



Nevada State Purchasing Division
 Department of Administration
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Request for information

Date April 1, 2026

Solicitation number 40DHHS-S3809

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Requesting agency Aging and Disability Services Division

Request for information title Request For Information (RFI) For Telecommunication Relay Services

Response deadline date and time May 6, 2026, 5:00 PM (PACIFIC TIME)

This request for information (RFI) is available at nevadaepro.com as a bid solicitation.

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1. APPLICABLE REGULATIONS GOVERNING PROCUREMENT

- 1.1. All applicable Nevada Revised Statutes (NRS) and Nevada Administrative Code (NAC) documentation can be found at: www.leg.state.nv.us/law1.cfm.
- 1.2. Vendors are advised to review Nevada's ethical standards requirements, including but not limited to [NRS 281A](#), [NRS 333.800](#), and [NAC 333.155](#).
- 1.3. This solicitation is a request for information (RFI) only. It is not a solicitation for bids or proposals. No contract award will result from this RFI. Aggregate information from this RFI will be analyzed and may be used as budget justification or to develop a subsequent solicitation.
- 1.4. All information received in response to this solicitation is considered confidential business information by the Administrator of the Nevada State Purchasing Division of the Department of Administration. This solicitation will not lead to evaluation or award pursuant to [NRS 333.335\(7\)](#), so responses remain confidential.

2. PROJECT OVERVIEW

- 2.1. The State of Nevada Purchasing Division, on behalf of the Department of Human Services (DHS), Aging and Disability Services Division (ADSD) is seeking information from qualified vendors on their capabilities to provide 711-dialed Telecommunication Relay Services (TRS), Speech to Speech Services (STS) and analog Captioned Telephone Service (CTS) statewide on an as needed basis and assist users to communicate on the publicly switched telephone network. ADSD seeks information from telecommunications vendors regarding any advanced accessible telecommunication technologies for persons with hearing and speech disabilities that may be offered to state telecommunications access programs in the future.
- 2.2. Confidential Information: The State of Nevada will treat all information submitted by an individual or organization in response to this RFI as confidential and proprietary information not subject to disclosure.
- 2.3. Goals and Objectives:

Due to regulatory uncertainty and an anticipated Federal Communications Commission (FCC) rulemaking that is expected to substantially revise requirements for analog relay services, ADSD is issuing this Request for Information (RFI) to assess the current state of the relay services and accessible telecommunications technology markets.

3. SCOPE OF WORK

- 3.1. ADSD seeks information from telecommunications vendors operating within the United States regarding their capabilities and willingness to continue providing FCC-compliant analog telecommunications relay services beginning in 2027 and beyond.
- 3.2. ADSD is soliciting information from vendors that may be interested in, or intend to participate in, future state procurement opportunities for analog telecommunications relay services. Specifically, ADSD seeks to understand vendors' anticipated participation in the analog relay services market, their technical and operational capabilities, and any value-added offerings—both analog and digital—that may be available to state relay service programs in upcoming contract cycles.
- 3.3. ADSD is particularly interested in understanding how vendors may be planning for or contemplating changes to their service offerings in response to potential regulatory shifts in the coming years. ADSD also seeks information regarding any advanced services, as well as any a la carte analog or Internet-based telecommunications solutions, that vendors may plan to offer to state telecommunications access programs in the future.
- 3.4. This RFI is not intended to be comprehensive and does not require exhaustive or fully developed proposal-style responses. The information gathered will support ADSD in preparing for the Relay Nevada contract cycle beginning July 1, 2027, and will inform future procurements related to advanced and accessible

telecommunication services. Vendors may respond with a concise summary of their interest, a brief description of their services, and an overview of their ability to provide relay and accessible telecommunications technologies in Nevada.

4. COST

4.1. N/A

5. TIMELINE

5.1. All questions shall be submitted using the bid Q&A feature in nevadaepro.com by the deadline below.

5.2. The following represents the proposed timeline for this project.

- 5.2.1. All times stated are Pacific Time (PT).
- 5.2.2. These dates represent a tentative schedule of events.
- 5.2.3. The State reserves the right to modify these dates at any time.

- A. Deadline for questionsNo later than 2:00 pm on 04/15/2026
- B. Answers posted..... On or about 04/22/2026
- C. Submission deadlineNo later than 5:00 pm on 05/06/2026

6. SUBMISSION CHECKLIST

6.1. This section identifies the information requested and how to respond.

- 6.1.1. Information should be submitted as a quote through nevadaepro.com or via email to Mariana Acevedo at macevedo@adsd.nv.gov
- 6.1.2. All attachments should be flagged as confidential in nevadaepro.com or at the top right hand corner if emailed directly
- 6.1.3. Additional attachments may be included.