

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 040763-TP

REQUEST FOR SUBMISSION OF
PROPOSALS FOR RELAY SERVICE,
BEGINNING IN JUNE 2005, FOR
THE HEARING AND SPEECH IMPAIRED,
AND OTHER IMPLEMENTATION MATTERS
IN COMPLIANCE WITH THE FLORIDA
TELECOMMUNICATIONS ACCESS SYSTEM
ACT OF 1991.

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PROCEEDINGS: ADVISORY COMMITTEE MEETING

TAKEN AT THE
INSTANCE OF: The Staff of the Florida
 Public Service Commission

DATE: Friday, October 28, 2011

TIME: Commenced at 1:30 p.m.
 Concluded at 3:06 p.m.

PLACE: Betty Easley Conference Center
 Room 148
 4075 Esplanade Way
 Tallahassee, Florida

REPORTED BY: JANE FAUROT, RPR
 Official FPSC Reporter
 (850) 413-6732

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P R O C E E D I N G S

1
2 **MR. CASEY:** Okay. I think we can get started.
3 I'd like to welcome everyone to the TASA meeting this
4 afternoon. And the first thing I would like to do is
5 ask Ms. Cindy Miller to read the legal notice.

6 **MS. MILLER:** Pursuant to notice issued in
7 Docket Number 040763-TP, this time and date and place
8 were set for a meeting of the Telecommunications Access
9 System Advisory Committee.

10 **MR. CASEY:** Thank you.

11 My name is Bob Casey. And, of course, to my
12 left, as I mentioned, this is Cindy Miller. She handles
13 all the legal matters for Relay. And now I'd like to
14 get a list of the participants, and I'm going to start
15 on the phone. And I have Cheryl Rhodes on the phone,
16 Jon Ziev, Demetria Clark, and Dottie Cartrite from
17 Sprint.

18 Is there anyone else on the phone? Okay. We
19 can take the appearances here, please.

20 **MS. SIRIANNI:** Hi. Maryrose Sirianni, AT&T.

21 **MR. FORSTALL:** James Forstall with Florida
22 Telecommunications Relay.

23 **MR. LITTLEWOOD:** Chris Littlewood with the
24 Florida Coordinating Council for the Deaf and
25 Hard-of-hearing.

1 **MS. SCHUR:** Kim Schur representing the Deaf
2 Service Centers.

3 **MR. CASEY:** Okay. And we have Missy McManus
4 from Sprint Relay. And I believe Kim Schur has joined
5 us on the phone. Is that correct, Kim?

6 **MS. SCHUR:** That's correct. I'm here.

7 **MR. CASEY:** All righty. Good afternoon.

8 **MS. SCHUR:** Good afternoon.

9 **MR. CASEY:** Okay. I want to start out just
10 going over the agenda real quick. I'm going to start
11 out by giving FCC, PSC, and legislative updates. We're
12 going to be asking for any advisory committee comments
13 on the draft Relay RFP that was issued, and these
14 comments will only be allowed from the advisory
15 committee itself, not from any companies.

16 James Forstall will be doing an FTRI
17 presentation, and Missy McManus will follow-up with the
18 Sprint Relay presentation, and then at the end we can
19 handle any other business comments or questions.

20 TASA committee members Kim Schur, Cheryl
21 Rhodes, Jon Ziev, and Demetria Clark are on the phone,
22 along with Dottie Cartrite of Sprint. A lot of you here
23 will see an empty chair up here. That used to be Ray
24 Kennedy's chair. Lucky Ray has retired as of
25 September 30th after many years with the Commission.

1 There will be a couple of other staff helping us on the
2 Relay program. Laura King and Curtis Williams will
3 begin working on the Relay issues with Cindy Miller
4 and I.

5 A transcript will be made of today's meeting,
6 and it will be provided to all the TASA committee
7 members. Please make sure your microphone is on when
8 speaking. The green light should be on. And please
9 silence your cell phones for today's meeting. And this
10 is very important, please state your name before
11 speaking so we know who's making comments for the
12 record. We do have a court reporter here who will be
13 making a transcript, and we want to make sure to get
14 your name. And for committee members who will be
15 claiming travel costs, please make sure to fill out your
16 travel reimbursement form.

17 This next slide is just a listing of the
18 current members of the advisory committee. And we can
19 go right into the FCC and PSC updates. This is just a
20 slide that I always include to remind people when you
21 see an FCC order, if it has FCC preceding the number,
22 that means that it was decided by the full commission.
23 If you see a DA preceding the number on the order, that
24 means it was issued by the office or bureau by delegated
25 authority. That's what the DA means, delegated

1 authority.

2 There was an order released June 23rd awarding
3 Rolka Loube Saltzer Associates -- I hope I announced
4 that right -- a contract to administer the interstate
5 TRS support services. As you probably remember, the
6 former TRS fund administrator was the National Exchange
7 Carrier Association. And as of Friday, July 1st, RLSA
8 began overseeing collections and distributions from the
9 Interstate TRS Fund in its role as the new
10 administrator.

11 On June 30th the FCC issued another order.
12 This time it was announcing the compensation rates for
13 all the different Relay; traditional TRS,
14 speech-to-speech, captioned telephone service, IP
15 captioned telephone service, and VRS.

16 Another order was issued July 28th, and this
17 was regarding Internet TRS providers and certification.
18 The FCC wants to make sure that everyone is certified
19 that's going to be working on VRS.

20 Order FCC 11-150 was released October 7th, and
21 this adopted rules to implement the 21st Century
22 Communications and Video Accessibility Act. And what
23 this does is add VoIP providers, interconnected and
24 noninterconnected, to the requirement of participating
25 in and contributing to the Interstate TRS Fund.

1 On October 21st the FCC issued an order saying
2 that it will accept applications to conduct national
3 outreach efforts related to the National Deaf/Blind
4 Equipment Distribution Program, and they will be taking
5 applications until December 20th. And what they are
6 looking for is entities that have significant experience
7 with and expertise in conducting outreach and working
8 with members of the deaf/blind committee. And as you
9 may remember, at the last TASA meeting, I announced that
10 Florida's allocations for the National Deaf/Blind
11 Equipment Distribution Program will be \$458,832 per
12 year.

13 Going to the PSC updates. The PSC issued an
14 order May 27th approving the FTRI budget for 2011/2012.
15 The Commission did reduce FTRI's proposed operating
16 expenses by \$651,000, and approved a budget maintaining
17 the 11-cent surcharge for the fiscal year 2011/2012.

18 On September 20th of this year, the Commission
19 considered a staff recommendation for a provider of
20 Relay service in Florida beginning June 1st, 2012. The
21 Commission denied staff's recommendation and directed
22 staff to rebid the contract.

23 On October 18th, PSC staff sent a copy of the
24 new Florida Relay request for proposal to the TASA
25 committee to allow for review and any input the

1 committee may have on the RFP. We believe that's an
2 invaluable resource for us. An RFP workshop was held
3 October 25th to receive input relating to the draft RFP
4 from potential bidders. Sprint Relay, AT&T Relay, and
5 Hamilton Relay all participated in the workshop.

6 Kevin Bloom is the chair of the new RFP
7 proposal review committee and Cindy Miller is the
8 attorney for the RFP. On this go-around with the RFP,
9 we are going to have all new evaluators, and, of course,
10 there is a new chair. Ray Kennedy was the last chair.

11 We have a legislative update. On
12 September 19th, Senate Bill 272 was filed by Senator
13 Wise regarding Section 427, Florida Statutes, and the
14 draft bill provides for the following: It requires the
15 PSC to establish a recovery mechanism that requires
16 wireless providers to impose a TASA monthly TRS
17 surcharge on its subscribers. It provides for the
18 distribution of wireless mobile devices to qualified
19 persons, requires the PSC annually ensure that public
20 safety and healthcare providers are complying with the
21 requirement to purchase and operate telecommunications
22 devices for the deaf or any other appropriate
23 telecommunications devices, and submit a report of its
24 findings to the advisory committee. It also changes the
25 language in the statute from hearing impaired to

1 deaf/hard-of-hearing.

2 (Inaudible comment.)

3 I agree. It updates some definitions in
4 Section 427.703, and updates the structure and
5 membership of the TASA advisory committee by updating
6 the names of some of the entities.

7 On October 4th, the bill was referred to the
8 communications, energy, and public utilities committee,
9 and also the budget committee. And as of now, there is
10 no companion bill that has been filed in the Florida
11 House.

12 As you may know, there's an association called
13 the National Association for State Relay Administration,
14 NASRA, of which we are members. And basically it's all
15 the state relay administrators from all 50 states. And
16 I'm pleased to announce that NASRA, for the first time,
17 has chosen Florida for their 2012 annual conference. It
18 will be held at the Windham Lakes Hotel at Walt Disney
19 World in Orlando from October 22nd to the 24th, 2012.

20 That conference will be preceded by the
21 Telecommunications Equipment Distribution Program
22 Association, or TEDPA, Annual Conference at the same
23 hotel October 16th through the 20th. James Forstall of
24 FTRI is presently the chair of TEDPA, and we have worked
25 and nagged NASRA to come to Florida for a number of

1 years and finally they've done it.

2 These tables here are the same tables I
3 provide at each TASA meeting to give you some idea of
4 where the minutes are going. I know Missy will have
5 more information on this, more detailed information, but
6 I just wanted to show you the trend. Regular TRS
7 minutes and CapTel minutes are showing a slight decline.
8 This table, of course, puts them together. I put them
9 together to see if they are declining at the same rate.

10 These are the IP-Relay minutes and Florida VRS
11 minutes, and it's only as of November 2010. The new
12 interstate TRS administrator will not be keeping track
13 of this anymore. I'm guessing as a cost savings.

14 And this shows what is happening to TRS,
15 IP-Relay, VRS, captioned telephone service, and IP
16 captioned telephone service for the whole country. And
17 as you can see, the number one growth is VRS, followed
18 by captioned telephone service, with IP-Relay and TRS
19 showing a downward decline. And, again, as I said
20 before, Missy will have some more information on that
21 for us.

22 The next thing I'd like to ask for is if the
23 advisory committee has any comments on the draft Relay
24 RFP.

25 **MS. MILLER:** If it would be helpful, I could

1 mention some of the changes that we're looking at in the
2 draft request for proposals. And we will be going to
3 the November 22nd Commission agenda with this revised
4 draft.

5 We are looking at having more objective
6 criteria, a more realistically weighting of basic Relay
7 and captioned telephone Relay, including points for the
8 offering of a call center in Florida, addressing lower
9 liquidated damages in certain instances, changing the
10 weighting of the technical part of the proposal to
11 50 percent rather than 60 percent, so that the technical
12 part will be 50 percent and the pricing part will be
13 50 percent.

14 We're looking at a number of other options
15 such as having something called signature of acceptance.
16 We are trying to take some of the more subjective
17 analysis out, and also not require as much to be filed
18 by the bidder and not requiring as much to be reviewed
19 by the evaluator. And I think that covers some of the
20 key areas.

21 **MR. CASEY:** Okay. Does anyone from the
22 committee have any suggestions or comments on the RFP?

23 **MR. FORSTALL:** I have a question.

24 **MR. CASEY:** James, go ahead.

25 **MR. FORSTALL:** I have a question. The second

1 bid go-around, will it be open to anyone, once again, or
2 is it restricted to the same previous bidders the first
3 time around?

4 **MR. CASEY:** I'm going to defer to Cindy,
5 because she's handling the RFP along with Kevin.

6 **MS. MILLER:** It is totally open. At our
7 bidders workshop, we noticed that only three bidders
8 came, but it is totally open.

9 **MR. CASEY:** Any other questions or comments?
10 Chris Littlewood has a comment.

11 **MR. LITTLEWOOD:** I'm not sure that I have a
12 completely lucid response related to why, but I'm not
13 sure I agree with reducing the weight of the technical
14 proposal from 60 to 50 percent, and that being the
15 equivalent to price. I just want to go on record as
16 saying that.

17 **MR. CASEY:** Do you believe it should be
18 60 percent, maintained at 60 percent?

19 **MR. LITTLEWOOD:** Yes. I kind of do think that
20 it should still be 60 percent.

21 **MR. CASEY:** Okay. Go ahead, Chris.

22 **MR. LITTLEWOOD:** I guess my comment would be,
23 if there is a question as far as in the evaluator
24 comments that the numbers are too arbitrary for weighing
25 for the technical proposals, that there might be

1 additional criteria established for how they should be
2 weighed. But I think it's important for serving the
3 deaf and hard-of-hearing community in the state of
4 Florida that service is probably greater than just
5 price. Because we are talking about functional
6 equivalency of communications for the deaf and
7 hard-of-hearing population in the state of Florida, and
8 I realize it's sometimes expensive, but I don't think it
9 should just be based on price.

10 **MR. CASEY:** Thank you. Those are great
11 comments.

12 As Cindy noted, we did add in a Relay center,
13 in-state Relay center. Do you believe that an in-state
14 Relay center -- or do you have any comments on an
15 in-state Relay center versus a non-in-state, or out of
16 state?

17 **MS. MILLER:** If I could just insert here, this
18 is just staff looking at it right now, so this is just a
19 draft. I should note that when the recommendation is
20 filed with the Commission it might look different, but
21 it is something that was brought up at the September
22 agenda, and we are looking at that.

23 **MR. ZIEV:** Okay. And this is Jon.

24 **MR. CASEY:** Go ahead, Jon.

25 **MR. ZIEV:** I do have a comment about the

1 interstate. My concern primarily is that if we give it
2 over to the state, I would prefer that those in the
3 northern part of the state be able to have control over
4 that. I do recall that when we had a call center in the
5 south, in Miami, way back in the day, there were a lot
6 of people who had complained about the quality of the
7 voicing aspect of the interpreting services. Because I
8 understand that a lot of South Florida were hiring those
9 with a thick accent, and it became very confusing.
10 There were a lot of complaints about that back then. I
11 do recall that situation and hearing all of those
12 complaints. So I would like to propose that we make
13 sure that it is in an appropriate area for equal access
14 for quality purposes.

15 **MR. CASEY:** Once again, I would like to
16 mention that this is just a proposal that is out there.
17 It's in the draft RFP. It may or may not be in the
18 final RFP. We just wanted input from the committee as
19 to what they thought of it. We did have --

20 **MR. ZIEV:** And that's my input.

21 **MR. CASEY:** And I appreciate that.

22 **MR. ZIEV:** I would prefer that it would be in
23 the northern part of the state.

24 **MR. CASEY:** Yes. If it's in the RFP and if
25 the Commission chooses to do that. And we thank you for

1 those comments.

2 We did have two Relay centers historically,
3 one was in Miami, and the last one was in Jacksonville,
4 just for informational purposes.

5 **MR. ZIEV:** Correct.

6 **MR. CASEY:** Okay. Any other comments?

7 **MR. ZIEV:** I remember that Jacksonville had a
8 lot less complaints with the quality of the calls. It
9 was more successful. I do recall reading the statistics
10 and the reports on that.

11 **MR. CASEY:** Thank you.

12 Any other comments or suggestions from the
13 committee? In that case, we can move on and we can
14 start with FTRI's updates.

15 Chris, did you have a comment.

16 **MR. LITTLEWOOD:** Bob, this is Chris. Wasn't
17 it -- in the original RFP was there a request for an
18 in-state call center, was that part of the original RFP,
19 or to bid both ways?

20 **MS. MILLER:** In this year's RFP there was not
21 a requirement for a call center in Florida, and, also,
22 there was not a listing of it for points. However, my
23 understanding is that in 2004 there was a requirement
24 for it to be in-state.

25 We're changing computers.

1 (Pause.)

2 **MR. CASEY:** Okay. We're ready to go now.
3 James will be starting his FTRI presentation.

4 **MR. FORSTALL:** Good afternoon, everybody. I
5 want to thank you for allowing FTRI to be here to make a
6 presentation. And I apologize for the mix-up, because I
7 had made some modifications to my presentation between
8 the time I sent the original to Bob and today. So for
9 those of you who may be viewing the handout or an older
10 file, you will see a little bit of a difference in this
11 presentation. Not much, but a little bit.

12 I will be reporting on the results since the
13 last TASA meeting on the annual results from FTRI's
14 equipment distribution program that started July 1st,
15 2010, and ended on June 30th, 2011.

16 Up first is client services. The total number
17 of equipment distribution program services provided by
18 FTRI for fiscal year 2010 and '11 was 52,217 services.
19 The average number of services provided monthly was
20 4,351. As you will notice, almost 47 percent of the
21 services provided were strictly new clients, clients
22 coming into the program for the first time. And
23 modified, less than 2 percent, is when a person who has
24 received a certain piece of equipment and for some
25 reason decides to modify it or change it to a different

1 type of equipment. It could be because their hearing
2 loss -- their hearing may have changed, or the equipment
3 they got originally may be too complicated, whatever the
4 case is, we call it a modify. We classify it as a
5 modify, because when a person modifies the equipment,
6 they do need new training all over again. So we
7 consider that a modified.

8 Exchanges is almost 40 percent, which is a
9 little high than the norm. And this is when a person
10 has, for instance, an amplified telephone and they might
11 be going from amplified telephone to amplified
12 telephone. So basically all that is needed in that
13 particular service is to swap the phone out and just
14 complete the paperwork. No extra training is necessary
15 or needed for that.

16 Return is just under 11 percent, and this is
17 when a person may move out of the state. They decide
18 they no longer want to participate in the program and so
19 they return the equipment back to FTRI.

20 And follow-up, less than 2 percent, and that
21 is where any other services that are necessary to
22 provide a client that is not covered under the new
23 modified exchange or return. If a client needs
24 additional training, it will be considered a follow-up
25 service.

1 And here is a graph of the number of clients
2 served over the last four years. And you can see in
3 fiscal year ending 2011, this is where we saw a sizeable
4 increase over the previous year.

5 Next. New client eligibility. We served
6 24,399 new clients during this period. And here is a
7 breakdown of the different types of eligibility groups.
8 We have deaf, 21; hard-of-hearing, 24,218;
9 speech-impaired, 144; and dual sensory impaired, which
10 would be considered who is someone who is deaf/blind,
11 16. The total is 24,399.

