

State of Maine
Master Score Sheet

RFP# 202411206					
Provision of Telecommunications Relay Service					
Bidder Name:		T-Mobile	Hamilton Relay		
Proposed Cost:		\$96,000	\$126,800		
Scoring Sections	Points Available				
Section I: Preliminary Information	Pass/Fail	Pass	Pass		
Section II: Organization Qualifications and Experience	40	38	40		
Section III: Proposed Services	30	30	24		
Section IV: Cost Proposal	30	30	22.71		
TOTAL	<u>100</u>	<u>98</u>	<u>86.71</u>		

Award Justification Statement
RFP# 202411206 - Provision of Telecommunications Relay Service

I. Summary

The Telecommunications Relay Service Council sought proposals for the provision of telecommunications relay services that would comprise a statewide system for use by deaf, hard-of-hearing, or speech impaired persons in the state who use telecommunications devices.

Telecommunications relay service (TRS) are services that allow hearing people and people who are deaf, hard-of-hearing, or speech-impaired to communicate via the telecommunications system. The Maine Legislature has found and declared that "it is in the public interest to establish an effective statewide system to provide continuous telecommunications relay services to facilitate communication between deaf, hard-of-hearing or speech impaired persons who use telecommunications devices for the deaf and persons using standard telephone equipment." 35-A M.R.S. § 8701. Such services must be available on a statewide basis to the extent that they are technologically feasible and must be available 24 hours a day for every calendar day of the year. The Telecommunications Relay Service Council is authorized to enter into contracts with providers for the purpose of providing these services.

II. Evaluation Process

The evaluation team based its review of the bids on the format presented by Maine Procurement. The team wanted to ensure that Relay Services were going to be offered in Maine while adhering to State and Federal minimum service standards and in line with the costs for these services in past years. The two proposals that were submitted were provided to the team well in advance. After the proposals were individually reviewed, the evaluation team met with the RFP Coordinator and individually discussed each of the proposals in detail. The proposals were then scored as outlined in Part V Proposal Evaluation and Selection of the RFP.

Michael Johnson has been a member of the Telecommunications Relay Service Council for many years and is a Telecommunications Analyst with the Maine Public Utilities Commission. Terry Morrell has also served on the Council for many years and is a former Chair of the Council. He is currently the Director of the Division for the Deaf, Hard of Hearing, & Late Deafened for the Maine Department of Labor. Simon Thorne is a more recent addition to the Council but has extensive Telecommunications experience as the Senior Manager of Government Affairs for Consolidated Communications.

III. Qualifications & Experience

T-Mobile's proposal demonstrated that their team has the qualifications and experience necessary to meet the needs of this contract.

The evaluation team did note that the Council has worked with both of these bidders on previous contracts and has had a great experience working with both companies. Due to this, the evaluation team wanted to grade each proposal based on the submitted documents and tried to factor in past relationships as little as possible.

IV. Proposed Services

T-Mobile's proposal showed that they would be able to provide all of the services required for this contract at a flat rate. The evaluation team also appreciated the value-added option of RCC minutes included in the overall flat-rate cost.

V. Cost Proposal

T-Mobile offered a flat rate of \$8,000/month (\$96,000/year) and included the value-added option of up to 16,000 RCC minutes/year. T-Mobile's monthly fee does not include a maximum amount of TRS minutes or sessions.

VI. Conclusion

T-Mobile was awarded 98/100 points. The evaluation team determined that T-Mobile's qualifications and experience, proposal, and inclusive flat-rate cost reflected the overall best value for the State of Maine.



**STATE OF MAINE
TELECOMMUNICATIONS RELAY
SERVICE COUNCIL**

**John Post
Chair**

**Janet T. Mills
Governor**

February 19, 2025

Andrew Brenneman
Senior Account Executive
T-Mobile
12920 SE 38th Street
Bellevue, WA 98006

**SUBJECT: Notice of Conditional Contract Award under RFP # 202411206,
Provision of Telecommunications Relay Service**

Dear Mr. Brenneman,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Telecommunications Relay Service Council for Provision of Telecommunications Relay Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- T-Mobile

The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

Benjamin Frech

Benjamin Frech
Executive Director
Telecommunications Relay
Service Council
ben.frech@maine.gov

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Office of State Procurement Services [formerly the Division of Purchases], Chapter 120, § (2) (2).



