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| **RFP NUMBER AND TITLE:** | RFP# 202503048  Provision of Telecommunications Relay Outreach Services |
| **RFP ISSUED BY:** | Telecommunications Relay Service Council |
| **SUBMITTED QUESTIONS DUE DATE:** | July 28, 2025 |
| **QUESTION & ANSWER SUMMARY ISSUED:** | August 6, 2025 |
| **PROPOSAL DUE DATE:** | August 25, 2025, no later than 11:59 p.m., local time |
| **PROPOSALS DUE TO:** | [Proposals@maine.gov](mailto:Proposals@maine.gov) |
| **Unless specifically addressed below, all other provisions and clauses of the RFP remain unchanged.** | |
| **DESCRIPTION OF CHANGES IN RFP:**   1. Part IV, 1.a is amended. | |
| **REVISED LANGUAGE IN RFP:**   1. **Part IV, 1.a is amended to read as:**     * 1. **General Instructions**   Bidders must submit a cost proposal that covers the period is amended to starting **11/1/2025** and ending on **10/31/2028**. | |

**Provided below are submitted written questions received and the Department’s answer.**

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| **1** | **RFP Section & Page Number** | **Question** |
| Appendix D, pg 22 | Could you clarify the anticipated annual budget range for this three-year contract, beyond the fixed amount requested in Appendix D? |
| **Answer** | |
| The Council’s budget for these services is approximately $90,000/annually for the initial period of performance. | |

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| **2** | **RFP Section & Page Number** | **Question** |
| N/A | What existing infrastructure or partnerships, if any, are currently in place for telecommunications relay services within Maine that a successful bidder would integrate with? |
| **Answer** | |
| The provider of outreach services would work closely with the providers of Captioned Telephone Service (Hamilton Relay) and Relay Service (T-Mobile), the Council, and other State entities. | |

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| **3** | **RFP Section & Page Number** | **Question** |
| Part II, pg 8 | Are there specific metrics or KPIs beyond the 20 quarterly "Outreach Events" that the Council prioritizes for measuring the success and impact of outreach efforts? |
| **Answer** | |
| The provider of outreach services is expected to attend the quarterly meetings of the Council and provide a report highlighting the outreach activity in the three months period since the previous meeting. Presence is also expected at events outlined in Deliverable K, but there is no set number of events that must be attended. | |

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| **4** | **RFP Section & Page Number** | **Question** |
| Part II, pg 9 | Given the emphasis on digital accessibility, what are the Council's expectations regarding the successful bidder's expertise in WCAG 2.1 AA compliance for all digital outreach materials? |
| **Answer** | |
| The Council expects the successful Bidder to be well-versed in both WCAG 2.1 AA compliance as well as the State of Maine Office of Information Technology’s digital accessibility policy that is outlined in Deliverable N. | |

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| **5** | **RFP Section & Page Number** | **Question** |
| Part II, pg 8 | Could you provide more detail on the specific types of "one-on-one relay appointments" and the technical assistance commonly requested by users? |
| **Answer** | |
| Individual members of the public will need one-on-one meetings, frequently in that person’s home, to learn more about certain services or equipment that may be available to them. | |

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| **6** | **RFP Section & Page Number** | **Question** |
| Part IV, Sec.3, pg 13 | Bidders must submit a cost proposal that covers the period starting 7/1/2025 and ending on 6/30/2028.” However, the contract period begins 11/1/2025. Can you clarify if the cost proposal dates are correct or if the cost proposal should cover 11/1/2025-6/30/2028? |
| **Answer** | |
| Please refer to Amendment 1 above. | |