12 Next. Again, here is a graph that shows the
13 difference in previous years services and totals, and
14 you will notice, again, that we did have a sizeable
15 increase over previous years. From last year to this
16 year we saw a 34 percent increase of new clients. And
17 we contribute the increase primarily to two things that
18 have taken place during the last year. Newspaper
19 advertisements, in previous years we had spent most of
20 the outreach dollars on advertising on cable television,
21 and we decided to take that money and put it into
22 newspaper ads advertising throughout the state. And we
23 have seen a very, very positive response from that. And
24 we are continuing doing that this year.

25 Next slide. These are the certifiers. FTRI

1 has eight different groups of certifiers that are able
2 to certify the application attesting to the fact that
3 the person does have a hearing loss. Of course, the top
4 is the deaf service center directors. These are
5 associated with the regional distribution centers. FTRI
6 had 23 regional distribution centers throughout the
7 state, and the directors of those centers are eligible
8 to certify the applications attesting to the fact that
9 the person does have a hearing loss.

10 Audiologists and hearing aid specialists
11 continue to play a major role. At one point
12 audiologists and hearing aid specialists were the top
13 certifiers. But now with the advertisement of the
14 newspaper -- and what I did forget to mention was the
15 other reason why we have seen an increase is the RDCs
16 are making a concerted effort to go out to the community
17 as opposed to waiting for the client to come into their
18 center.

19 Next. The next slide is new client age group,
20 which shows a breakdown of the age of our clientele.
21 And as you can see, the 80 to 89 age bracket is the
22 number one, the largest group who are served.

23 Next. Yes.

24 **MS. McMANUS:** Did you say 100 to 109 years
25 old. What?

1 **MR. FORSTALL:** Missy had asked me -- said that
2 she was surprised that we had as many clients in the
3 100 to 109 bracket, which is 106. Yes. And every year
4 when those numbers come out, I double and triple check
5 that, because sometimes computer error, data entry
6 errors can contribute to that being a large number. But
7 it is, in fact, a true figure because people are living
8 longer these days.

9 Next. These are a few of the counties that
10 have a large number of clients served. We do have
11 services provided in all 67 counties throughout the
12 state. Now, that does not mean that FTRI has a regional
13 distribution center located in all 67 counties. A lot
14 of the RDCs cover several counties in their area.

15 Anyone that lives in a remote area not near a
16 regional distribution center, FTRI will serve them from
17 our headquarters. If they will mail the application to
18 our office, we will contact the clients and make sure
19 that they are getting the appropriate equipment to match
20 their needs, and then we will ship it to them.

21 The next slide. Number of equipment
22 distributed. FTRI distributes both new and refurbished
23 equipment. However, just so you know, the refurbished
24 equipment is made to like new. So any time we have
25 equipment that needs to be refurbished, we require that

1 it be repaired or refurbished to like new.

2 We distributed 48,047 pieces of equipment last
3 year, which the average is about 4,000. As you can see,
4 VCPH, which is 92.3 percent of the total pieces of
5 equipment, are amplified telephones. Another reason why
6 we have seen an increase in new clients is because when
7 we advertise in the newspaper, and I think I have a
8 slide that shows a copy of the ad, is that we use the
9 cordless telephone. And a lot of people want the
10 mobility with the cordless amplified telephone, and I
11 think that attracted a lot of people to the program.

12 Next. And here is a chart of the last five
13 years of equipment distributed. And, of course, you can
14 see we had a large increase last year.

15 Next. Some of the other services that were
16 provided by FTRI during the last fiscal year, we
17 processed 16,252 customer service calls. We mailed
18 1,536 applications to individuals requesting them. When
19 a client calls FTRI, the first thing we do is ask them
20 where they live and where they reside. If they live in
21 an area that has a regional distribution center, the
22 first thing we do is refer them back to that area. If a
23 client does not live near one, we will mail the
24 application. And sometimes, sometimes it happens, but
25 not too often, if a client lives in a regional

1 distribution center area, an RDC area, but for some
2 reason they are unable to go, we will mail the client
3 the application, and we can ship it to them if that is
4 what they request.

5 We also processed over 181,702 forms, and that
6 is the different types of forms that are submitted with
7 the new client or any types of service that we provide.
8 We process all those internally in FTRI.

9 We also had 28 new businesses join up with the
10 FTRI educational program, the business partnership
11 program, and that is entirely through the website.

12 We conducted 1,890 off-site distributions.
13 And, once again, that contributed to the increase in the
14 new clientele. With the economy the way it has been the
15 last few years, people are not -- are preferring not to
16 travel as much. So when they find out a particular
17 distribution may be closer to their home, they will wait
18 until that time to go get served. So we are going out
19 to the clients more, and we are finding that to be very,
20 very beneficial.

21 Other important facts. We continue to provide
22 education and training to the RDCs. We continue to
23 place a high priority on protecting the integrity of the
24 client information in our database. We operated within
25 budget requirements. And our auditor, external auditors

1 have given us high marks for our internal controls.

2 Next. Quality assurance. Every year we
3 report in our annual report the information about
4 quality assurance. And the reason we do this is we want
5 to make sure that the clients are very satisfied with
6 the services they receive from FTRI and the regional
7 distribution centers. And on occasion, we have the
8 ability through our database to pick a particular event
9 that an RDC may have gone to an off-site distribution,
10 and we can issue 100 percent QA cards for that
11 particular event, and that is good information and data
12 for FTRI's internal audit as well as the regional
13 distribution centers. It just informs us that the
14 services are continuing to be provided as we requested,
15 the quality assurance. And should there be -- any
16 negative response that we get, we refer them back to the
17 regional distribution centers so they can take care of
18 that. They will follow-up with the client to find out
19 what the issue was and resolve it.

20 Next. Outreach, as I said, played a major
21 role on seeing an increase in new clients from previous
22 years. 557 outreach activities were performed by the
23 RDCs and FTRI throughout the state last year. Any time
24 a regional distribution center wants to do an outreach
25 activity, they must go into the FTRI database and enter

1 in information that will be posted on the calendar for
2 the public site so that everyone can see what is going
3 on as well as approved funding for the outreach
4 activities that take place.

5 Any time a center relocates to a different
6 location, we will mail a new location postcard to those
7 clients letting them know the new location to where they
8 can go to get -- receive services. And we also did
9 newspaper advertisements throughout the year. We also
10 develop a monthly e-newsletter for the RDC staff where
11 we notify them of tips and pointers to help them do a
12 better job in their area.

13 Next. This is an example of the new location
14 postcard that was sent out.

15 Next. And we did advertise on the cable
16 networks. We advertised Florida Relay 711 in both
17 English and Spanish throughout the whole year. And we
18 worked with the Florida Cable Association, so when we
19 approached them, we wanted it aired it throughout the
20 state. And they matched, as well. I think they gave it
21 an 8-to-1 ratio match.

22 This is an example of the newspaper ad that we
23 ran. As you can see, we used the cordless phone. It's
24 an amplified cordless phone. And this particular ad, we
25 ran it in Broward County, and we have two regional

1 distribution centers there, so we listed both centers
2 with the contact information. We like to leave it up to
3 the client to decide where they want to go for services.
4 If they call our office, we will give them a choice of
5 either center they wish to go to. And we did this ad in
6 both color and black and white.

7 Next. We also developed web banners. So if a
8 particular business wants to advertise the FTRI program
9 on their website, we developed the banners. So all they
10 have to do is go to our website, and we will give them a
11 log-in and they can go and select any type of banner
12 that may work well on their website and they can just
13 upload it.

14 Next. This is a picture or a slide of the
15 e-newsletter that I had mentioned earlier that we sent
16 to specifically to the regional distribution centers.
17 It's longer than that. This is just a snapshot of the
18 first part of it. And what we also like to do is any
19 time we get feedback from the clients, positive
20 feedback, we list them. You can see comments from our
21 quality assurance cards on the left-hand column in the
22 bottom. It's nice. The centers like to know that their
23 services are appreciated, and people really do benefit
24 from our program.

25 Next. We have not had any changes to our

1 regional distribution centers in the last year. It has
2 pretty much stayed the same. And we have 23 locations.
3 Even though the last center may say 26, anytime we -- a
4 center may have at one time been a regional distribution
5 center for FTRI and for some reason they may no longer
6 be, we do not reassign that number to another center
7 because we want to keep the data separate. So you'll
8 see number one is missing. Number one used to be with
9 the Miami regional distribution center, so we will not
10 use that number again. So we have 23 active regional
11 distribution centers.

12 Next. FTRI continues to maintain its status
13 as an administrative center, concentrating on oversight
14 of the RDC contractors and equipment vendors. The FTRI
15 administrative office directly serves approximately
16 20 percent of Florida's residents statewide. Since the
17 inception of the equipment distribution program in 1986,
18 over 455,000 residents have been provided with
19 telecommunications equipment and support services.

20 Any questions? I'll be happy to answer them.

21 **MR. CASEY:** Any questions for FTRI, or
22 comments? I do have one. The National Deaf/Blind
23 Equipment Distribution Program, will FTRI -- is FTRI
24 going to apply as the administrator for the state of
25 Florida?

1 **MR. FORSTALL:** Yes. It is our intention to
2 apply for certification with the FCC to be the
3 distributor of the National Deaf/Blind Equipment
4 Distribution Program in Florida. And the deadline for
5 that is November 21st, so we have not applied at this
6 point. And the reason I haven't applied is because I
7 just attended a conference, a national conference this
8 past week, and I went there for information gathering,
9 and we will most likely apply within the next two weeks.

10 **MR. CASEY:** Will the equipment that's being
11 offered to the deaf/blind be different from what you
12 have now? Will you be adding any kind of different
13 equipment?

14 **MR. FORSTALL:** Yes. That's part of the
15 concerns some of the states have is because right now
16 FTRI only distributes the deaf/blind communicator, and
17 that is a TTY that was designed specifically for
18 individuals who can read Braille. And the other
19 equipment that will be eligible under this program will
20 be any equipment that a deaf/blind individual requests,
21 based on their needs. And that is where we are going to
22 probably partner with another agency to assist us with
23 assessing the needs and finding the right type of
24 equipment to match with that particular client.

25 **MR. CASEY:** And, of course, you would probably

1 want input. We do have a Florida Association for the
2 Deaf/Blind, too, and you would want to receive their
3 input, too, I'm sure.

4 **MR. FORSTALL:** That is true. We have already
5 been talking with them. The various program --

6 (Inaudible; simultaneous conversation.)

7 **MR. CASEY:** Go ahead.

8 **MS. RHODES:** One second, please.

9 Yes. Hi, this is Cheryl, again. I'm the
10 representative for the Florida Deaf/Blind Association.
11 Two weeks ago we had a meeting in South Florida, and
12 some of my superiors, James Mazarat (phonetic), got
13 together with us to speak with us in the office about
14 the deaf/blind equipment that FTRI wants to provide. We
15 are aware that FTRI has received funds to disburse
16 equipment for the deaf/blind community. So, James, have
17 you gotten in touch with or spoken with Kathy Zarate
18 (phonetic) about specific equipment yet?

19 **MR. FORSTALL:** Yes, we have. I have. And I
20 met with Kathy a couple of weeks ago, and she is very
21 aware of the program. And it is our intention to
22 continue working with Kathy Zarate. We want her to be
23 our primary point of contact for this program, because
24 she has been working with FTRI for the last two years
25 and training individuals on the deaf/blind communicator.

1 So it is our expectation to continue working with Kathy,
2 and, of course, the Florida Deaf/Blind Association.

3 **MR. CASEY:** Any other questions?

4 **MS. RHODES:** Okay. And for your information,
5 James, this is Cheryl, Kathy will be coming up to New
6 York on November 11th for a one-week assignment where
7 she works with a group of people that work with
8 technology. It's called the technology forum, and Kathy
9 will go and gather some information and learn what she
10 can from them and make the most of the equipment that
11 will apply to the deaf/blind in Florida.

12 So, James, you might want to get ahold of
13 Kathy after she comes back from New York to see what she
14 has learned. That's just an FYI to you.

15 **MR. FORSTALL:** Thank you, Cheryl. Just for
16 your information, Kathy had contacted me when this
17 program was first announced, and we have agreed to
18 assist Kathy in going to this training, so we are very
19 well aware of it. And we felt like it was very
20 important for Kathy to be there to get this training
21 because we feel like it will assist FTRI with the new
22 program, the new national program. So we are very aware
23 of that, and thank you for reminding me to share with
24 everybody.

25 **MS. RHODES:** Thank you, as well, James.

1 **MR. CASEY:** Any other questions for James with
2 FTRI? Okay. Since there are no more questions, I want
3 to go ahead and take about a five-minute break and then
4 we can start Sprint's presentation. Thank you.

5 (Recess.)

6 **MR. CASEY:** If everyone could take their
7 seats, we can get started again.

8 Our next presentation will be by Missy McManus
9 of Sprint Relay. And, Missy, I will turn it over to
10 you.

11 **MS. McMANUS:** Hello, everyone. I'm happy to
12 be here. Before I go ahead with my presentation, one of
13 our Sprint interpreters recommended that I go to one of
14 the Tallahassee restaurants called Kool Beans. I'm not
15 sure if you guys are aware of it, familiar with the
16 restaurant. Anyway, I said okay. When I got to
17 Tallahassee, I went to the restaurant. I'm looking at
18 the menu, and I didn't understand three-fourths of it,
19 you know, all the different fancy names and the sauces
20 and the cheeses. And I'm like, okay.

21 There were three different waitresses that
22 came up to me, and all of them knew how to finger spell.
23 And I thought that was really interesting. I thought
24 that was cool. So after the third waitress came up, I
25 asked them, "How do you all know sign language, you

1 know?" She said, "We have a deaf dishwasher that works
2 there." I thought that was really cool, you know,
3 K-O-O-L. It's probably five miles from here, so I
4 really suggest that everybody go and try.

5 Okay. Here is the agenda. The TRS
6 statistics. CapTel statistics. TRS Relay results.
7 That one is from July 2010 to June 2011. The outreach
8 performance is from April to probably about a month ago
9 in September.

10 CapTel customer service. Wireless CapTel by
11 Sprint. That's a new program. And Sprint Mobile IP.
12 That is also new.

13 Next. Okay. I want you guys to go ahead and
14 just look at this for a second. We had a high rise in
15 August, and then it kind of decreased a little, which is
16 normal for the other states, as well. Most of the other
17 states decrease in the TRS minutes, and it started about
18 several years ago. And I'll let you guys look at the
19 numbers.

20 That's probably from a year and a half, two
21 years ago. The total TRS session minutes is 3,433,244
22 compared to last year's total average, which equals to
23 an 8.8 percent decrease. And this is also normal for
24 other states.

25 The next page, Page 6. This is for people who

1 use Relay. The purple is TTY. The gray is the Turbo
2 Code, which is part of the TTY. If you combine the two,
3 you will see about 62 percent of the TTY users. The
4 blue is voice for the hearing people, and then the VCO
5 is yellow, the voice carryover. It tends to be a little
6 high in our users.

7 Next page, Page 7. You just saw the TRS
8 session minutes, and now you see the total call volume.
9 Sorry. You can't wait for me to finish?

10 (Laughter.)

11 Okay. Again, with the TRS minutes you see the
12 decrease. Okay. Next page, page 8. Two years ago we
13 had a total call volume of -- the average was 59,578,
14 and now you see this year's, which was a 13.9 percent
15 decrease. Every time TRS -- it was a 8.9 percent
16 decrease, and now with the call volume decrease it's
17 13.9 percent. So that means the people that call into
18 the Relay, it's less than the minutes.

19 Next page. Now we are going to talk about the
20 total CapTel session minutes, Page 10. It's kind of
21 level. There's a little difference right here, if you
22 see in December and January. Most days of the month,
23 you know, August, July also, but the calls increase
24 because of Christmastime. The different holidays, you
25 know, people call family.

1 **MR. CASEY:** James has a question.

2 **MR. FORSTALL:** I see that February is down.
3 Is that because there is only 28 days in the month?

4 **MS. McMANUS:** Yes, 28 days. You know,
5 sometimes it's 29 days, every four years. But that's
6 normal; it's appropriate for February.

7 **MR. CASEY:** Missy, I have a question, too.
8 Part of the decrease is due to the Commission not
9 allowing roaming anymore for CapTel. Is that correct?

10 **MS. McMANUS:** Yes, that could be the
11 difference also. And another reason would be the
12 customers transferring to CapTel 800i, which is not paid
13 by the State of Florida. So that could be a
14 contributor.

15 Okay. Next page. Page 11, this is the CapTel
16 minutes you see here. The result is an 11.9 percent
17 decrease in the CapTel minutes. And, again, the same
18 reason you mentioned, the roaming and the 800i. And
19 also, the wireless mobile devices, people have started
20 to shift over to those. And also if you remember the
21 WebCapTel on the computers, which is part of the
22 wireless system. So we see a little decrease.

23 Next page, Page 12. CapTel call volume.
24 Again, the same idea as the minutes. December and
25 January have the highest. It's pretty level, though,

1 with the minutes.

2 Next page, Page 13. It's almost the same as
3 the minutes. It was an 11 percent decrease and now it
4 is a 13 percent decrease in the CapTel call volume.

5 Next page. We have an independent group that
6 evaluates our agents that type to make sure that they
7 are 60 words per minute and to see how many errors they
8 have, if any, and the percent of typing accuracy.
9 Paisley Group is an independent third-party group
10 evaluator.

11 Page 15. This is based on September's results
12 because the month of October isn't over, so that's why
13 we don't have October's information yet.

14 Okay. We called 150 times, and however many
15 agents were tested was 72. The average word per minute
16 for the agents was 81 -- about 82 words per minute,
17 which is amazing, which is better than the 60 words per
18 minute expected. The number of errors was estimated to
19 about two. Suppose an agent is typing less than 60 plus
20 words per minute. They are retrained and reevaluated,
21 again, immediately.