**STATE OF MAINE
TELECOMMUNICATIONS RELAY
SERVICE COUNCIL**

**John Post
Chair**

**Janet T. Mills
Governor**

February 19, 2025

Beth Slough
Director of Account Management and Compliance
Hamilton Relay
1006 12th Street
Aurora, NE 68818

**SUBJECT: Notice of Conditional Contract Award under RFP # 202411206,
Provision of Telecommunications Relay Service**

Dear Ms. Slough,

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Telecommunications Relay Service Council for Provision of Telecommunications Relay Service. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Benjamin Frech

Benjamin Frech
Executive Director
Telecommunications Relay
Service Council
ben.frech@maine.gov

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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER: T-Mobile

DATE: February 3, 2025

SUMMARY PAGE

Department Name: Telecommunications Relay Service Council

Name of RFP Coordinator: Benjamin Frech

Names of Evaluators: Michael Johnson, Simon Thorne, Terry Morrell

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	40	38
Section III. Proposed Services	30	30
Section IV. Cost Proposal	30	30
<u>Total Points</u>	<u>100</u>	<u>98</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER: T-Mobile

DATE: February 3, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

None.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER: T-Mobile

DATE: February 3, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	40	38

Evaluation Team Comments:

- I. Organization Qualifications and Experience
 - A. Overview of Organization
 - Experience shows in the response to the RFP.
 - Already providing this service within the State today.
 - Direct involvement of the Deaf and Hard of hearing within the organization – great way to ensure applicability of services.
 - Andrew Brenneman is a known entity within the State already. Most other listed Bios are known people within this sphere.
 - B. Contractors
 - Will use contractors – RFP talks of multiple contractors responsible for different functions.
 - C. Organizational Chart
 - Detailed and functional.
 - D. Litigation
 - Litigation seems to be a concern but T-Mobile a large company and litigation may not be related to Relay Services.
 - E. Licensure/Certification
 - Evidence they are FCC certified within response.
 - F. Certificate of Insurance
 - Provided.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER: T-Mobile

DATE: February 3, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	30	30

Evaluation Team Comments:

Proposed Services

A. Services to be Provided

- All requirements are met per RFP requirements.
- Bidder will furnish the necessary facilities, personnel, equipment, software, circuits, telephone service, training, start-up and testing to operate the relay system in a manner that meets or exceeds all Federal, State and RFP requirements.
- Value-added inclusion of 16,000 RCC minutes annually

B. Implementation – Work Plan

- Satisfactory and already in existence here in Maine.
- IF approved, would continue working with existing customers, no transition to another provider.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER: T-Mobile

DATE: February 3, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	,	Cost Proposal Being Scored	x	Score Weight	=	Score
\$96,000	,	\$96,000	x	30 points	=	30

Evaluation Team Comments:

Costs

- \$8,000 per month / \$96,000 per year is what the Council currently pays for these same services, noted that there isn't an increase in the cost of these services.
- Inclusion of 16,000 RCC session minutes annually is a considerable bonus.
 - The team understands the RCC minutes are capped at 16,000 and would result in a good faith renegotiation if that number is surpassed
 - RCC usage in Maine in 2023 and 2024 was about 11,000-12,000 minutes each year, so there would have to be a dramatic increase in usage to surpass the 16,000 cap.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER: Hamilton

DATE: February 3, 2025

SUMMARY PAGE

Department Name: Telecommunications Relay Service Council

Name of RFP Coordinator: Benjamin Frech

Names of Evaluators: Michael Johnson, Simon Thorne, Terry Morrell

<u>Pass/Fail Criteria</u>	<u>Pass</u>	<u>Fail</u>
Section I. Preliminary Information (Eligibility)	X	
<u>Scoring Sections</u>	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	40	40
Section III. Proposed Services	30	24
Section IV. Cost Proposal	30	22.71
<u>Total Points</u>	<u>100</u>	<u>86.71</u>

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER: Hamilton

DATE: February 3, 2025

**OVERVIEW OF SECTION I
Preliminary Information**

Section I. Preliminary Information

Evaluation Team Comments:

None.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER: Hamilton

DATE: February 3, 2025

**EVALUATION OF SECTION II
Organization Qualifications and Experience**

	<u>Points Available</u>	<u>Points Awarded</u>
Section II. Organization Qualifications and Experience	40	40

Evaluation Team Comments:

I. Organization Qualifications and Experience

A. Overview of Organization

- Provided example awards in other states highlighting experience and speed to deployment.
- Displayed organization and efficiency in providing relay services in several other states.

