes must be consecutively numbered from beginning to end.” In 2012 the State said that it was acceptable for the attachments supporting the information in the RFP to have their own numbering system. Will the State please confirm that this is still acceptable?

**Answer: The requirement will stand as written.**

Question 17: Page 97 Attachment B Section I states the following: “All Financial Proposal prices entered below are to be fully loaded prices that include all costs/expenses associated with the provision of services as required by the RFP. The Financial Proposal price shall include, but is not limited to, all: labor, profit/overhead, general operating, administrative, and all other expenses and costs necessary to perform the work set forth in the solicitation. No other amounts will be paid to the Contractor. If labor rates are requested, those amounts shall be fully loaded rates; no overtime amounts will be paid.” There are a number of requirements in this RFP that have fixed costs associated with them. It is important to consider the impact of fixed costs combined with a nationwide trend of declining volume. Declining volume means these fixed costs are spread over fewer minutes resulting in higher per-minute rates. Including these costs in the per-minute rate requires a provider to project relay minutes out 5 years in advance in order to calculate the number of minutes over which to spread fixed costs. As a result, will the State consider modifying this Section to allow a monthly minimum in addition to the per-minute rate or to allow a provider to offer flat rate pricing for areas such as the outreach program, the marketing budgets totaling \$450,000 and the costs associated with the Translator/Interpreter program?

**Answer: No.**

Question 18: This RFP requires three full-time, dedicated outreach staff (one dedicated to TRS, one dedicated to Captioned Telephone and one dedicated to Real Time Text (RTT)). Our outreach staff are crossed trained on all modalities including RTT technology and as a result

REQUEST FOR  
PROPOSALS - 060B9400020  
SERIES 3 QUESTIONS & RESPONSES

we believe that outreach and education on RTT can be sufficiently conducted by two staff. As a result, will the State consider modifying the RFP to only require two Outreach Coordinators and require that they be cross trained on all services available through Maryland?

**Answer:** **The requirement will stand as written.**