22 The history of the 60 plus words per minute.
23 You see here it is close to 100 percent.

24 Next slide. The top two here are the most
25 important, the top two lines. Okay. You see here it

1 says the agent that has over 95 percent accuracy, little
2 errors, is about 83 percent of our agents that are
3 correctly typing. Most of our agents type above
4 60 words per minute, which is a required standard. The
5 verbatim accuracy means that the agent has to follow
6 word-for-word. We made 150 calls, and almost
7 100 percent accurate with that agent following the words
8 verbatim.

9 I would like to point out here there were 11
10 instances -- how many people here can type 100, more
11 than 100 words per minute? So I was really impressed
12 with this statistic here. People just typing away.

13 This is spoken accuracy, and, again, almost
14 100 percent all the time. We had a dip here at
15 99 percent and back up. So almost every month we hit
16 100 percent.

17 Next slide. This is the outreach performed
18 from April to this past September.

19 Next slide. We went to the Florida
20 Association of the Deaf conference, and FTRI asked us to
21 go and be a sponsor. We gave them mugs and cake and we
22 had a booth there, and we had a fabulous contractor
23 named Mary Moore -- I'm sure many of you, I know you two
24 know her, but she is a wonderful -- she knows everything
25 about Relay, she really does. Probably more than I.

1 One more time.

2 **MR. FORSTALL:** I would like to add that Mary
3 Moore is a contractor or a Sprint employee? Is she an
4 employee or a contractor?

5 **MS. McMANUS:** She's a contractor. She has a
6 full-time job outside of Sprint, but when she can she
7 goes and works for Sprint. We're lucky because her
8 full-time job is Monday through Friday, but most of our
9 Sprint events are on the weekends. So sometimes she
10 will, you know, take time off from her full-time job.
11 She has a lot of vacation days accumulated, so she will
12 go to a customer or client's home and do some
13 one-on-one. You know, if it's a serious situation, if
14 that customer can't -- knows nothing about Relay, she
15 will go and sit down with them and explain it to them
16 and take the time. She is a very patient person. She
17 speaks, she signs. I mean, she's just wonderful.

18 The MATA Expo in Kissimmee. I just went to
19 that about a month ago. I really enjoyed it. I went
20 with Ken. I'm not sure if you remember Ken Goulston.
21 He used to be a Florida manager here. And then Mary
22 Moore, as well. We were there all day and really
23 enjoyed it.

24 Sometimes we'll call and speak with clients
25 about the different Relay services that we provide, and

1 we are getting more and more questions about STS,
2 speech-to-speech.

3 Next slide. CapTel customer service. We have
4 new hours. Slide 21. This past June, a few months ago
5 they expanded their hours of running to seven days a
6 week. In September here, you see, it became 24/7, not
7 including holidays.

8 This was two days ago that this was released.
9 So you guys are lucky. You are the first group to know
10 about it. I'm very excited.

11 I didn't type this up right here, but I was
12 reading it, and I had to laugh because I thought it was
13 very appropriate for the RFP, you know, and the times.
14 It says, "Hi, Terry. Letting you know that I'm running
15 a little late. Could you please let everyone know that
16 we have only a few hours left to submit our proposals?"
17 And it just happened to be there.

18 Next slide. You said that you had 24,000 new
19 hard-of-hearing clients, and that's a very high number.
20 There's a lot of hard of hearing people, and I think
21 that they would really like this wireless CapTel by
22 Sprint. This is the actual look of it. I have this on
23 my pager and it looks exactly like this. And it's
24 beautiful. I don't use it much, but when I do it is
25 just beautiful. I really like it.

1 Next slide. I'm sure that some of you have
2 seen the bar code. It's called a QR code. If you have
3 a bar code scanner on your phone or your device, you can
4 just click that and it will pull up the WCS application,
5 or you can go through the market icon. The bar code is
6 faster, but the market icon is also easy. And it's
7 free, of course.

8 Next slide. You can see this is what it looks
9 like when dialing the numbers. You have your contact
10 list, you have your history of calls, and voicemail.

11 Next slide. You can also change the font and
12 the size. And I think that's great for the people that
13 are losing their eyesight, as well. Most of our senior
14 citizen clients like the CapTel, because they are able
15 to adjust the size, as well, and that's one way to do
16 it. And the color. And voicemail you can see here.

17 And going back to this shot right here, once
18 you make your edits, it will show in that box. So if
19 you like it or not, you can continue to change it until
20 you're satisfied.

21 Okay. Again, August 3rd, this is a new
22 program.

23 **MR. CASEY:** James has a question.

24 **MR. FORSTALL:** Can you -- do you have a list
25 of cell phones, mobile phones that Sprint CapTel will

1 work on?

2 **MS. McMANUS:** Yes. You can go to
3 www.Sprint800.com and we have the different services,
4 you know, that you can click WCS, the Wireless CapTel
5 Services, and it will list the phones. Or you can go to
6 www.SprintRelaystore.com, either one.

7 **MR. FORSTALL:** So it does not work on all cell
8 phones, all smart phones?

9 **MS. McMANUS:** Right, for now. But, I mean, it
10 doesn't work just on a Sprint phone, it can work on
11 other provider's phones, as well.

12 **MR. CASEY:** MaryRose has a question.

13 **MS. SIRIANNI:** Back on the slide, it showed
14 that it was an Android. So is it on all Android? So
15 different providers that have Android?

16 **MS. McMANUS:** It depends on their operation
17 system, as well. Recently we tried it and it did work
18 and it will work. It's a free service, so I think it's
19 wonderful for hard-of-hearing or deaf people that feel
20 comfortable speaking, also.

21 **MR. CASEY:** Chris Littlewood has a question.

22 **MR. LITTLEWOOD:** It will work on iPhone, also?

23 **MS. McMANUS:** What iPhone; 3, 4?

24 **MR. CASEY:** Excuse me, could you repeat the
25 answer to that last question? Will it work on iPhones?

1 MS. McMANUS: Yes.

2 MR. CASEY: Thank you.

3 MS. McMANUS: You have to go to either
4 website, either Sprint800.com, or SprintRelaystore.com,
5 and there's a list of the phones that will work with it.
6 I mean, there is always phones being added and updated.

7 You guys are familiar with the Sprint mobile
8 IP. It's now available.

9 Next slide. Okay. Again, Sprint Mobile IP,
10 it's available on some phones, not all. Like I said, if
11 you go to SprintRelaystore.com, they have a list of the
12 phones that are compatible.

13 One thing that I would like to mention is that
14 we have a cool website that everybody can use. It's
15 www.learnwithSprint.com, and it teaches you step-by-step
16 instructions on how to use the wireless CapTel, the IP,
17 the VRS, and the other services. It's very clear, so I
18 really recommend it. It's learnwithSprint.com.

19 This is what the Sprint IP looks like. It
20 says nothing about proposals this time, so -- again,
21 just instructions. You can scan the bar code or
22 download the app.

23 Remember, before using the Sprint Mobile IP
24 you have to have a 10-digit number. If you don't have
25 one, you can register for one at www.mysprintrelay.com.

1 I'm done. Any questions?

2 **MR. CASEY:** Any questions?

3 James has a question.

4 **MR. FORSTALL:** I just wanted to make a comment
5 that the difference between the WebCapTel and the IP is
6 people using the WebCapTel are able to use their own
7 voice and they can speak directly into the phone, but
8 with the IP CapTel you have to type your response back.

9 **MS. McMANUS:** Correct. Right. Deaf people
10 prefer the VRS or the IP. Whereas, hard-of-hearing
11 people, they like to speak for themselves, the CapTel,
12 the webtel, the WCS works better for them.

13 **MR. CASEY:** Any other questions for Sprint?

14 Well, thank you, Missy, for your presentation.

15 **MS. McMANUS:** Thank you.

16 **MR. CASEY:** And now I'd like to open up the
17 floor. Are there any other issues that the committee
18 would like to discuss?

19 Okay. Hearing none -- hang on just a second,
20 Mr. Littlewood may have a question.

21 **MR. LITTLEWOOD:** This is Chris, again. I just
22 wanted to revisit the issue related to distribution of
23 digital equipment through the Telecommunications Relay
24 Distribution Program. And I know that Senator Wise, as
25 you mentioned earlier in your presentation, has made an

1 amendment to the state legislation that allows for
2 upgrade to allow for mobile devices, but it didn't
3 specifically mention anything about IP or digital
4 technologies. It only talks about mobile or radio
5 devices. And I was just concerned about adding
6 ambiguity to the language of the new legislation that is
7 being proposed, and I was wondering if there is anything
8 we can do as an advisory council to provide
9 clarification on the needs.

10 **MR. CASEY:** The Senate bill does have one
11 paragraph in there which mentions digital technology for
12 Relay, and it talks about the new act. It doesn't say
13 what should be done about it, it just kind of describes
14 the act. My suggestion to you would be to go to the
15 Florida Association for the Deaf. I believe they are
16 the sponsors that presented this to the senator.

17 As a body that is part of the legislature, we
18 cannot lobby or make suggestions to the legislature.
19 There are times when they ask us for clarifications or
20 what will this bill mean to the consumers of Florida,
21 and they will ask us questions, but we don't lobby at
22 all. That would be for entities such as the Florida
23 Association for the Deaf, and I'm sure they would be
24 glad to hear your comments.

25 **MR. LITTLEWOOD:** Okay. My comment then is

1 just this is not really a lobbying issue where it's
2 education and clarification of what is needed. And I
3 just thought, you know, we would be able to advise them
4 for the needs of the state. I mean, part of the
5 responsibility as I understood it for this advisory
6 group is to provide advice and counsel to the PSC and to
7 the state legislature for the needs, and I just want to
8 make sure that the language is correct for any new
9 legislation that is being proposed.

10 **MR. CASEY:** If the legislature does come to
11 us, of course, we certainly will bring that up asking
12 what did you mean by putting that paragraph in there
13 about digital technology. Did you mean that we should
14 start distributing digital phones now or digital
15 equipment for the deaf and hard-of-hearing? But we will
16 take it up.

17 Do you have anything to offer, Cindy?

18 Go ahead.

19 **MR. LITTLEWOOD:** Okay. Well, my first comment
20 is I still am unable to find anything in the existing
21 law for 427 that states that digital equipment cannot be
22 distributed. I understand that the PSC has no
23 jurisdiction over the Internet, and that is part of the
24 issue. I do understand that. But what I would suggest
25 is that along with mobile devices, or it talks about

1 radio devices in Senator Wise's bill, that the
2 additional language of IP or Internet protocol
3 technology and digital technology be added to that. And
4 I would think that we could make that suggestion as an
5 advisory committee to a letter to the PSC and then to
6 the legislature to let them know that this needs to be
7 part of what the community needs.

8 **MR. CASEY:** Cindy, do you have any suggestions
9 on how they should go about that? Should they send a
10 letter to us, or maybe to Senator Wise, or the Florida
11 Association for the Deaf?

12 **MS. MILLER:** Right. There are many options
13 out there. I think Senator Wise might want to hear it,
14 since he's the sponsor. Another option would be, as Bob
15 said, going to the Florida Association for the Deaf.
16 Another option would be the committee staff where the
17 bill is going, which it was mentioned it was going to
18 the Senate Communications Committee. So there are many
19 options. Maybe, as Bob said, we are not really in the
20 lobbying business, but you could send a letter to
21 Senator Wise and cc us, carbon copy us. So there are
22 many options.

23 **MR. CASEY:** I know that the Florida
24 Association for the Deaf actually hired a consultant to
25 work on this bill, and that may be the avenue to go.

1 **MR. LITTLEWOOD:** Okay. I appreciate those
2 comments. I just maybe will share some e-mail with you,
3 Bob, in the future that we can possibly pass on to the
4 other members of this advisory group. And what I am
5 suggesting is if everybody that is on this advisory
6 group is in agreement, then in addition to sending
7 letters as an individual to the Florida Association of
8 the Deaf, or to Senator Wise, or the state legislature
9 as an individual, that as an advisory group for the PSC
10 that we would be sending a letter.

11 **MR. CASEY:** That would definitely be a good
12 thing to do. I believe -- are you still on the Florida
13 Coordinating Council for the Deaf and Hard-of-Hearing?
14 That may be another avenue.

15 **MR. LITTLEWOOD:** Yes. That was another
16 comment that I wanted to make with regard to the Florida
17 Coordinating Council for the Deaf and Hard-of-Hearing.
18 The council has kind of been in limbo within the last
19 six or seven months. As many, if not all, are aware, it
20 was one of the things that the governor cut in the
21 budget moving forward into the next budget year.

22 However, the funds to continue the council
23 were established, and working with the Department of
24 Health and also in the future at least for the next
25 fiscal year through the Department of Minority Affairs,

1 I believe. And everything is still being worked out for
2 that, but there is continuance for the council for at
3 least another year. And the council has expressed these
4 same concerns with regard for digital equipment
5 distribution to the people in the State of Florida. And
6 the reason for that is more and more digital systems are
7 being used throughout the state: Nursing homes,
8 assisted care living facilities, things like that, where
9 people that are hard-of-hearing, deaf or hard-of-hearing
10 do not have access to telecommunications because the
11 devices that are available through distribution are not
12 compatible with the systems in the places that they
13 live, or the expense does not allow them to do that.

14 So this question is brought to me at every
15 council meeting, and that's one of the reasons why I
16 continue to place them here today, and I will continue
17 to follow up on the suggestions with Senator Wise and
18 other members of the legislature. I just ask, also,
19 like I said, as an advisory board that we can continue
20 to do that as a group to the PSC and also to the state
21 legislature, again, understanding that we are not in the
22 business of lobbying. But this is not a lobbying issue.
23 This is an education issue as far as what the people in
24 the State of Florida need for equivalent access.

25 **MR. CASEY:** One more thing that may have to be

1 addressed in the bill. They did expand in the bill the
2 surcharge, TRS surcharge to wireless. However, if he is
3 going to include digital equipment, it may have to be
4 expanded, the surcharge, to IP, which the federal
5 government just has done. As a matter of fact, the
6 order I went over today, they expanded the surcharge to
7 VoIP providers. So that may be another thing we need to
8 address.

9 **MR. LITTLEWOOD:** This is Chris, again. Yes, I
10 absolutely agree. And that was one of the reasons why I
11 wanted the addition of the additional two words for
12 digital and IP technology.

13 **MR. CASEY:** Thank you. That was great input.
14 Does anyone else have any comments or
15 questions?

16 If not, I would like to thank everybody for
17 participation in this meeting, everybody on the phone
18 and in person. We appreciate it very much.

19 Thank you.

20 (The meeting concluded at 3:06 p.m.)

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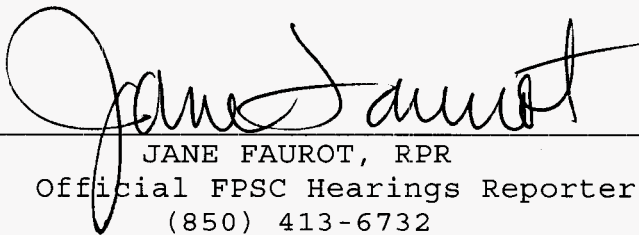
STATE OF FLORIDA)
 :
 : CERTIFICATE OF REPORTER
COUNTY OF LEON)

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services Section, FPSC Division of Commission Clerk, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 10th day of November, 2011.



JANE FAUROT, RPR
Official FPSC Hearings Reporter
(850) 413-6732

Florida
**Public
Service
Commission**



Welcome

TASA Advisory Committee Meeting

October 28, 2011

Parties/Staff	Handout
event date	<u>10 / 28 / 11</u>
Docket No.	<u>040763</u>

AGENDA

- 1:30 - 1:45 Reading of Meeting Notice – *Cindy Miller*
 Introductions – *Bob Casey*
 Participant Appearances

- 1:45 - 2:15 FCC, PSC & Legislative Updates - *Bob Casey*

- 2:15 – 2:45 Advisory Committee Comments on Draft Relay RFP –
 Cindy Miller

- 2:45 - 3:15 FTRI Presentation - *James Forstall*

- 3:15 - 3:45 Sprint Relay Presentation – *Missy McManus*
 a) Current call volumes for FRS (TRS and CapTel)
 b) Other Updates

- 3:45 – 4:00 Other business, comments, questions

- 4:00 Conclude

Notes

- TASA committee members Kim Schur, Cheryl Rhodes, Louis Schwarz, and Jon Ziev, and Sprint Relay staff member Dottie Cartrite will be participating by phone during today's meeting.
- Ray Kennedy, who worked on Florida's Relay program, retired effective September 30, 2011. Laura King and Curtis Williams will begin working on the Relay issues with Cindy Miller and I.
- A transcript will be made of today's meeting. It will be provided to all TASA committee members.
- Please make sure your microphone is on when speaking. The green light should be on.
- Please silence your cell phones during today's meeting.
- Please state your name before speaking so we know who is making comments for the record.
- For Committee members who will be claiming travel costs, please make sure to fill out the travel reimbursement form.