B. Contractors

- Will not be using per response to RFP.

C. Organizational Chart

- Key Performance Indicators resulted in 14 best in category scores.
- Outreach and marketing team (per response).
- Beth Slough has considerable experience.
- Account manager to be assigned if RFP is awarded. Evaluation team was curious if it would be a different account manager than the Council's current account manager for Captioned Telephone Service.

D. Litigation

- None

E. Licensure/Certification

- Understands the requirements to meet standards outlined in RFP and has demonstrated the in other states.
- Evidence they are FCC certified within response.

F. Certificate of Insurance

- Provided.

The Evaluation Team was not only impressed with the level of expertise in the Hamilton proposal, but also appreciated how much information was provided.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER: Hamilton

DATE: February 3, 2025

**EVALUATION OF SECTION III
Proposed Services**

	<u>Points Available</u>	<u>Points Awarded</u>
Section III. Proposed Services	30	24

Evaluation Team Comments:

I. Proposed Services

A. Services to be Provided

- “Relay Your Way” says Hamilton will update services in line with trends in technology but there might be an additional cost associated.
- Will furnish the necessary facilities, personnel, equipment, software, circuits, telephone service, training, start-up and testing to operate the relay system in a manner that meets or exceeds all Federal, State and RFP requirements. 24/7 Customer Service a plus.
- Hamilton can include Visually Assisted Speech-to-Speech & STS User Training Line
 1. Should the State decide to include them in their contract, these optional enhanced STS features are included as part of the proposed TRS rates.

B. Implementation – Work Plan

- Excellent response to required questions showing a well organized and structured company who have been providing this type of service for years and throughout the country.
- Company seems well organized and structured to meet the States needs for the term of this contract.

The Evaluation Team did not have any concerns about the proposed services but did take exception to the method in which they would be provided. The base number of 1,250 total session minutes per month was exceeded in Maine eight times in 2024 (even doubling that number in two of those eight months) and that base number was exceeded in every month of 2023. The Evaluation Team understands that Relay Service usage is declining, but not at a rate to justify the 1,250 minutes/month threshold at this point in time.

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206
RFP TITLE: Provision of Telecommunications Relay Service
BIDDER: Hamilton
DATE: February 3, 2025

**EVALUATION OF SECTION IV
Cost Proposal**

Lowest Submitted Cost Proposal	x	Cost Proposal Being Scored	x	Score Weight	=	Score
\$96,000	x	\$126,800	x	30 points	=	22.71

Evaluation Team Comments:

Initial Evaluation Notes:

- \$5,500 per month / \$66,000 per year base charge.
- Additional variable charges that could be incurred each month (would exceed \$5,500/month most if not every month and, as a result, increase the overall costs):
 1. \$2.50/minute for each minute over 1,250 minutes/month.
 - a. For example, May of 2024 was a month when usage spiked with 2,907 session minutes. This would be 1,657 minutes over 1,250 and would result in an additional charge of \$4,142.50.
 - b. No reduced monthly rate for months with less than 1,250 total session minutes, which was the case in four months in 2024.
 2. \$3.80/minute for RCC (in years 1 & 2 of the contract).
 - a. In 2024, there were 11,250 RCC minutes of call volume in Maine. This would be an additional \$42,750.
 - b. In 2023, there were 12,210 RCC minutes of call volume in Maine. This would be an additional \$46,750.
 - c. There is an additional charge of 10 cents/minute for a raw transcript or 60 cents/minute for a finished transcript available by request.

Clarification Notes:

The evaluation team sought clarification of the overall cost of Hamilton’s bid, as there were additional fees and charges included in addition to the monthly flat rate. On February 6, 2025, the RFP Coordinator sent the following request for clarification to Hamilton via email:

Hope this finds you well. The RFP evaluation team is seeking clarification of the total annual cost to input into the cost proposal formula as defined in Part V, B, 3 of the RFP. Using the information provided by Hamilton Relay in Appendix D, the evaluation team has calculated the total annual cost to meet the needs of the State as follows:

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER: Hamilton

DATE: February 3, 2025

<i>Monthly Recuring Charge</i>	<i>Number of Months</i>	<i>Subtotal</i>
\$ 5,500.00	12	\$ 66,000.00
<i>Cost Per RCC Minute</i>	<i>Number of RCC Minutes</i>	<i>Subtotal</i>
\$ 3.80	16,000	\$ 60,800.00
<i>Total</i>		<i>\$ 126,800.00</i>

Does Hamilton Relay confirm that the calculation above accurately reflects the total annual cost of services for 12 months of up to 1,250 minutes of TRS sessions and 16,000 RCC minutes?

