

**DEPARTMENT OF INFORMATION TECHNOLOGY
RFP #060B8400093 FOR
ASSISTIVE TELECOMMUNICATIONS EVALUATION SERVICES (ATE)**

QUESTIONS AND RESPONSES #1

Question 1: 2.3.7 We have a certified Assistive Technology staff who has an existing AT library in her office where she does on site evaluations. This site can accommodate the equipment and services and remains locked when not in use, but dually functions as the Director of AT's office. Any issue here so long as the room is secure?

Answer: Section 2.3.7 does not preclude other activities from taking place in the room where assistive telecommunication evaluations are conducted, it only requires that contractor maintain a dedicated room for this purpose. In any event, the contractor must ensure that the evaluation room may only be accessed by authorized individuals and is locked at all times while not in use. RFP § 2.3.7.

Question 2: 2.3.10 – Is a short term loan provided for all customers, or only in certain cases? Is this pre-determined/pre-approved by Maryland Relay staff? What inventory is the loaned equipment pulled from? Through what system will it be tracked – same ticketing system? What happens in the event that the equipment becomes damaged or is not available?

Answer: The short term loan equipment referenced in RFP § 2.3.10 will be provided by the State and will be part of the Evaluation Center's inventory. TAM's training will cover those situations where short term loans are appropriate. Short term loans will not have to be pre-approved by TAM.

All equipment is to be tracked through the same ticketing system. If equipment becomes damaged or is not available it is to be ticketed as such in the ticketing system and will be replaced as necessary.

Question 3: 2.3.12 – Where is training, how often, will there be any cost associated with required training?

Answer: Training will generally be at TAM's Baltimore office as often as often as TAM deems necessary. There will be no cost to attend.

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Question 4: 2.3.13 – Regarding outreach events, is there any criteria for approval? Can we combine these with our own events (example we have an Arc table at a transitioning youth fair, add materials and info on MD Relay program).

Answer: The annual outreach events required by RFP § 2.3.13 must be approved by TAM’s PR Officer or designee prior to the event; however, they may be combined with your own outreach event.

Question 5: 2.3.14 – What is the cost and duration of the conference? General dates and location? It is my understanding when meeting with MD Relay staff that the conference cost would be covered.

Answer: The conference is 2.5-3 days. Cost varies based on fees, hotels, and flights. This year the registration is \$300 or \$350 depending on when you register and the conference hotel is \$145/night (plus state and local tax). The state will pay \$2,000 if your evaluator attends the conference. That fee is recoverable once you provide proof of conference registration. It moves to different locations throughout the country. Last year it was in Colorado, this year in Minnesota, and next year Arizona. You can visit tedpa.org for more information.

Question 6: If the contractor needs a sign language interpreter or an alternate language interpreter, will this contract cover those additional costs to provide consumer services?

Answer: Evaluators are to coordinate with TAM staff to schedule any necessary interpreter services, and TAM will pay for such services directly.

Question 7: Under proposal format 5.2.5 A 1, 2, AND 3, we are seeking clarification on format submission. Three types of documents are discussed: Word, PDF and redacted PDF. There are at least two interpretations. Which is correct?

It can be read that ONLY 3 documents (files) can be emailed in the technical proposal:

* one Word document (with all supporting documents converted to Word)

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- * one PDF document (with all documents converted to PDF)
- * and a final redacted PDF if applicable.

OR

The technical proposal is submitted in several files in one email:

- * one Word document and supporting documents are submitted as PDFs
- * the Word file would be submitted in PDF format and PDF attachments not duplicated
- * the redacted PDF also submitted

Answer: **The requirement is as stated in RFP § 5.2.5.**