<p>Mr. Chris Littlewood Florida Coordinating Council for the Deaf & Hard of Hearing. 12306 91st Terrace North Seminole, FL 33772 (727) 498-2059 cslittle@gate.net</p>	<p>Kim Schur, AuD Director, League for the Hard of Hearing-Florida 2900 West Cypress Creek Road, Suite 3 Ft. Lauderdale, Florida 33309 (954) 601-1930 Main (954) 601-1399 Fax (954) 601-1938 TTY (866) 954-2681 VRS kschur@lhh.org, www.lhh.org</p>
<p>Jon Ziev Florida Association of the Deaf, Inc. 17105 Cypresswood Way Clermont, FL 34714 USFJON@aol.com</p>	<p>Cheryl Rhodes Florida Deaf/Blind Association 500 Northfield Lane The Villages, FL 32162 (352) 751-5469 - TTY live.oak@comcast.net</p>
<p>Demetria G. Clark Verizon Florida LLC 106 East College Avenue Suite 710 Tallahassee, Florida 32301-7721 (850) 222-6300 Fax (850) 222-2912 demetria.g.clark@verizon.com</p>	<p>Maryrose Sirianni BellSouth Telecommunications, Inc., d/b/a AT&T Florida 150 South Monroe Street Suite 400 Tallahassee, Florida 32301 (850) 577-5553 Fax (850) 222-8640 Maryrose.Sirianni@bellsouth.com</p>
<p>Richard Herring Hearing Loss Association of Florida 1317 Caloosa Lake Court Sun City, Florida 33573-4869 (813) 642-0558 – TTY (813) 633-3258 - Fax rhmann@tampabay.rr.com</p>	<p>Louis J. Schwarz Florida Association of the Deaf, Inc. 2172 Blackville Drive The Villages, Fl. 32162-1404 (301) 242-9033 – Text Relay (866) 824-4228 – Video Relay deafbowtie@gmail.com</p>

FCC & PSC Updates
since April 8, 2011
TASA Meeting

FCC Number vs DA Number on Orders

- *Decisions are issued in two different ways: by the authority of the entire Commission, with each Commissioner voting; or by authority delegated to the Bureaus and Offices of the Commission.*
- *If the decision is one decided by the Commission, it is identified by an FCC number. The FCC number is comprised of two digits indicating the year, and a number of up to 3 digits indicating the sequence, such as FCC 08-138.*
- *If the decision is one issued through authority delegated to the FCC Bureaus and Offices, it is identified by a DA number. The DA number is constructed similarly to an FCC number, with two initial digits indicating the year, and a number of up to 4 digits indicating the sequence such as DA 08-1476.*

Order DA 11-1041

Released June 23, 2011

- On March 7, 2011 the Federal Communications Commission (FCC) awarded Rolka Loube Saltzer Associates, LLC (RLSA), a contract to administer the Interstate TRS Fund support services.
- The former TRS Fund Administrator was the National Exchange Carrier Association (NECA).
- As of Friday, July 1, 2011, RLSA began overseeing collections and distribution from the interstate TRS Fund in its role as the new TRS Fund Administrator.

Order FCC 11-104

Released June 30, 2011

The FCC adopted per-minute compensation rates for the Interstate TRS 2010-2011 Fund year.

Traditional TRS - \$1.8611 per minute.

Speech to Speech - \$2.9921 per minute.

Captioned Telephone Service - \$1.7630 per minute.

Internet Protocol CTS - \$1.2920 per minute.

VRS – (Interim rates continued until the FCC completes its examination of VRS rates and compensation):

0-50,000 minutes per month at \$6.2390 per minute;

50,001-500,000 minutes per month at \$6.2335 per minute;

over 500,000 minutes per month at \$5.0668 per minute.

Order FCC 11-118

Released July 28, 2011

- All iTRS providers must obtain certification from the Commission in order to be eligible to receive compensation from the Fund;
- Requires all VRS applicants for Commission certification to lease, license or own, as well as operate, essential facilities associated with TRS call centers and to employ interpreters to staff those centers at the date of the application;
- Requires each iTRS applicant for certification to submit specific types of documentary evidence of its ability to comply with all of the Commission's rules, including those newly adopted in the VRS Practices R&O.
- Adopts rules governing on-site visits by FCC staff to the premises of applicants for certification, as well as to iTRS providers' premises after they are certified.
- The FCC also revised its rules governing annual compliance reports filed by certified providers, and substantive TRS program changes that must be reported to the Commission.
- Requires prior approval for planned cessations of VRS service of 30 minutes or longer.

Order FCC 11-150

Released October 7, 2011

- The FCC adopted rules to implement Section 103(b) of the Twenty-First Century Communications and Video Accessibility Act of 2010 (“CVAA”).
- Section 103(b) adds a new Section 715 to the Communications Act of 1934, requiring interconnected and non-interconnected voice over Internet protocol (“VoIP”) service providers to participate in and contribute to the interstate TRS Fund by October 8, 2011.
- Although providers of interconnected VoIP services have been contributing to the TRS Fund since 2007, the CVAA, in effect, codifies this obligation, and extends it to non-interconnected VoIP providers.

Order DA 11-1767

Released October 21, 2011

- The FCC announced that it will accept applications to conduct national outreach efforts related to the National Deaf-Blind Equipment Distribution Program (“NDBEDP”). Applications are being accepted until December 20, 2011.
- The FCC Consumer and Governmental Affairs Bureau is inviting applications for this national outreach effort, particularly from entities that have significant experience with and expertise in conducting outreach and working with members of the deaf-blind community.
- The Florida NDBEDP Allocation will be \$458,832 per year

PSC Updates

- By Order No. PSC-11-0235-PAA-TP, issued May 27, 2011, the Commission approved an FTRI 2011-2012 budget. The Commission reduced FTRI's proposed operating expenses of \$13,985,908 by \$651,066 and maintained the \$0.11 surcharge for the fiscal 2011-2012 year.
- On September 20, 2011, the Commission considered a staff recommendation for a provider of relay service in Florida beginning June 1, 2012. The Commission denied staff's recommendation and directed staff to re-bid the contract.

PSC Updates

- On October 18, PSC staff sent a copy of the new Florida Relay Request for Proposal (RFP) to the TASA Committee to allow for review and any input the committee may have on the RFP.
- A RFP Workshop was held October 25, 2011, to receive input relating to the draft RFP from potential bidders. Sprint, AT&T, and Hamilton Relay participated in the Workshop.
- Kevin Bloom is the Chair of the RFP Proposal Review Committee and Cindy Miller is the Attorney for the RFP.

Legislative Update – SB 272

- On September 19, 2011, SB 272 was filed by Florida Senator Wise regarding Section 427, Florida Statutes. The Draft Bill provides for the following:
 - 1) Requires the PSC to establish a recovery mechanism that requires wireless providers to impose a TASA monthly TRS surcharge on its subscribers;
 - 2) Provides for the distribution of wireless mobile devices to qualified persons:

Legislative Update – SB 272 (cont'd)

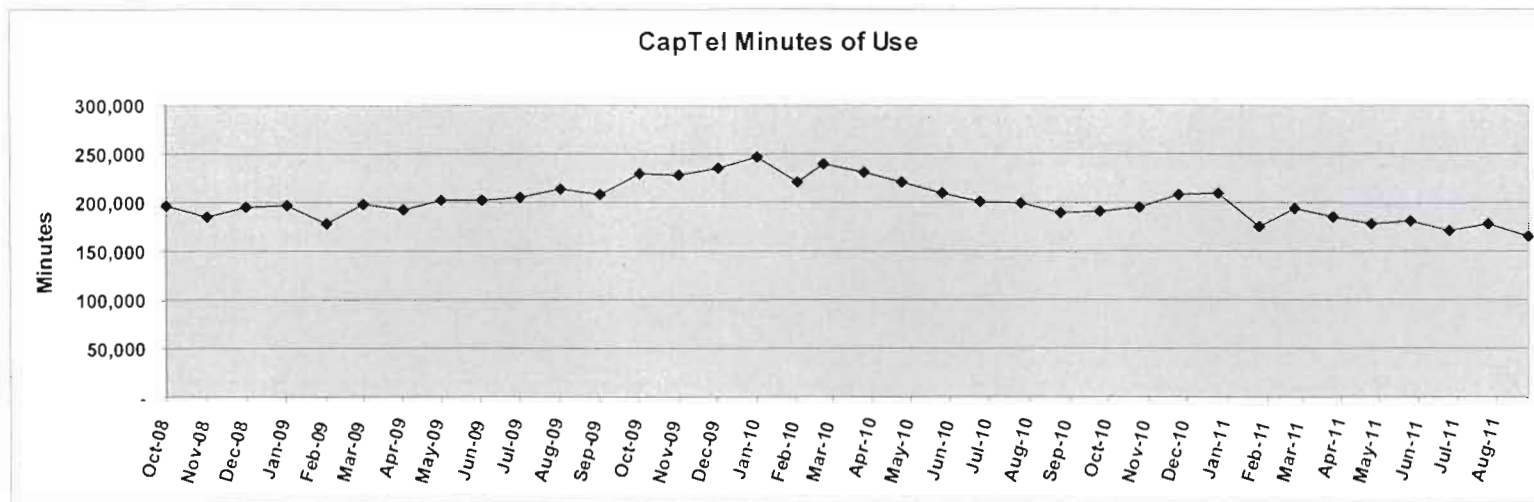
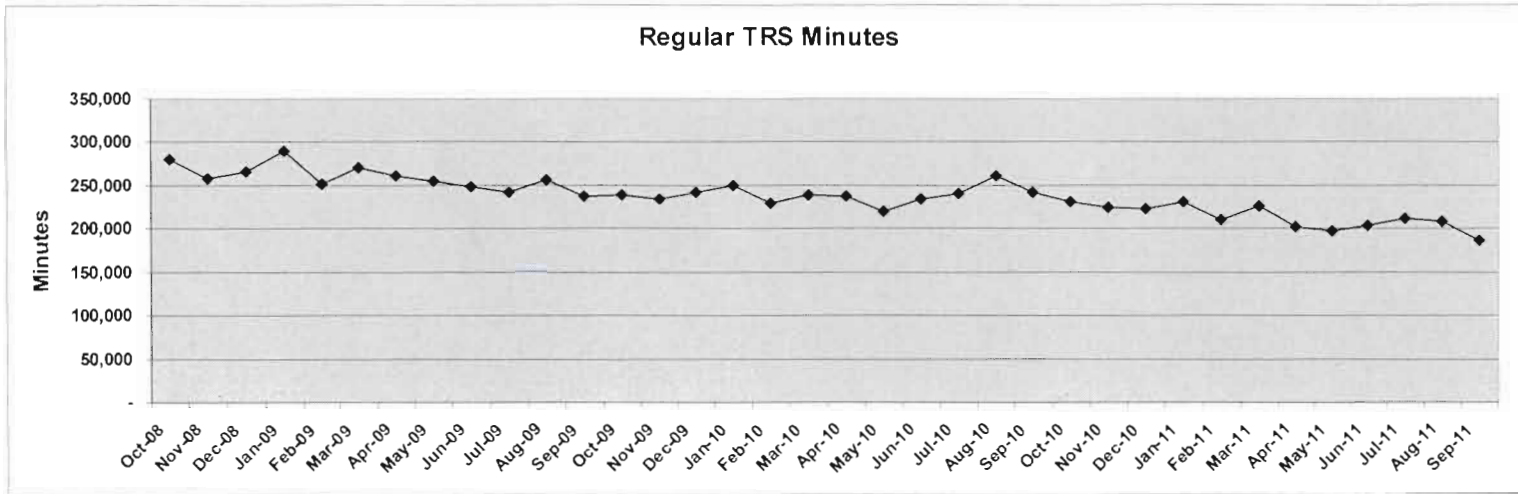
- 3) Requires that the PSC annually ensure that public safety and health care providers are complying with the requirement to purchase and operate telecommunications devices for the deaf or any other appropriate telecommunications devices and submit a report of its findings to the advisory committee;
- 4) Changes the language in the statute from “hearing impaired” to “deaf, hard-of-hearing;”
- 5) Updates definitions in Section 427.703; and,
- 6) Updates the structure and membership of the TASA Advisory Committee.

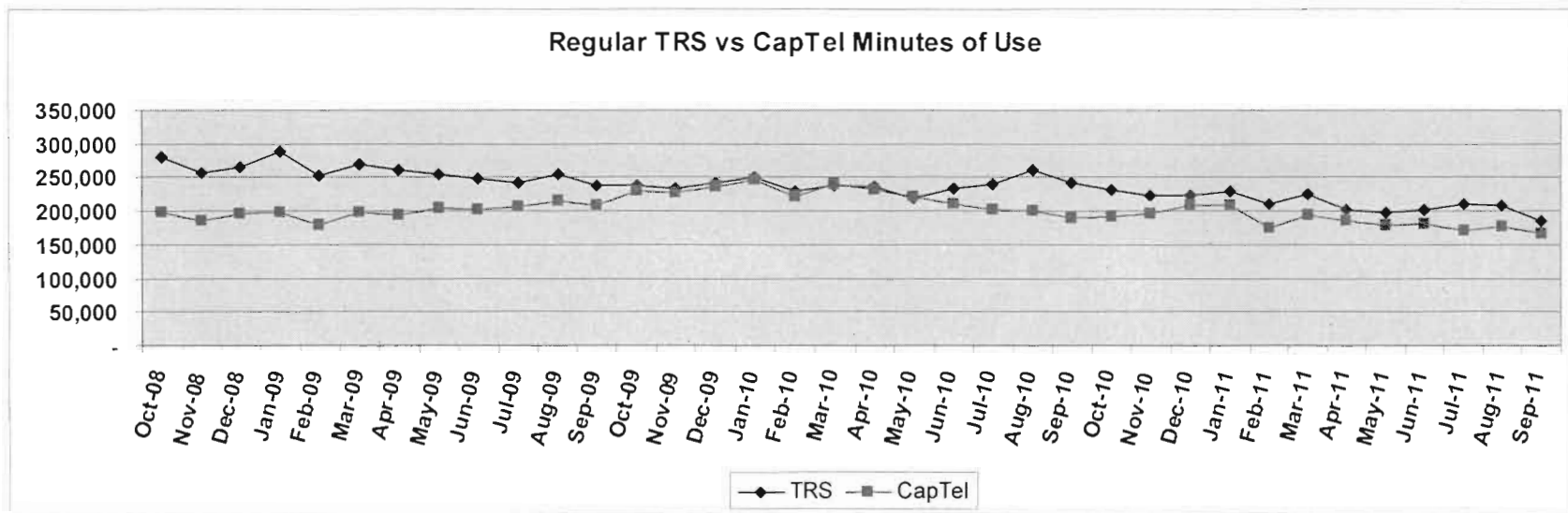
Legislative Update – SB 272 (cont'd)

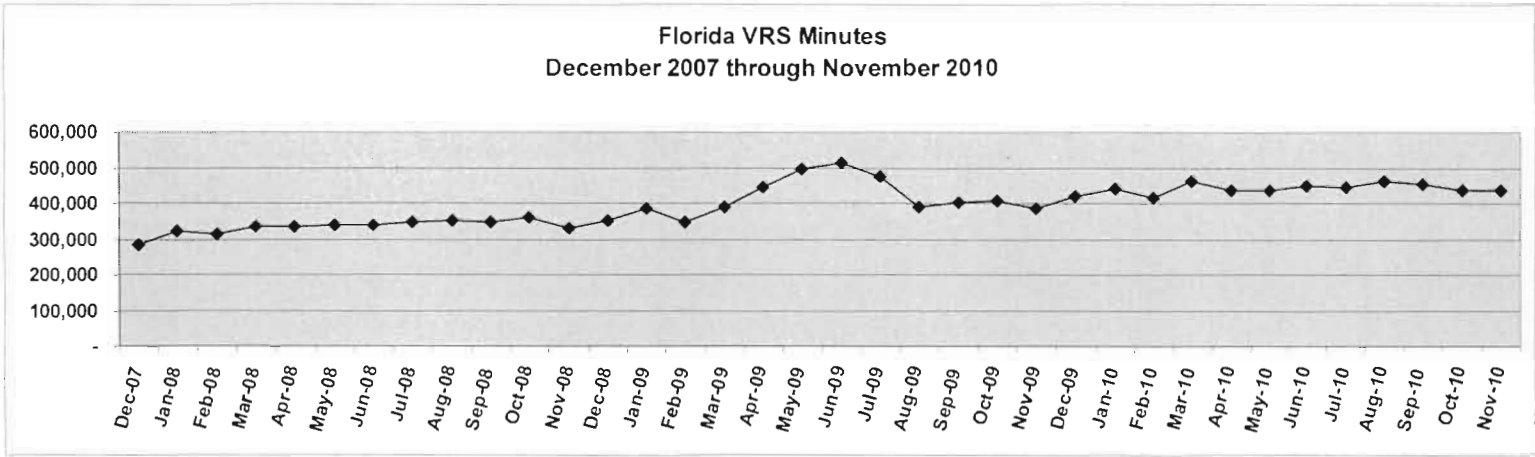
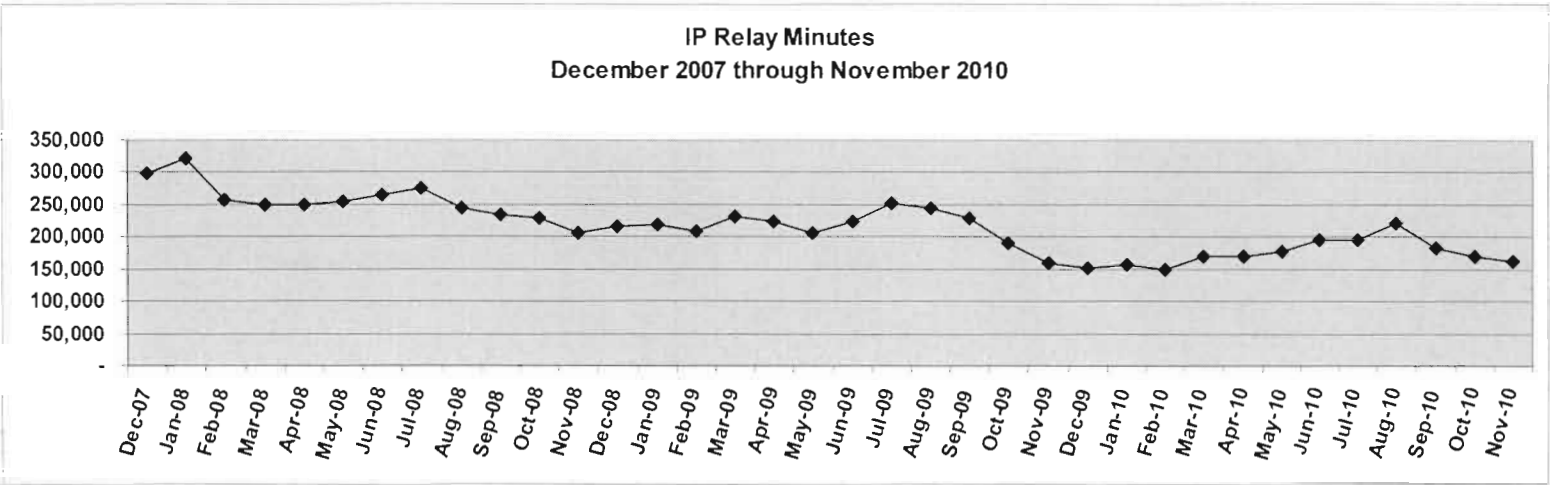
- On October 4, 2011, SB 272 was referred to Referred to the Communications, Energy, and Public Utilities Committee, and the Budget Committee.
- No companion Bill has been filed in the Florida House as yet.