Per Part V, A, 4 of the RFP “Changes to proposals, including updating or adding information, will not be permitted during any portion of the evaluation process.” As such, please respond with either a yes or no answer only.

Hamilton replied on the same day with the following confirmation and addition to the question [all red text is from Hamilton]:

*Does Hamilton Relay confirm that the calculation above accurately reflects the total annual cost of services for 12 months of up to 1,250 minutes **per month** of TRS sessions and 16,000 RCC minutes?*

Yes, with the clarification in red font above and the following note. It is important to recognize that Hamilton agrees with the Cost Per RCC Minute as shown above but we do not have any way of knowing if 16,000 is the accurate Number of RCC Minutes as that volume was not listed in the RFP.

Based on this clarification, the Evaluation Team is using the total figure of \$126,800.00 for the overall cost of this bid, while being aware that this cost could still increase based on the additional TRS overages which would vary on a month-to-month basis.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER NAME: T-Mobile

DATE: 2/3/2025

EVALUATOR NAME: Michael Johnson

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Individual Evaluator Comments:

- I. Organization Qualifications and Experience
 1. Overview of Organization
 - Great experience. Already providing service in Maine
 - A lot of information about corporate structure, but does not list much information about other states the company serves in
 2. Subcontractors
 - Will use contractors for certain functions.
 3. Organizational Chart
 - TMobile has team members who are deaf and hard of hearing and have the ability to clearly understand the needs of the deaf and hard of hearing community using TRS services.
- II. Proposed Services
 1. Services to be Provided
 - TMobile's proposal is \$96,000. Although high, it appears like it will cover all of Maine's relay service costs.
 - In addition, TMobile's MRC also includes 16,000 RCC Minutes per year. This service is an added benefit.
 2. Implementation – Work Plan
 - If TMobile's proposal is approved, there would be no negative impact to customers as they are already providing relay service. The company has demonstrated between their proposal and existing services that they are fully capable of serving Maine relay service customers.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER NAME: T-Mobile

DATE: 2/3/2025

EVALUATOR NAME: Simon Thorne

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Individual Evaluator Comments:

- I. Organization Qualifications and Experience
 1. Overview of Organization
 - Experience shows in the response to the RFP.
 - Already providing this service within the State today.
 - Direct involvement of the Deaf and Hard of hearing within the organization – great way to ensure applicability of services.
 - Andrew Brenneman is a known entity within the State already. Most other listed Bios are known people within this sphere.
 2. Contractors
 - Will use contractors – RFP talks of multiple contractors responsible for different functions.
 3. Organizational Chart
 - Detailed and functional.
 4. Litigation
 - Litigation seems to be a concern although I understand being a big company.
 5. Licensure/Certification
 - Evidence they are FCC certified within response.
 6. Certificate of Insurance
 - Provided.

- II. Proposed Services
 1. Services to be Provided
 - All requirements are met per RFP requirements.
 - will furnish the necessary facilities, personnel, equipment, software, circuits, telephone service, training, start-up and testing to operate the relay system in a manner that meets or exceeds all Federal, State and RFP requirements.
 2. Implementation – Work Plan
 - Satisfactory and already in existence here in Maine.
 3. Costs
 - \$8,000 per month / \$96,000 per year. Seems to be very comparable to other responses but a fraction of the costs given there seems to be no additional costs.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER NAME: T-Mobile

DATE: 2/3/2025

EVALUATOR NAME: Terry Morrell

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Individual Evaluator Comments:

- I. Organization Qualifications and Experience
 1. Overview of Organization
 - Experienced and already working with Maine
 - They have Deaf and Hard of Hearing team members
 2. Subcontractors
 - They will use subcontractors if needed
 3. Organizational Chart
 - They have Deaf and Hard of Hearing team members on staff

- II. Proposed Services
 1. Services to be Provided
 - T-Mobile cost of \$96,000 also includes everything plus RCC.
 - Their proposed services are clear.
 2. Implementation – Work Plan
 - IF approved they would continue to work with customers which they are already working with.

