

May 21, 2012

**Summary**  
**Telecommunications Relay and Captioned Telephone Services**  
**RFP #F50B2400063**  
**Pre-Proposal Conference**  
**TAM Conference Room, Suite 1008A**  
**301 W. Preston Street**  
**Baltimore, MD 21201**  
**May 17, 2012 – 10:00 AM**

The pre-proposal conference began at approximately 10:00 AM. The pre-proposal agenda was distributed to attendees and all attendees were asked to sign-in, if they hadn't already.

**I. Welcome and Introduction** – Ed Bannat, Procurement Officer, Department of Information Technology (DoIT).

Mr. Bannat introduced the State employees in attendance: Ms. Brenda Kelly-Frey, Contract Manager, Department of Information Technology (DoIT); and Ms. Pam Stewart, Project Manager, Department of Information Technology (DoIT).

**II. General Procurement Information** – Mr. Bannat then said that the purpose of today's conference is to give everyone guidance on the special requirements of State procurements and provide an overview of our RFP. He emphasized that today's session is merely guidance and attendees shouldn't rely on verbal communications for information on the RFP. Substantive questions and comments must be submitted in writing to the Procurement Officer for a formal response. He then gave an overview of the RFP. Several of the more important items he highlighted were:

- a. **Proposal Due/Closing Date** – The closing date for submission of proposals is **Monday, July 16, 2012 at 2:00 PM** (Local Time). **IMPORTANT: If a proposal is late, even by a minute, it will not be accepted!!! There are no exceptions to this rule, so give yourself plenty of time when you deliver your proposal.**
- b. This RFP is divided into two (2) functional areas. A Contractor shall be selected for each of the two (2) functional areas;
  - 1) Functional Area I – TRS for Traditional Relay Call Types, and
  - 2) Functional Area II – Statewide Captioned Telephone Service.

Offerors may propose to one or both Functional Areas (I and/or II)

- c. Communications/Questions – All communications must be sent through the Procurement Officer and him only. The State is very strict on this. Questions will come up throughout this procurement. These questions should be sent by email to the Procurement Officer. He will send them in sets to the program team to get a formal response. Once these answers are completed, the Procurement Officer will send them out to everyone on his distribution list, post them on the DoIT website and post them on the eMarylandMarketplace website.
- d. MBE Goal – The MBE goal for FUNCTIONAL AREA I of this procurement is one percent (1%). There is no MBE goal for FUNCTIONAL Area II. **Mr. Bannat stated that Attachments D-1 & D-2 for FUNCTIONAL AREA I must be submitted with your proposal. This is IMPORTANT: If your proposal doesn't contain a completed, signed and correctly filled-out D-1 and D-2 for FUNCTIONAL AREA I, your FUNCTIONAL AREA I proposal will be eliminated from further consideration!!! There are no exceptions to this rule, so make sure your filled-out D-1 and D-2 are completed properly and included with your FUNCTIONAL AREA I proposal. This is very important!!!! In this regard, Mr. Bannat mentioned that a) offerors should check the MDOT website to verify that their MBE subcontractor is certified and b) MBE percentages on the D-2 must be equal or greater than the Offeror's overall commitment percentage.**
- e. Revisions to the RFP – Mr. Bannat stated that addenda/amendments to the RFP will be issued throughout this procurement. As with any correspondence he issues, the Procurement Officer will send them out to everyone on his distribution list, post them on the DoIT website and post them on the eMarylandMarketplace website. Offerors must acknowledge receipt of all addenda/ amendments to the RFP in the transmittal letter of the technical proposal.
- f. Attachment A (Contract) – Attachment A in the RFP is an illustration of the State's contract. When the recommended awardee is determined, the State will send a contract to them. The recommended awardee will have to sign and return the contract within five business days after notification. Then is not the time to take exception to the terms and exceptions of the contract. Make sure your Legal Department reviews Attachment A before you submit your proposal. Any exceptions to the terms and conditions must be identified in your proposals, specifically, in the Executive Summary of the technical proposal.

III. **Scope of Work** – Ms. Brenda Kelly-Frey, with Ms. Pam Stewart's assistance, then gave an overview of the Scope of Work required in the RFP. Several of the more important items she highlighted were:

- a. This RFP is divided into two (2) functional areas. A Contractor shall be selected for each of the two (2) functional areas;

- 1) Functional Area I – TRS for Traditional Relay Call Types, and
- 2) Functional Area II – Statewide Captioned Telephone Service.

Offerors may propose to one or both Functional Areas (I and/or II).

- b. The State does not require an in-state Relay center. The Contractor shall, with the express, written approval of the PM, select one of its TRS centers, to be the Primary Relay center with the goal and purpose of processing all Maryland Relay calls.
- c. The Contractor shall provide, at a minimum, an outreach and advertising budget of at least \$150,000 annually for each contract to be spent on professional advertising, training, and public relations activities. The Department shall work with the Contractor to ensure that activities are consistent with the program goals.
- d. The Contractor shall have a Dedicated Outreach person. The Contractor shall ensure that this Dedicated Outreach person has sufficient equipment and all other resources including financial, necessary to participate in advertising and outreach for a goal of at least one-hundred fifty (150) events per contract year per contract as directed by the State PM. The majority of the events will take place in the Baltimore/Washington area, although the Dedicated Outreach Staff Person shall be prepared to support the contract at any location in Maryland.
- e. The Contractor must complete its transition in ninety days after contract award.

**IV. Price Sheets** – Mr. Bannat and Ms. Brenda Kelly-Frey then discussed the Price Sheets.

- a. The Price Proposal Form, Attachment F, requires proposed prices per session-minute by type for all five years of the contract. The prices for the five years are then totaled by call-type and divided by five to provide an average rate. Estimated monthly session volumes are provided by call-type. These are multiplied by the average rate. The products of all call-types are then added to give a **TOTAL EVALUATED MONTHLY PRICE**. This **TOTAL EVALUATED MONTHLY PRICE** is then multiplied by 60 months to give a **TOTAL EVALUATED CONTRACT PRICE**.

**V. Question and Answers** – Several questions were asked and answered during the conference, but Mr. Bannat again cautioned that only written answers should be relied upon. Therefore, if you need clarification, be sure to send in a written question. Mr. Bannat stated that he had already received questions prior to the conference and he would provide an email response to these questions and the

future questions that he receives. He will send his response to all vendors who are on his distribution list. He asked that the attendees submit their questions to him via email.

VI. **Conclusion** – Mr. Bannat concluded the conference by thanking everyone for coming. He again said that the purpose of today's conference was to give everyone guidance on the special requirements of State procurements and provide an overview of our RFP's scope of work. Specific questions must be submitted in writing. He also said he will generate a summary of this pre-proposal conference by COB on Wednesday, May 23, 2012 and send it out along with an attendee listing to his distribution list.

Mr. Bannat again stressed the importance of timely submission of proposals and complete/accurate MBE D-1/D-2 forms.

The pre-proposal conference adjourned at approximately 12 noon.

Edward Bannat  
Procurement Officer