National Association for State Relay Administration (NASRA)

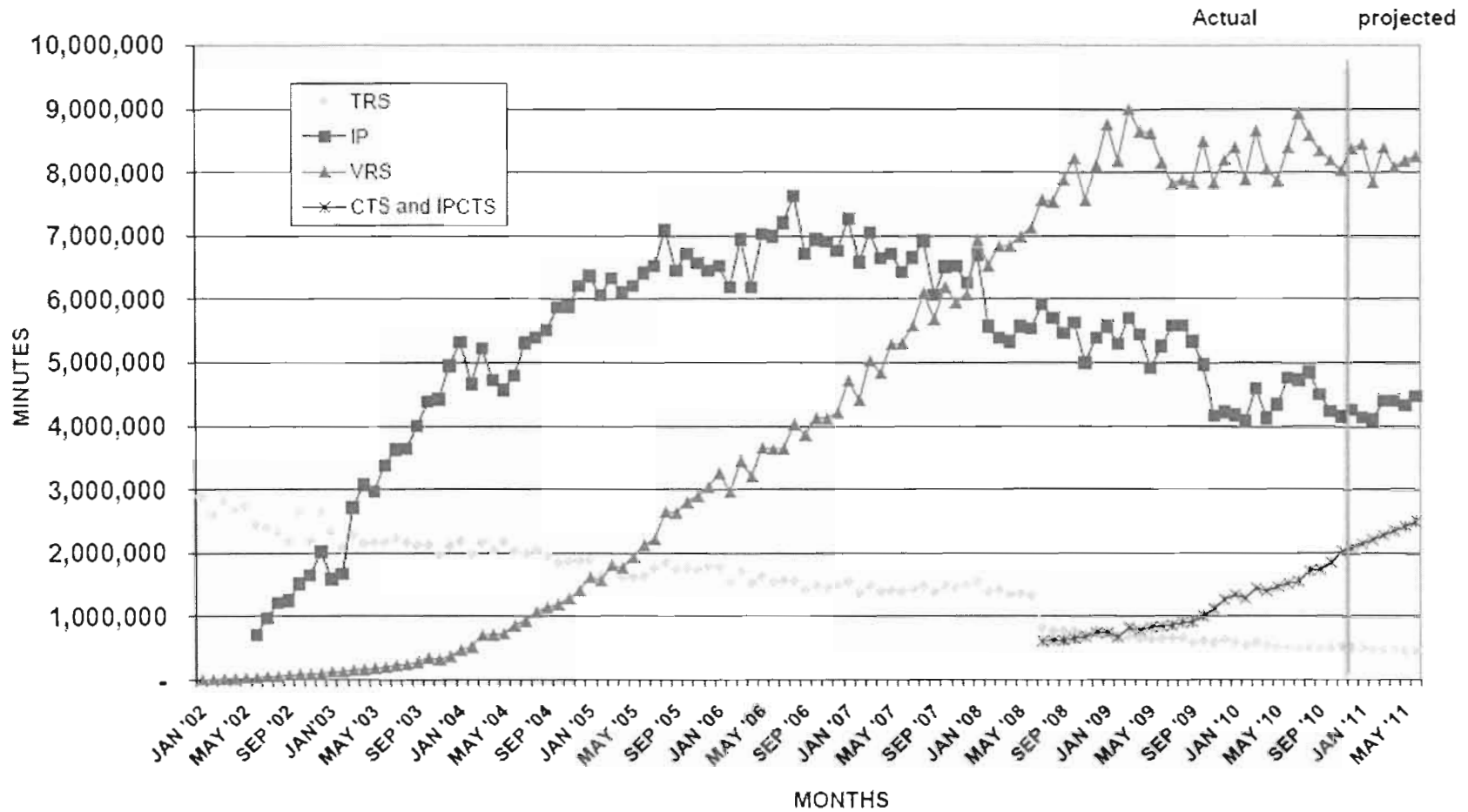
- The PSC is pleased to announce that NASRA, for the first time, has chosen Florida for their 2012 annual conference.
- It will be held at the Windham Lakes Hotel at Walt Disney World in Orlando from October 22-24, 2012.
- That conference will be preceded by the Telecommunications Equipment Distribution Program Association (TEDPA) annual conference at the same hotel October 16-20, 2012.
- James Forstall of FTRI is presently the Chair of TEDPA.







**INTERSTATE TRS, INTERNET, CAPTEL, AND VRS MINUTES
ACTUALS JANUARY 2002 - AUGUST 2010
PROJECTION SEP 2010 - JUNE 2011**



Advisory Committee Comments on Draft Relay RFP?



Next...

FTRI's Updates

James Forstall

FTRI Executive Director



FTRI Presentation

TASA Meeting

October 28, 2011

FTRI
✓
Parties/Staff Handout
event date 10/28/11
Docket No. 040763



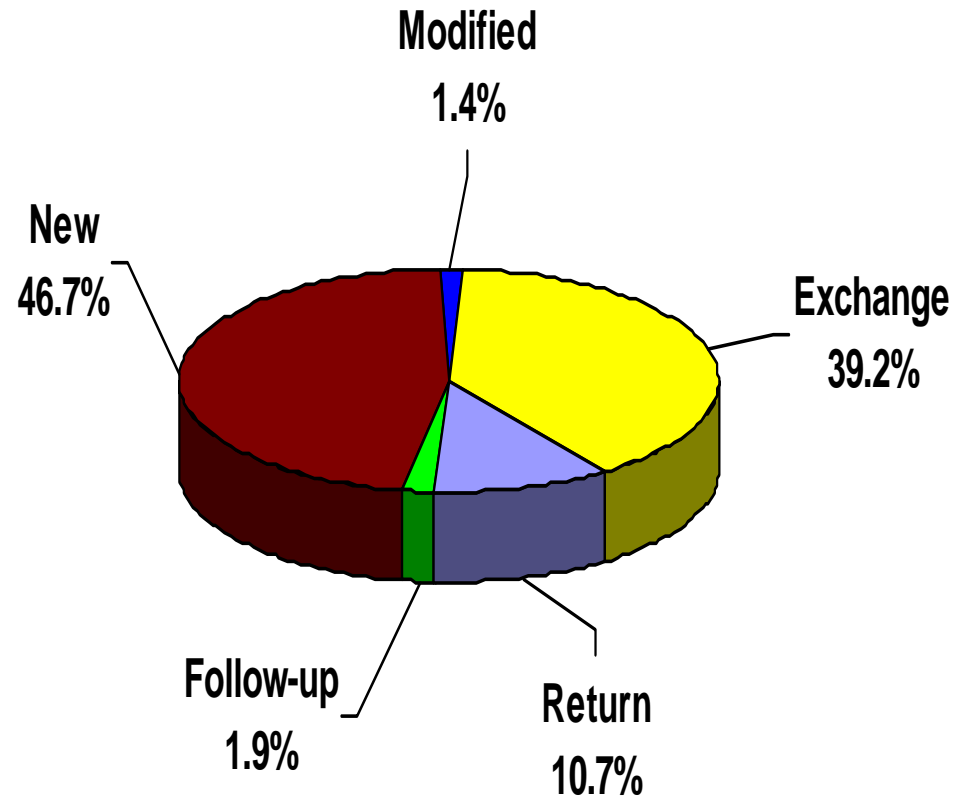
FTRI Presentation

TASA Meeting

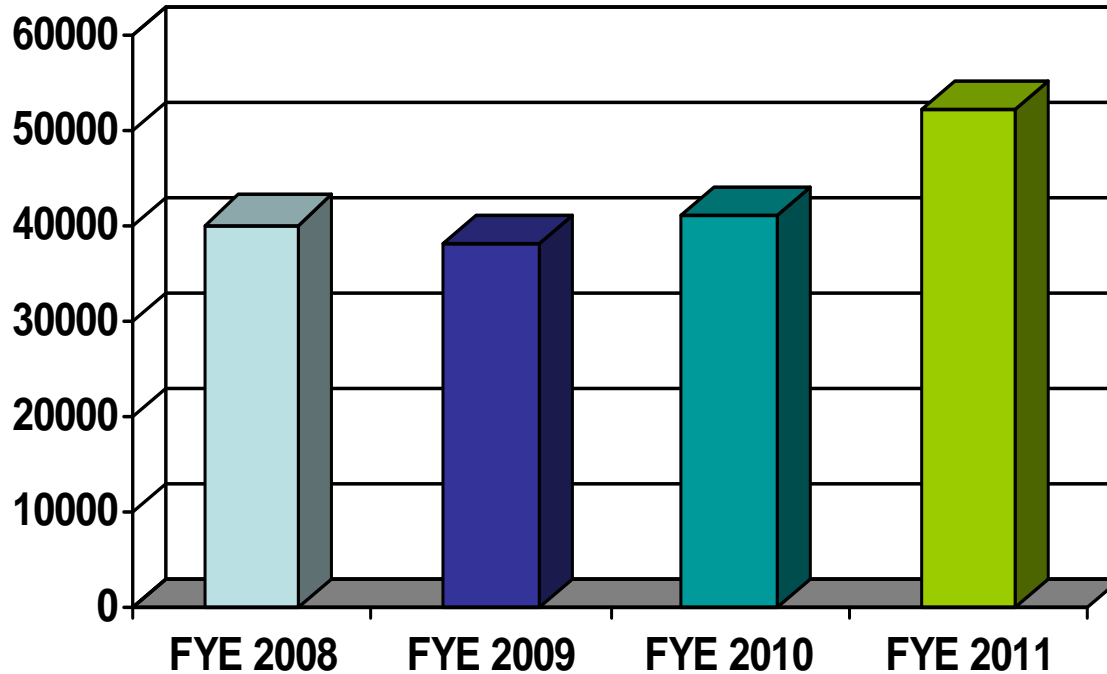
October 28, 2011

Client Services

The total number of EDP services provided by FTRI for fiscal year 2010/2011 was 52,217. The average number of EDP services provided monthly was 4,351.



Client Services

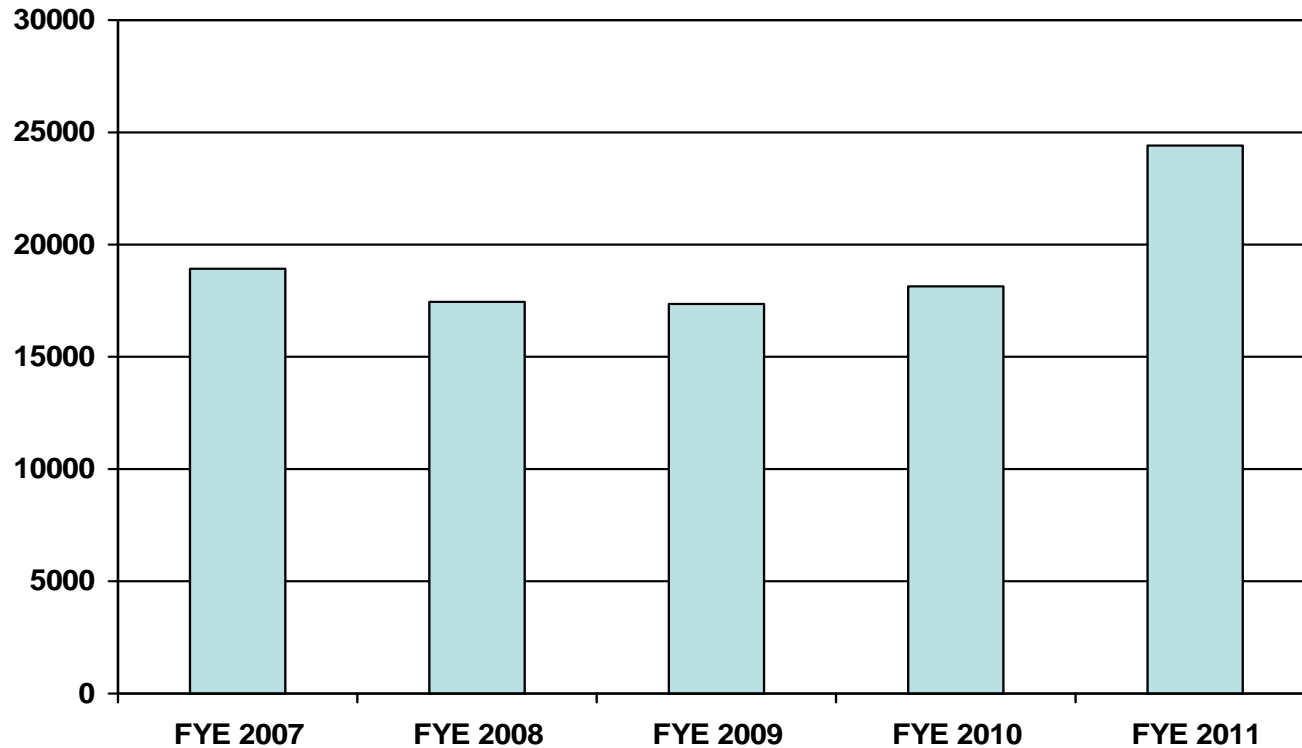


New Client Eligibility

FTRI served **24,399** new clients during the reporting period. Clients certified as eligible for the FTRI program are classified into four distinct groups:

Group	New Clients
Deaf	21
Hard of Hearing	24,218
Speech Impaired	144
Dual Sensory Impaired	16
Total	24,399

New Clients Served Chart



New Client Certification

Professionals involved with the certification of client applications for the equipment distribution program were as follows:

Category of Certifier	Quantity of Approved Applications
Deaf Service Center Director	13,203
Audiologist	6,655
Hearing Aid Specialist	3,275
Licensed Physician	885
State Certified Teacher	3
State Agency	7
Speech Pathologist	307
Federal Agency	64
Total	24,399

New Client Age Groups

The 2010 / 2011 breakdown of new recipients by age group is as follows:

Age Group	Recipients
4 – 9	27
10 – 19	47
20 – 29	77
30 – 39	189
40 – 49	474
50 – 59	1,206
60 – 69	3,293
70 – 79	6,833
80 – 89	9,283
90 – 99	2,862
100 – 109	106
DOB not provided	2
Total	24,399

More people in the 80 to 89 age group received equipment than those of any other specific age group. Over seventy percent of all recipients served in this fiscal year were seventy years of age or older.

New Client County of Residence

FTRI is a statewide program serving all 67 counties. RDC contracts do not assign counties to specific contracted entities in order to assure that clients receive the best and most convenient service available. Below are some of the counties where **new** clients were served:

Broward - 3,162 (2)

Palm Beach – 2,508

Pinellas – 1,197

Dade – 1,558 (2)

Pasco - 744

Orange – 474

Citrus – 372

Lee – 1,002

Sarasota - 650

Polk - 547

Hillsborough - 612

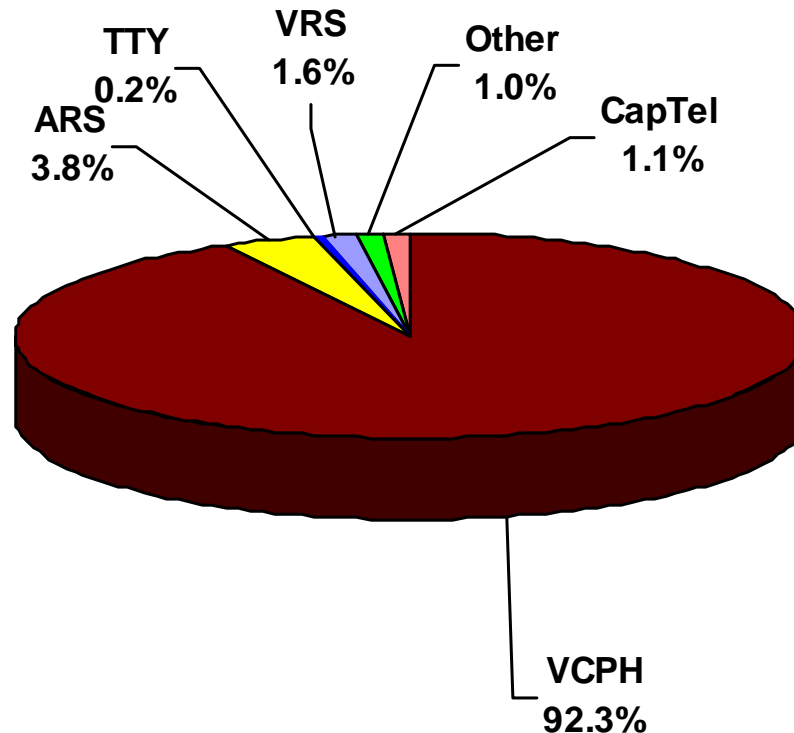
Marion – 799

Duval – 844

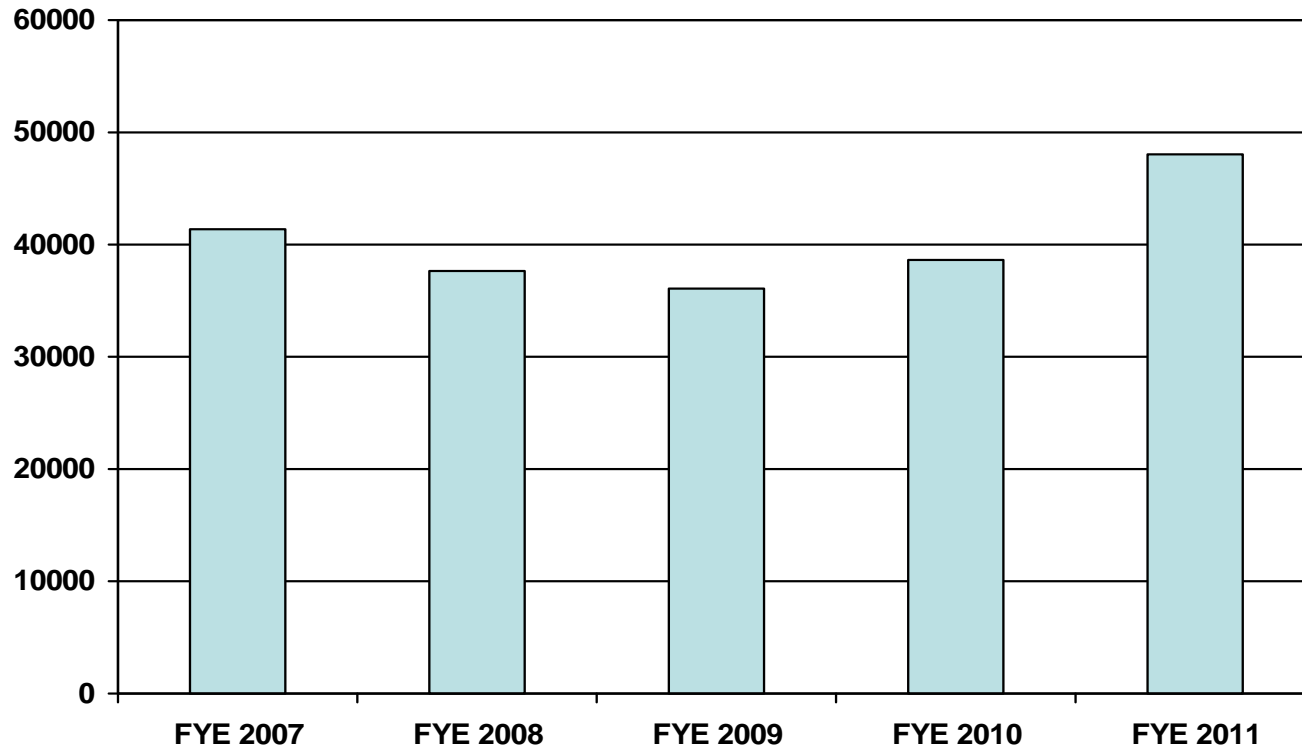
Volusia – 1,046 (2)

Distributed Equipment

FTRI distributes both new and refurbished equipment. Equipment distributed during fiscal year 2010/2011 numbered **48,047** units. The monthly equipment distribution average was **4,000**.