- III. Costs
 1. \$96,000/year is what the Council currently pays
 2. Inclusion of RCC a bonus

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER NAME: Hamilton Relay

DATE: 2/3/2025

EVALUATOR NAME: Michael Johnson

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Individual Evaluator Comments:

- I. Organization Qualifications and Experience
 1. Overview of Organization
 - Long history of telecommunications services dating back to 1901
 - Provides TRS Service in 35 States
 2. Subcontractors
 - Will not be using subcontractors
 3. Organizational Chart
 - Experienced leadership team
 4. No litigation against Hamilton
 5. FCC certified.

- II. Proposed Services
 1. Services to be Provided
 - Base bid is pretty low @ \$66,000 or \$5,500 per month
 - Additional TRS Session minutes could contribute to much higher overall costs.
 - Add on services such as RCC are expensive.
 - RCC offered as a service but not included in base proposal and could be expensive out of pocket based on Maine's current usage
 - 24x7 Customer service is a plus
 2. Implementation – Work Plan
 - Responded to questions well. Company proved they have been providing TRS services well

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER NAME: Hamilton Relay, Inc

DATE: 2/3/2025

EVALUATOR NAME: Simon Thorne

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Individual Evaluator Comments:

- I. Organization Qualifications and Experience
 1. Overview of Organization
 - Georgia, Idaho, New Mexico used as example awards and experience and showing speed to deployment.
 - From the RFP response, they seem to be very organized and efficient in providing this service throughout many different states.
 2. Contractors
 - Will not be using per response to RFP.
 3. Organizational Chart
 - Key Performance Indicators resulted in 14 best in category scores.
 - Outreach and marketing team per response to help with awareness.
 - Beth Slough has considerable experience in this field.
 - Account manager to be assigned if RFP is awarded.
 4. Litigation
 - None
 5. Licensure/Certification
 - Will provide good compliance and understands what the compliance is within this field.
 - Evidence they are FCC certified within response.
 6. Certificate of Insurance
 - Provided.

- II. Proposed Services
 1. Services to be Provided
 - “Relay Your Way.” Committed to updating with trends in technology/might be a cost associated to this.
 - will furnish the necessary facilities, personnel, equipment, software, circuits, telephone service, training, start-up and testing to operate the relay system in a manner that meets or exceeds all Federal, State and RFP requirements.
 2. Implementation – Work Plan
 - Excellent response to required questions showing a well organized and structured company who have been providing this type of service for years and throughout the country.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER NAME: Hamilton Relay, Inc

DATE: 2/3/2025

EVALUATOR NAME: Simon Thorne

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

- Company seems well organized and structured to meet the States needs for the term of this contract

3. Costs

- \$5,500 per month / \$66,000 per year.
- Multiple additional charges can be occurred during the year which would drive up the overall costs to this RFP.

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 202411206

RFP TITLE: Provision of Telecommunications Relay Service

BIDDER NAME: Hamilton Relay

DATE: 2/3/2025

EVALUATOR NAME: Terry Morrell

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Individual Evaluator Comments:

- I. Organization Qualifications and Experience
 1. Overview of Organization
 - Good Structure and experience
 2. Subcontractors
 - Will not use subcontractors
 3. Organizational Chart

- II. Proposed Services
 1. Services to be Provided
 - Their cost of proposed services was not clear
 2. Implementation – Work Plan
 - They have worked with other states

- III. Costs
 1. Will need clarification on price structure



**STATE OF MAINE
TELECOMMUNICATIONS RELAY
SERVICE COUNCIL**

**Janet T. Mills
Governor**

**John Post
Chair**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202411206
RFP TITLE: Provision of Telecommunications Relay Service**

I, Michael R. Johnson, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine's Telecommunications Relay Service Council. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Michael Johnson

Signature

February 10, 2025

Date



STATE OF MAINE
TELECOMMUNICATIONS RELAY
SERVICE COUNCIL

Janet T. Mills
Governor

John Post
Chair

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202411206
RFP TITLE: Provision of Telecommunications Relay Service

I, Simon Thorne accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine's Telecommunications Relay Service Council. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.



Signature

February 10, 2025

Date



**STATE OF MAINE
TELECOMMUNICATIONS RELAY
SERVICE COUNCIL**

**Janet T. Mills
Governor**

**John Post
Chair**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 202411206
RFP TITLE: Provision of Telecommunications Relay Service**

I, Terry Morrell, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine's Telecommunications Relay Service Council. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Terry Morrell

2/10/2025

Signature

Date