Distributed Equipment Chart



Some of the other services provided...

- Processed 16,252 customer service calls
- Mailed 1,536 applications to individuals requesting them
- Processed more than 181,702 EDP forms
- 28 new businesses have partnered with FTRI to educate their 7,370 employees about the Florida Relay service and EDP
- Conducted 1,890 distributions off-site

Other important facts...

- Continued extensive education, training and support for RDCs
- Continued to place a high priority on protecting the integrity of client information by making security enhancements to the system
- Operated within budget requirements
- Received high marks from the external auditors for financial records and internal controls

Quality Assurance

FTRI maintains a quality assurance system to monitor the services, training, and equipment provided by contracted agencies. Questionnaires are sent to a random selection of clients served by each Regional Distribution Center or the FTRI office. FTRI also contacts clients by telephone for quality assurance.

Approximately thirty-four percent of new clients served were mailed quality assurance surveys. Of the approximately 11,407 questionnaires sent during this fiscal year, FTRI received 3,735 responses for a thirty-three percent return rate. Ninety-five percent of the responses were positive. All negative responses were addressed directly by FTRI and forwarded to the appropriate RDC for follow-up.

How do you like your new phone from **FTRI**?

FTRI offers a variety of specialized telephones to qualified applicants.

FTRI provides specialized telephone equipment to qualified Florida residents who are deaf, hard of hearing, deaf/blind, or speech impaired at **no charge**. FTRI records show that you received equipment from one of our Regional Distribution Centers (RDC). FTRI wants to make sure the customer service you received is up to our high standards.

Please take a few minutes to answer the questions below about your experience with the RDC in your area and mail the prepaid postcard to FTRI. If you have any questions or comments, please call:

FTRI Customer Service
1-800-222-3448 (V)
or 1-888-447-5620 (TTY)
Monday - Friday, 8:30 a.m. - 5:00 p.m.
We will be happy to assist you. Thank you.





Florida
Telecommunications
FTRI Relay, Inc.
 Equipment Distribution Program
Detach along perforation and mail.

FTRI Equipment Distribution Program

1. Did you have the opportunity to try different types of phones? Yes No
2. Did you receive training on your new phone? Yes No
3. If you received training, was it 1-on-1 Classroom Style
4. Approximately how long did your training last? 10 minutes 30 minutes 1 hour 2 hours
5. Was the amount of time you had for training on your phone enough? Yes No
6. Was the trainer professional and courteous to you? Yes No
7. Are you happy with your new phone? Yes No
8. If No, please explain: _____

Additional comments: _____

10/10

Outreach

Throughout the past fiscal year FTRI’s outreach efforts have stabilized throughout the state. The regional distribution centers (RDCs) continue to provide outreach services to their respective communities to disseminate information about FTRI’s programs and Florida Relay service. Below are some of the activities that were conducted.

Outreach Activities
FTRI / RDC conducted 1,257 outreach activities throughout the state
FTRI published and mailed 10,000 “New Location” postcards in the Brevard County area. Clients were also encouraged to read the latest edition of the online FTRI newsletter “The Florida Link”
Administered a statewide print media campaign using customized RDC ads new ad covering 15 major markets
Developed a monthly Enewsletter for RDC staff
Developed the annual “The Florida Link” online newsletter

FTRI Postcards

FTRI developed and mailed “New Location” postcards to thousands of active clients that reside in areas where Regional Distribution Centers (RDCs) have relocated their offices.

If you have any family or friends who could benefit from our program please help us help someone else by referring them to FTRI at:
 Si tienes parientes o amistades que podrían beneficiarse con nuestro programa, por favor ayúdanos a ayudarlo a alguien más recomendándoles al FTRI en:

Space Coast Center for Independent Living
 571 Haverty Court, Suite W
 Rockledge, Florida 32955

321-632-9114 (V)
321-632-9134 (TTY)

The 2011 Florida Link (FTRI's newsletter) is now available online at www.ftri.org/newsletter
 El Enlace de la 2011 Florida (boletín de FTRI) ya está a su disposición en la red www.ftri.org/newsletter

Florida Telecommunications FTRI Relay, Inc. 1820 E. Park Avenue, Suite 101 Tallahassee, FL 32301 www.ftri.org

NON-PROFIT ORG U.S. POSTAGE PAID TALLAHASSEE, FL MODERN MAILERS

New Location:
 Space Coast Center for Independent Living
 571 Haverty Court, Suite W
 Rockledge, Florida 32955

We hope that you are enjoying FTRI's special telephone. If you have any questions or problems, please visit us at this new location.
 Esperamos que estén disfrutando con el uso del teléfono especial de FTRI. Si tienen alguna pregunta o algún problema, por favor vengán a nuestro local nuevo.



www.ftri.org/cocoa | 321-632-9114 (V) | 321-632-9134 (TTY)

FTRI Aired 711 PSAs in Major Media Markets Throughout the State

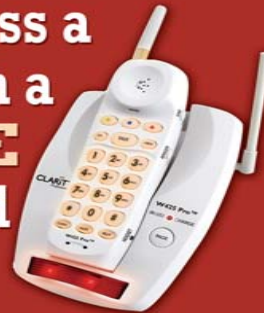


Open captioned in both English and Spanish

FTRI / RDC Newspaper Ads

FTRI continued to advertise print ads for each RDC with their own contact information.

Never miss a word with a **FREE** amplified phone



If you are a Florida resident with a certified hearing loss, a new telephone can help make conversations easier. The phone is offered at no cost through the nonprofit Florida Telecommunications Relay, Inc. The Clarity W425 Pro Cordless amplifies incoming sounds up to 45 decibels, almost four times louder than a standard phone. It is hearing aid compatible, with large backlit numbers and a bright visual ringer. Ask about the Clarity W425 Pro or our other specialized phones for yourself or a family member. Florida is speaking up for clearer communication.

For more information in your area:

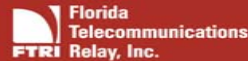
Center for Hearing and Communication

2900 W. Cypress Creek Road
 Ft. Lauderdale, Florida 33309
 954-601-1930 (V)
 954-731-7208 (TTY)

Center for Independent Living of Broward County

4800 North State Road 7, Bldg F, Suite 102
 Ft. Lauderdale, Florida 33319
 954-722-6400 (V)
 954-735-0963 (TTY)

www.ftri.org/broward



¿Me **PUEDES** Escuchar **AHORA?**

Si usted o alguien en su familia es una de las 3 millones de personas en la Florida que tiene una pérdida auditiva certificada, ahora dispone de un nuevo teléfono que puede ayudar para que sus conversaciones telefónicas resulten más fáciles. El teléfono inalámbrico "Clarity W425 Pro" amplifica las llamadas entrantes hasta 45dB. Florida Telecommunications Relay, Inc. (FTRI), el distribuidor sin fines de lucro de estos teléfonos, está ofreciéndolos sin ningún costo para personas de edad y personas con impedimentos auditivos que vivan en la Florida. El W425 Pro también incluye números grandes con luz de fondo, un timbre visual bien iluminado y es compatible con sus audífonos.



Para más información, llame a:

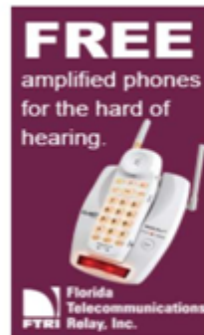
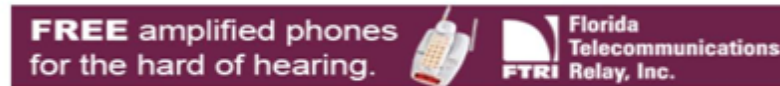
Center for Independent Living of South FL, Inc.
 6660 Biscayne Boulevard
 Miami, FL, 33138

305-751-8025 (V)
305-751-8891 (TTY)
www.ftri.org/mia

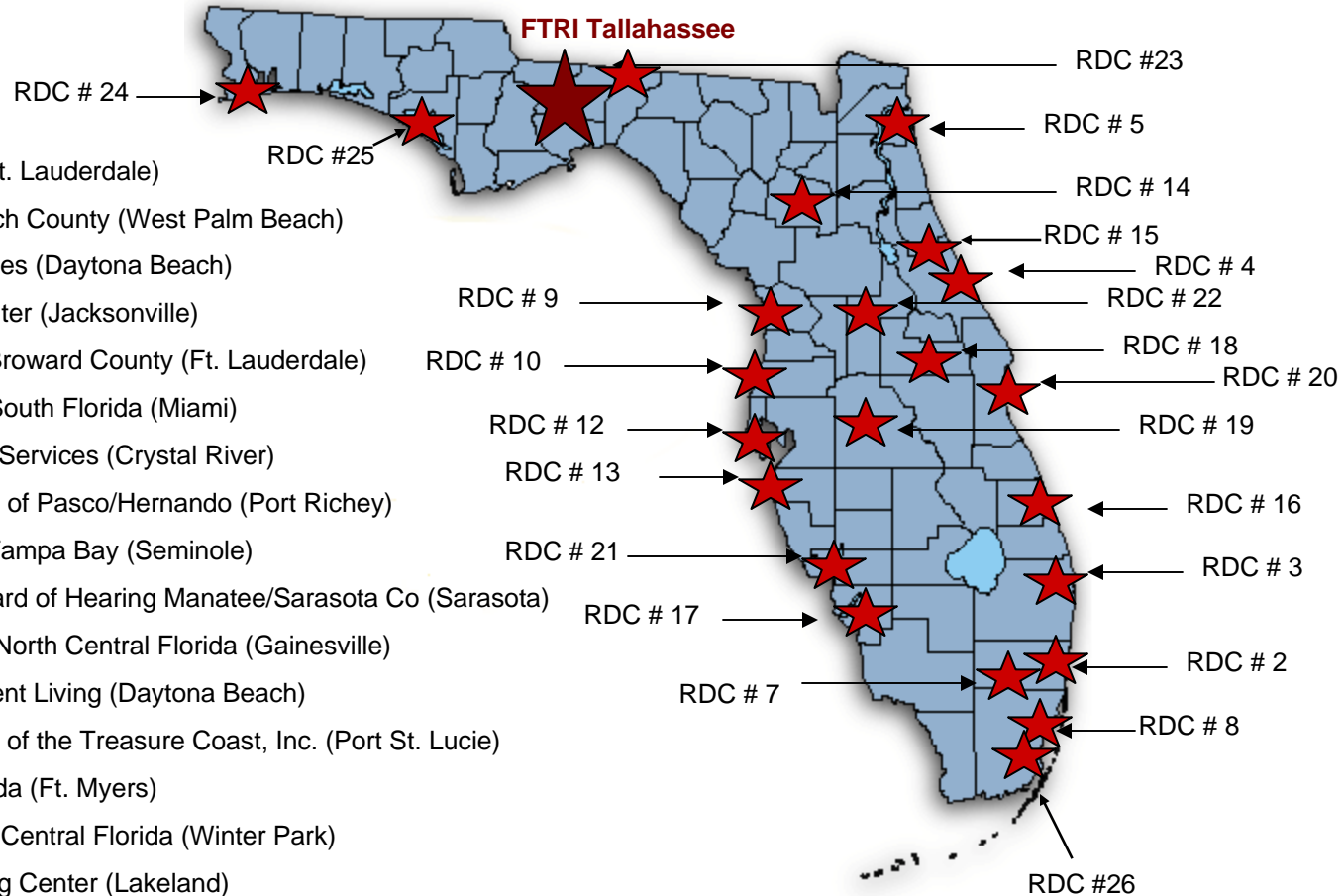


FTRI Web Banners

FTRI developed and provided pre-approved web banners for FTRI partners to upload to their website



FTRI Regional Distribution Centers



- RDC # 2 – League for the Hard of Hearing (Ft. Lauderdale)
- RDC # 3 – Deaf Service Center of Palm Beach County (West Palm Beach)
- RDC # 4 – ES Deaf & Hard of Hearing Services (Daytona Beach)
- RDC # 5 – Independent Living Resource Center (Jacksonville)
- RDC # 7 – Center for Independent Living in Broward County (Ft. Lauderdale)
- RDC # 8 – Center for Independent Living of South Florida (Miami)
- RDC # 9 – Citrus Hearing Impaired Program Services (Crystal River)
- RDC # 10 – Deaf & Hard of Hearing Services of Pasco/Hernando (Port Richey)
- RDC # 12 – Deaf & Hearing Connection for Tampa Bay (Seminole)
- RDC # 13 – Community Center for Deaf & Hard of Hearing Manatee/Sarasota Co (Sarasota)
- RDC # 14 – Center for Independent Living of North Central Florida (Gainesville)
- RDC # 15 – disability Solutions for Independent Living (Daytona Beach)
- RDC # 16 – Deaf & Hard of Hearing Services of the Treasure Coast, Inc. (Port St. Lucie)
- RDC # 17 – Deaf Service Center of SW Florida (Ft. Myers)
- RDC # 18 – Center for Independent Living of Central Florida (Winter Park)
- RDC # 19 – Central Florida Speech & Hearing Center (Lakeland)
- RDC # 20 – Space Coast Center for Independent Living (Cocoa)
- RDC # 21 – Hearing Impaired Persons in Charlotte County (Punta Gorda)
- RDC # 22 – Deaf Service Center of Lake & Sumter Counties (Leesburg)
- RDC # 23 – Area Agency on Aging (Tallahassee)
- RDC # 24 – CIL – Disability Resource Center (Pensacola)
- RDC # 25 – Disability Resource Center (Panama City)
- RDC # 26 – Hearing and Speech Center of Florida (Miami/Kendall)

****Hours of operation may vary from RDC to RDC.***

Closing Statement

FTRI continues to maintain its status as an administrative center, concentrating on oversight of the Regional Distribution Center (RDC) contractors, and equipment vendors. The FTRI administrative office directly serves approximately twenty percent of Florida's residents statewide. Since the inception of the Equipment Distribution Program in 1986, over 455,000 residents have been provided with telecommunications equipment and support services.

Questions



Florida TRS Updates

Missy McManus
Relay Program Manager

10/28/2011

✓
Parties/Staff Handout
event date 10/28/11
Docket No. 040763

Agenda

- *TRS Statistics*
- *CapTel Statistics*
- *TRS Relay Results*
- *Outreach Performed*
- *CapTel Customer Service*
- *Wireless CapTel by Sprint (WCS)*
- *Sprint Mobile IP*

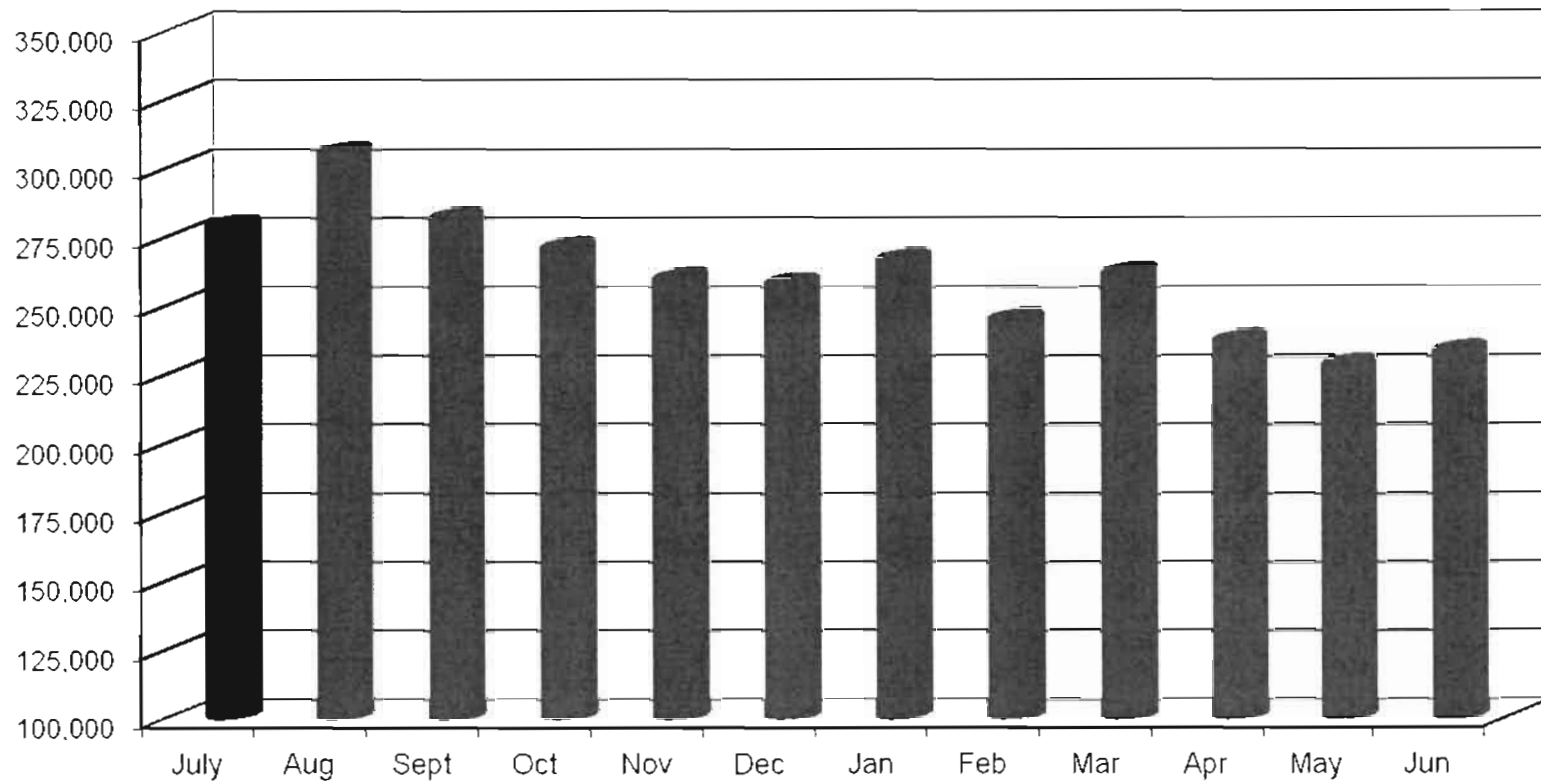


Total TRS Session Minutes

July 2010 - June 2011

Total TRS Session Minutes

Florida Total Minutes



July 2009 – June 2010

Total: 3,433,244

Average: 286,104

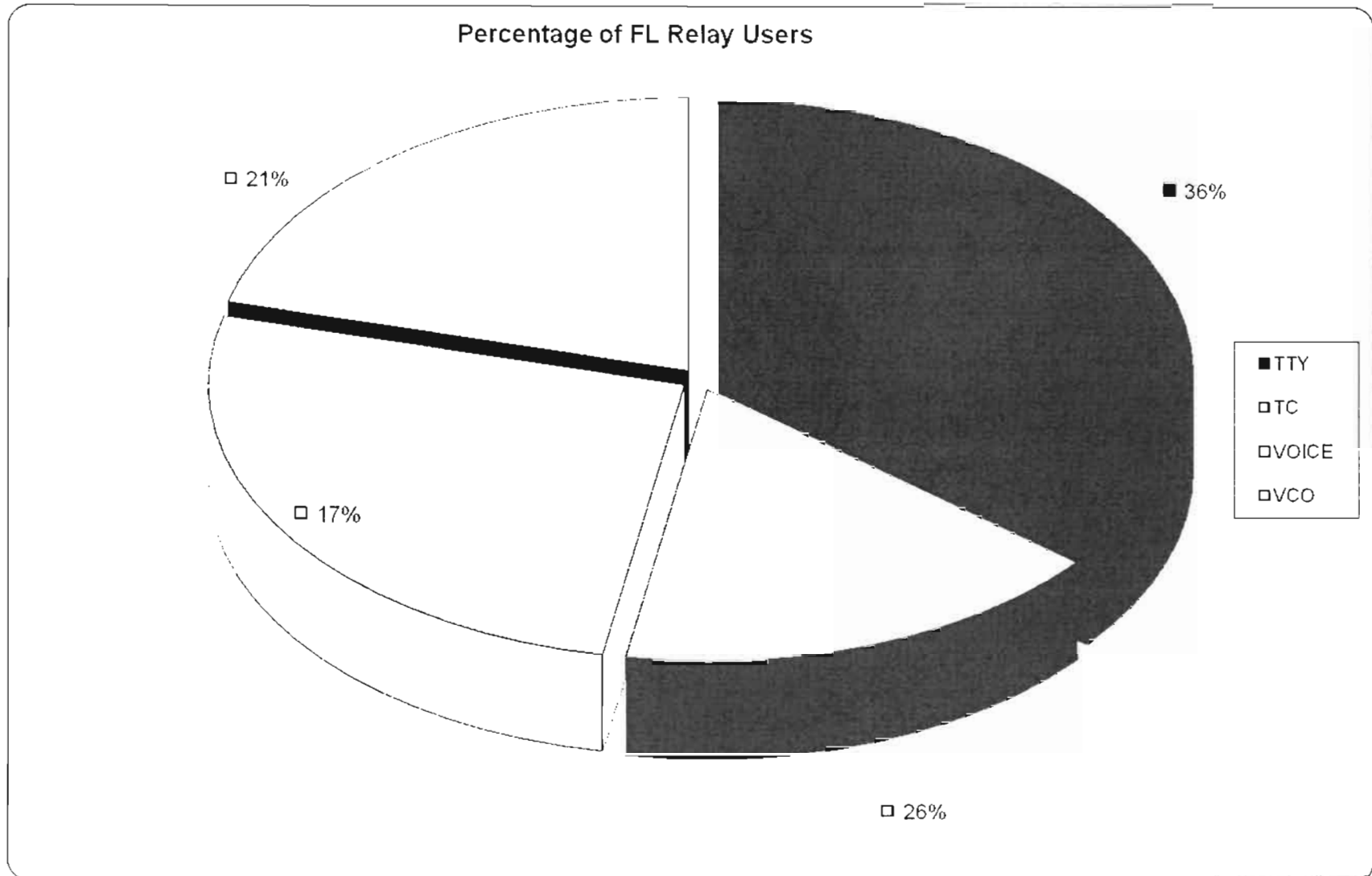
July 2010 – June 2011

Total: 3,132,846

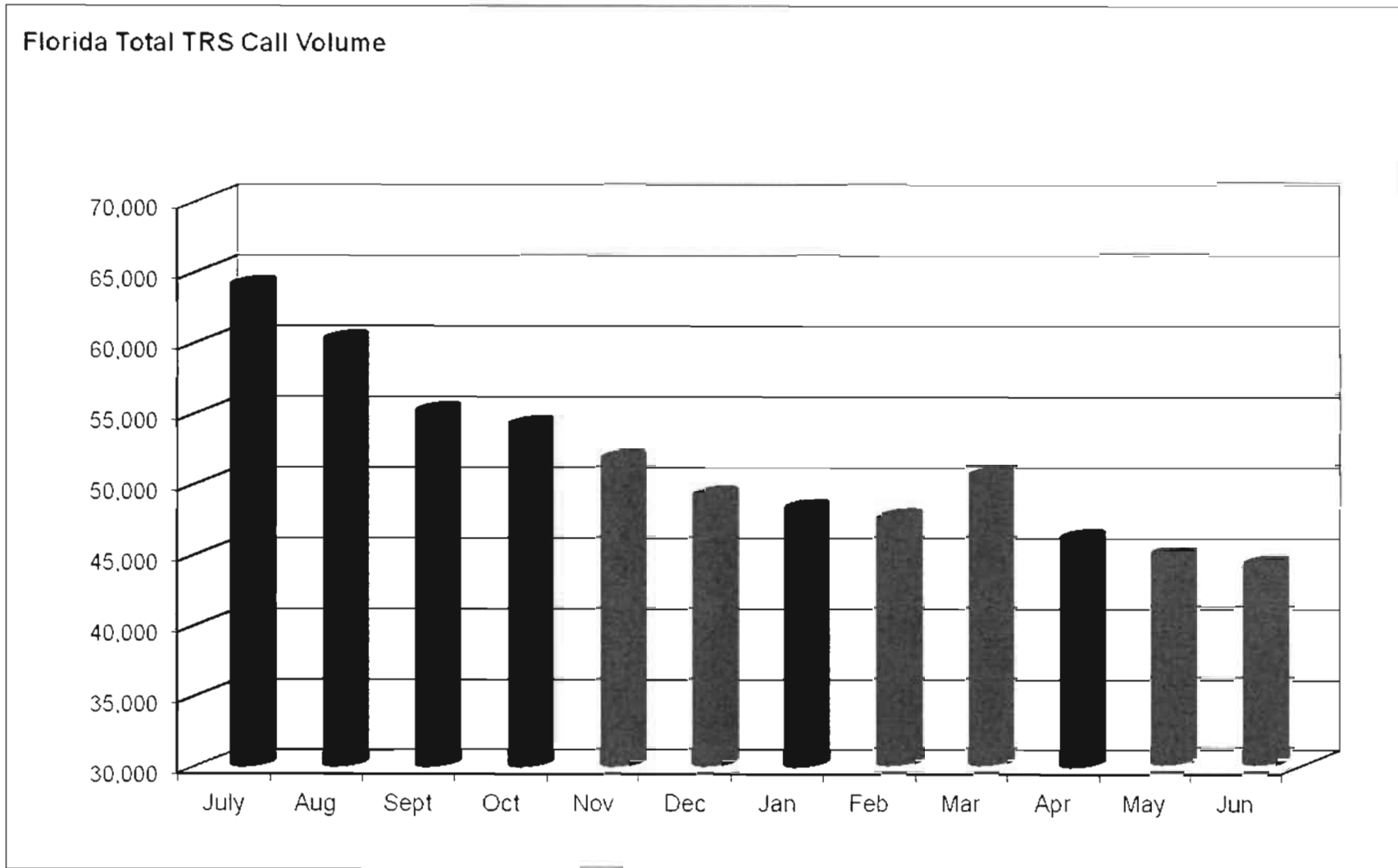
Average: 261,071

RESULT: 8.8% decrease in TRS minutes

Percentage of Relay Users



Total Call Volume



July 2009 – June 2010

Total: 714,939

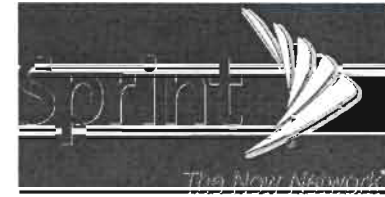
Average: 59,578

July 2010 – June 2011

Total: 615,931

Average: 51,328

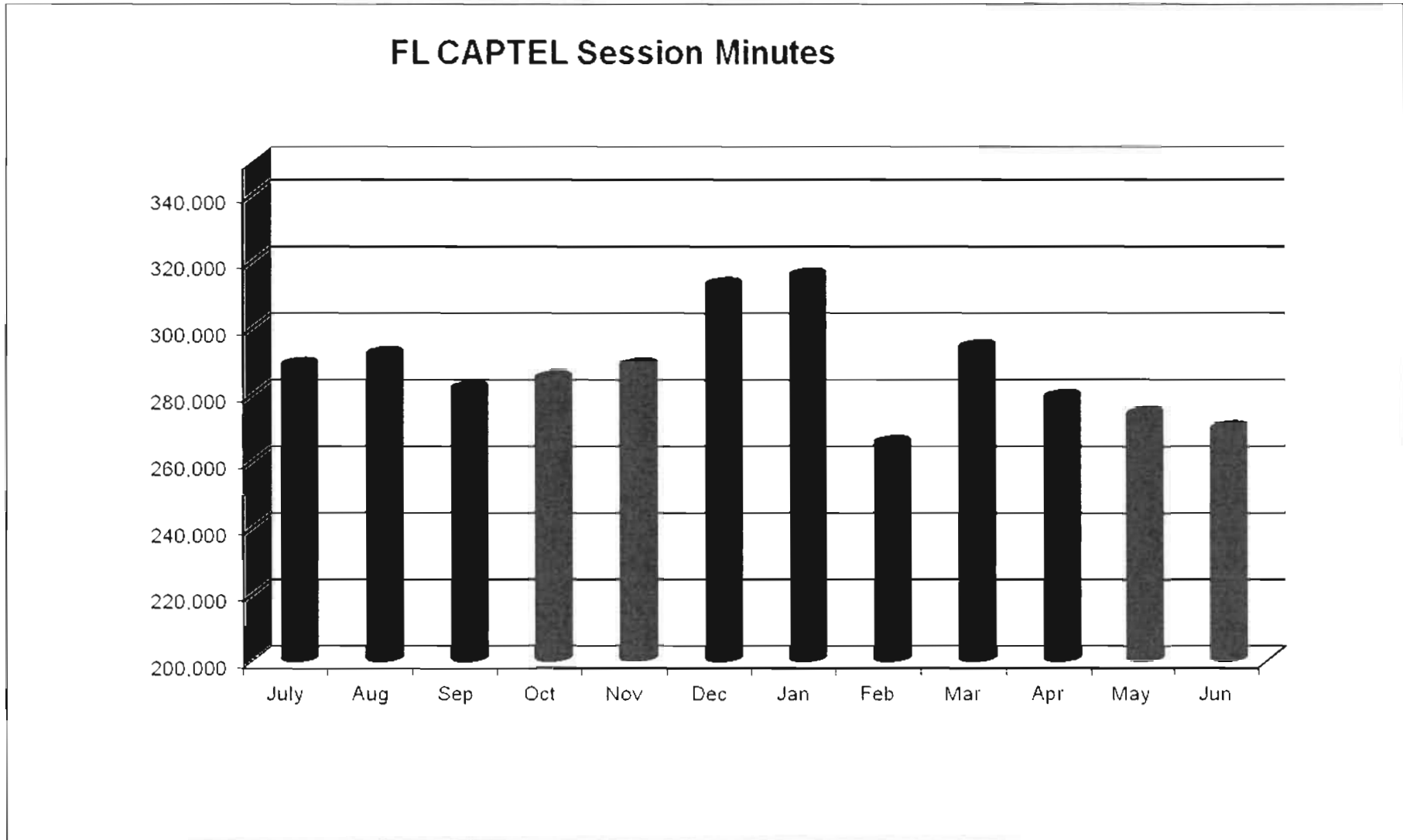
RESULT: 13.9% decrease in TRS call volume



Total CapTel Session Minutes

July 2010 – June 2011

CapTel Session Minutes



July 2009 - June 2010

Total: 3,912,664

Average: 326,055

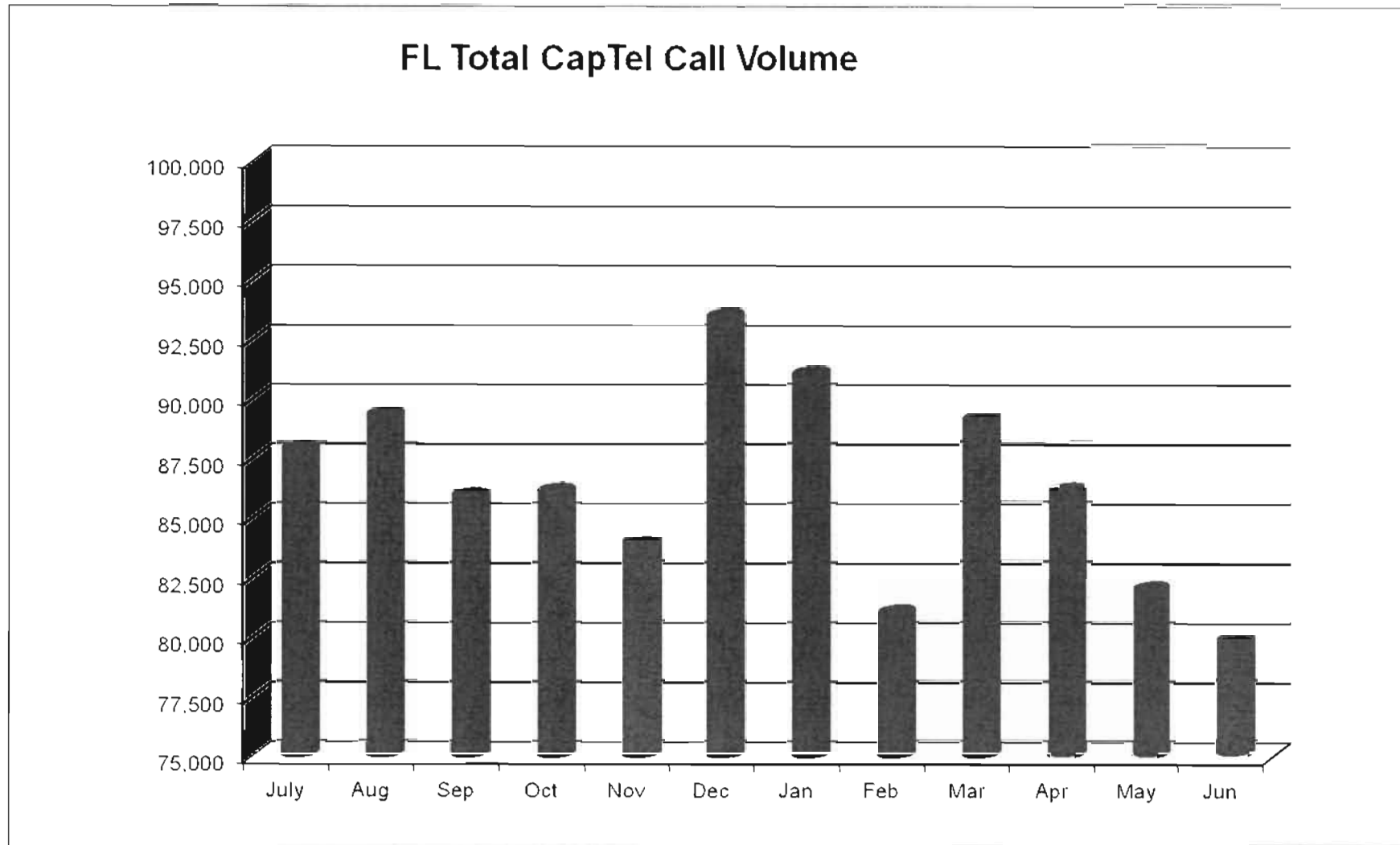
July 2010 – June 2011

Total: 3,445,719

Average: 287,143

RESULT: 11.9% decrease in CapTel minutes

CapTel Call Volume



July 2009 – June 2010

Total: 1,191,005

Average: 99,250

July 2010 – June 2011

Total: 1,035,261

Average: 86,272

RESULT: 13% decrease in CapTel call volume

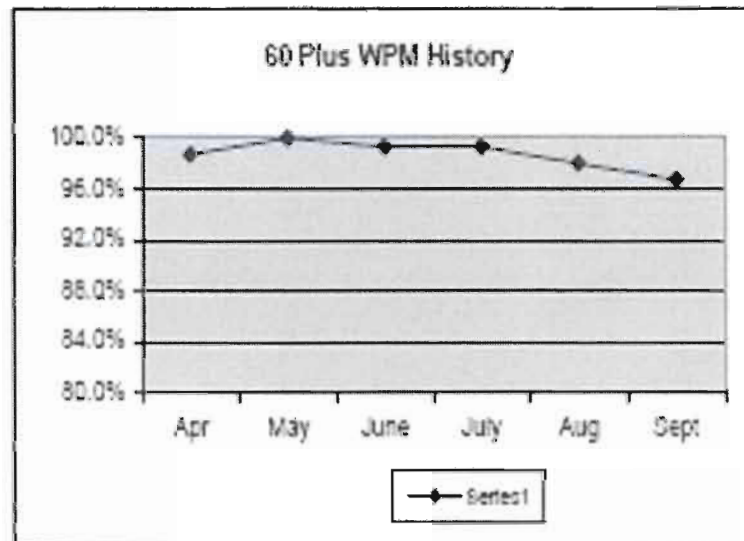


TRS Relay Results

September 2011 Evaluation

TRS Relay Results

TYPING SPEED									
Office	Completed Calls	Agents Tested	Average WPM	Error of Estimation	Less Than 60 WPM		60 Plus WPM		
	#	#	#	WPM	#	%	#	%	Error of Estimation %
Florida	150	72	81.7	2.0	5	3.3%	145	96.7%	2.0%



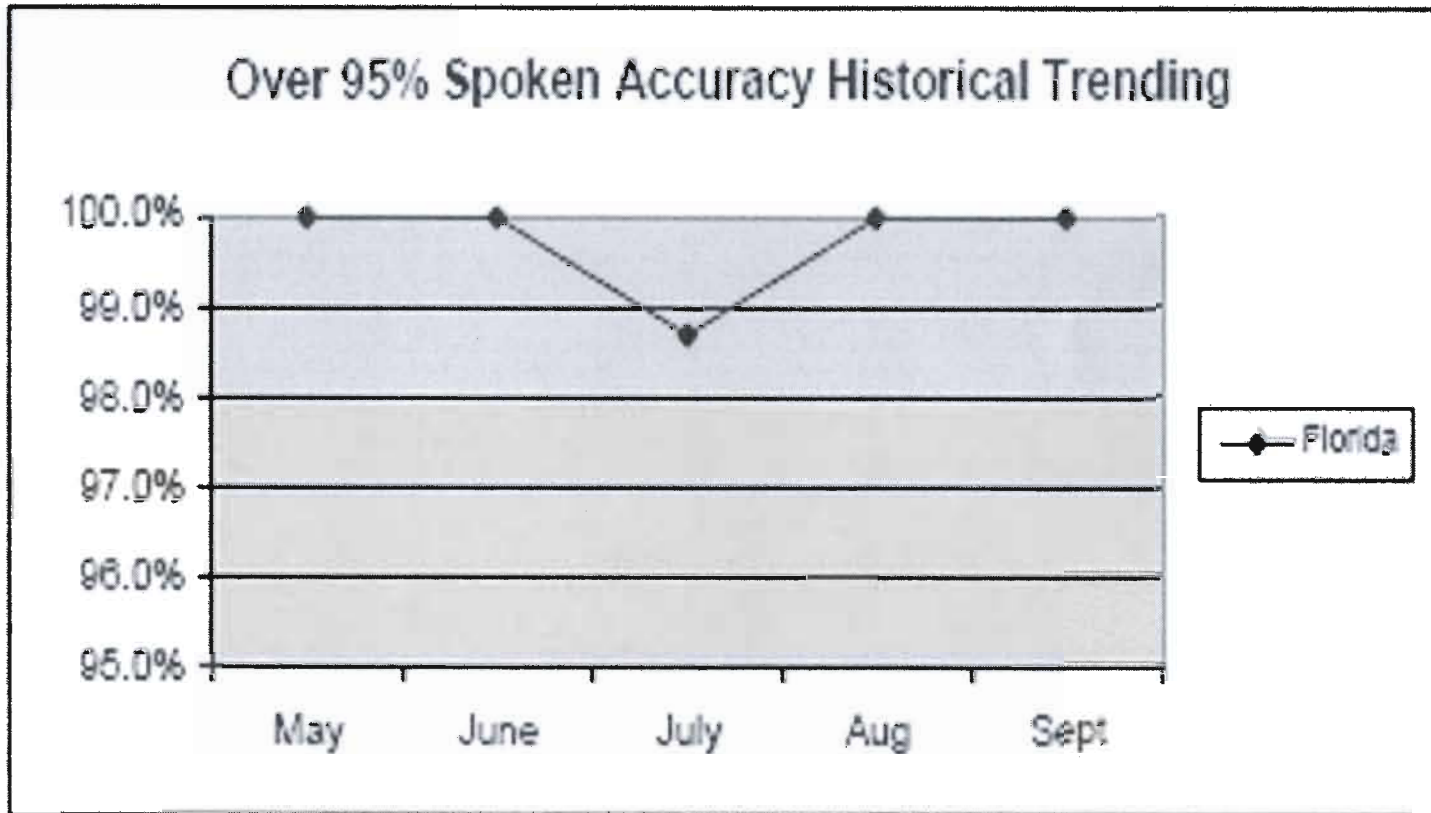
TRS Relay Results

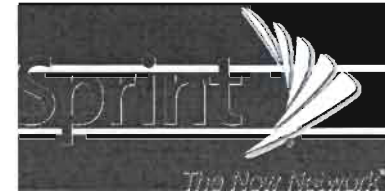
TYPING ACCURACY						
Typing Accuracy Ratings	Total		Less than 60 WPM		60 Plus WPM	
	#	%	#	%	#	%
Over 95% Accuracy	124	82.7%	1	0.7%	123	82.0%
85% to 95% Accuracy	28	17.3%	4	2.7%	22	14.7%
Under 85% Accuracy	0	0.0%	0	0.0%	0	0.0%

VERBATIM ACCURACY						
Office	Completed Calls	Average Verbatim Accuracy	Over 95% Accuracy		95% and Less Accuracy	
	#	%	#	%	#	%
Florida	150	99.9%	150	100.0%	0	0.0%

Note: There were 11 instances where CAs typed 100+ WPM, equaling 7.3% of the 150 test calls.

TRS Relay Results





Outreach Performed

Outreach

Presented and demonstrated Relay products and services at:

- *Florida Association of the Deaf conference*
- *FTRI's 20th Anniversary celebration*
- *MATA Expo in Kissimmee*
- *Several 1:1 customer trainings on the Speech-to-Speech and CapTel services*



CapTel Customer Service

New Hours

CapTel Customer Service Hours

In June, CapTel customer service expanded their hours of operation to seven days a week.

In September, the CapTel customer service became available 24 hours a day (excluding holidays).



Wireless CapTel by Sprint

October 26, 2011

Wireless CapTel by Sprint (WCS)



WCS

Wireless CapTel by Sprint is an app designed for people with a hearing loss that makes wireless calling easy by showing captions of every call.



WCS Instructions

Using your device's barcode scanner, scan the QR code and install:



OR tap the Market icon found in your phone's list of applications:



Search for Sprint CapTel:



Select, then install.

Examples of WCS Screenshots

Number Pad



Receiving a Call



Examples of Screenshots (cont.)

Font and Background



Other Features





Sprint Mobile IP

August 3

Sprint Mobile IP

Sprint® Mobile IP app is now available to install today!



sprintrelay.com/mobileip

Sprint Relay



Sprint

SprintIP: Hello this is Deane
Mar: Hi Mom, I just wanted to let you know that my plane is delayed again.
SprintIP: Oh dear! What a shame but thank you for letting me know.

QWERTYUIOP
ASDFGHJKL
ZXCVBNM

SAMSUNG

The Sprint® Mobile IP app is now available on select Sprint Android Phones.

Download via QR Code:



OR to download the app:

- 1) Go to the “Market” icon*
- 2) Tap on the Sprint (black) phone icon and scroll down*
- 3) Select “Sprint Mobile IP” then download*

10-Digit Number

Don't forget to register your new Sprint Mobile IP 10-digit number by going to www.mysprintrelay.com after you download the app.

You are then ready to make your text relay call at anytime, anywhere, unlimited!

Get blown away with the Sprint® Mobile IP app for your Android-powered device.



THANK YOU
for your continued support!

Draft RFP for Discussion Purposes Only - October 17, 2011

STATE OF FLORIDA

FLORIDA PUBLIC SERVICE COMMISSION

REQUEST FOR PROPOSALS

TO PROVIDE

A

TELECOMMUNICATIONS RELAY SERVICE SYSTEM

IN

FLORIDA

Parties/Staff Handout
event date 10/28/11
Docket No. 040763

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REQUEST FOR PROPOSAL

A. ADMINISTRATIVE REQUIREMENTS AND PROCEDURES

1. Issuing Entity and Point of Contact

This Request For Proposals (RFP) is issued by the Florida Public Service Commission (FPSC). The FPSC's Proposals Review Committee (PRC) Chairman is the sole point of contact concerning this RFP and all communications must be made through the Chairman, Kevin Bloom. Mailed correspondence must be addressed to Kevin Bloom, c/o Ms. Ann Cole, Director, Office of Commission Clerk, Florida Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850 and should reference Docket No. 110013-TP. The PRC Chairman can be contacted at 850/413-65846526 and facsimile correspondence should be directed to 805/413-65856527. E-mail should be directed to the PRC Chairman at kbloom@psc.state.fl.us.

2. Purpose

The purpose of this RFP is for contracting for a Florida Relay Service (FRS) System that meets the needs of the people of the state of Florida pursuant to the Telecommunications Access System Act of 1991 (Chapter 427, Florida Statutes) and which satisfies or exceeds the relay system certification requirements of the Federal Communications Commission under the Americans with Disabilities Act. Bidders must comply with the requirements of both laws.

Section E, Table 1, contains a summary of the captioned telephone intrastate billable minutes and TRS intrastate billable minutes provided by the current relay provider concerning the Florida relay traffic for the months of October 2010 ~~June 2009~~ through September 2011 ~~July 2010~~. Section E, Table 2, contains a summary of the Florida intrastate and interstate session minutes for the months of October 2010 through September 2011. The bidder assumes all responsibility for the accuracy of data from these reports and billable minute information in using them for bidding purposes.

3. Other Applicable Laws/Legal Considerations

This RFP, and any resulting contract, shall be governed by the laws of the state of Florida. The bidders and provider shall comply with applicable federal, state, and local laws and regulations.

The contract shall be construed according to the laws of the state of Florida. Any legal proceedings against any party relating to or arising out of the RFP or any resultant contract or contractual relation shall be brought in state of Florida administrative or judicial forums. The venue will be Leon County, Florida.

Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

4. Scope

This RFP contains the instructions governing the proposal to be submitted and the material to be included therein, mandatory administrative and operational requirements which a bidder shall meet to be eligible for consideration, specific instructions for proposal submission, and evaluation criteria.

5. FCC Authority to Provide Relay Services ~~Certificate of Public Convenience and Necessity and Registration~~

~~The provider shall have a Florida Certificate of Public Convenience and Necessity to provide local service and shall be registered with the FPSC as an Interexchange Company, or only use for relay service, telecommunications providers that have obtained the authority to provide local and intrastate long distance service in Florida. The provider shall also have the necessary FCC authority or only use, for relay service, telecommunications providers that have the necessary FCC authority to provide interstate and international service. The FPSC reserves the right to require certification or registration, whichever is appropriate, of any entity pursuant to this contract.~~

6. Definitions/Acronyms

The following terms, when used in this RFP, have the meaning shown below.

- a. Abandoned Calls – Calls reaching the relay switch and terminated by the caller before a communications assistant answers regardless of the amount of time that has elapsed since the call reached the relay switch.
- b. Administrator – A not-for-profit corporation incorporated pursuant to the provisions of Chapter 617, Florida Statutes, and designated by the Florida Public Service Commission to administer the telecommunications relay service system and the distribution of specialized telecommunications devices [s. 427.703(1), F.S.]
- c. Advisory Committee – A group created by Section 427.706, F.S., and consisting of up to ten individuals named by the FPSC for the purposes described in Chapter 427, F.S.
- d. Answer Time – The point in the progression of inbound calls at the relay center when the communications assistant is ready to serve.
- e. Billable Minutes – For the purpose of calculating and rendering bills to the Administrator [Section 427.704(2), F.S.], billable minutes is the elapsed time between the time the incoming call enters the FRS provider's relay center switch and the completion of relay service. Total session time shall be rounded to the nearest one-tenth of a minute or less per session and the time for all call sessions shall be added together for all incoming calls during the month to produce the total billable minutes per month. The total of billable minutes for the month shall be rounded to the nearest one-tenth of a minute. In a session which includes a

Florida Relay Service
Section A

mix of intrastate toll or local calls and interstate or international calls, the time associated with the interstate or international calls shall not be included in the billable time for that call session.

f. Blocked calls – Calls reaching the 800 number network that do not terminate by ringing a communications assistant position.

g. Communications Assistant (CA) – A person who relays conversation to and from users of a relay system.

h. Deaf – Having a permanent hearing loss and being unable to discriminate speech sounds in verbal communication, with or without the assistance of amplification devices.

i. Dual Sensory Loss – Having both a permanent hearing loss and a permanent visual impairment and includes deaf/blindness.

j. FPSC - Florida Public Service Commission or Commission.

k. FRS – Florida Relay Service.

l. General Assistance Calls – Incoming calls to the CA that are not associated with an outgoing relay call. Such calls may provide information about using relay or other types of calls that are normally handled by customer service.

m. Hard of Hearing – Having a permanent hearing loss which is severe enough to necessitate the use of amplification devices to discriminate speech sounds.

n. Hearing Loss or Hearing Disabled – Being deaf or hard of hearing and includes dual sensory impairment.

o. Hearing Carry-Over (HCO) – A feature that allows people who are speech disabled to use their hearing abilities to listen directly to their party. The CA voices the typed responses from the HCO user to the hearing person, who then speaks directly to the HCO user without CA interaction.

p. Incoming Call – An incoming call refers to the portion of the communications connection from the calling party to the relay service center. An incoming TDD call is a call originated by a TDD user. An incoming telephone call is a call originated by a telephone user. An incoming call includes calls to the relay service telephone number for completing a relay call as well as general assistance calls.

q. Minor Irregularity – A variation from the request for proposal terms and conditions which does not affect the price of the proposal, does not give the bidder a significant advantage or benefit not enjoyed by other bidders, and does not adversely impact the interests of the agency.

Florida Relay Service
Section A

- r. **Outgoing Call** – An outgoing call refers to the portion of the communications connection from the relay service center to the called party. An outgoing TDD call is a call to a TDD user. An outgoing telephone call is a call to a telephone user.
- s. **Provider** – The entity with whom the FPSC contracts to provide Florida Relay Service.
- t. **Proposals Review Committee (PRC)** – The PRC consists of designated FPSC staff and designated members of the Advisory Committee .
- u. Session Minutes - Session minutes include the entire time that the relay call is connected to the communication assistant, including the time used to set up the call.
- v. **Speech Impaired or Speech Disabled** – Having a permanent loss of verbal communications ability which prohibits normal usage of a standard telephone set. [Section 427.704(10), F.S.]
- w. **Speech to Speech (STS)** – A service that enables a person with speech disabilities to use relay service with his own voice or voice synthesizer, rather than using a TDD. A specially trained CA functions as a human translator for people with speech disabilities who have trouble being understood on the telephone. The STS CA repeats the words of the speech disabled user to the other party on the call.
- x. **Telecommunications Device for the Deaf (TDD or TTY)** – A mechanism which is connected to a standard telephone line, operated by means of a keyboard, and used to transmit or receive signals through telephone lines. The term includes mechanisms equipped with sight assisting devices such as a large print screen or Braille printer and also includes computers. [Section 427.703(14), F.S.]
- y. **User** – Includes either the calling or called party in a relay call.
- z. **Video Relay** – Video relay interpreting allows the caller, utilizing video conferencing facilities, to use sign language to communicate with the CA who voices the call to the hearing person at the receiving end.
- aa. **Voice Carry-Over** – A feature that enables a user with a hearing disability to utilize his useable speech for direct expression of voice communications and to use the CA for conversion of the other user’s communications from voice to TDD.

7. Key Dates

The following dates are target dates. The FPSC and the PRC Chairman reserves the right to change the dates.

Florida Relay Service
Section A

Release RFP	November 23, 2011 <u>May 2, 2011</u>
Bidder's Conference	May 20, 2011
Deliver Final Questions about RFP to PRC Chairman 3:00 p.m. EST.....	June 3, 2011
TECHNICAL AND PRICE PROPOSAL	
DUE DATE & TIME 3:00 p.m. EST	December 22, 2011 <u>July 6, 2011</u>
Recommendation Presentation to the FPSC	September 20, 2011
Letter of Intent	September 23, 2011
Performance Bond Due.....	Upon Execution of Contract
Begin Service	June 1, 2012

~~8. Questions Concerning the RFP~~

~~Prior to or after the bidders' conference, potential bidders may submit in writing, questions regarding the RFP. To the extent practical, such questions concerning the RFP will be responded to at the bidders' conference. Questions filed after the bidders' conference will be responded to in writing to known potential bidders, if time permits. All questions should be received by the PRC Chairman by 3:00 p.m. Eastern Standard Time, June 3, 2011.~~

~~9. Amendments or Supplements to RFP~~

~~In the event that it becomes necessary to revise or clarify any part of this RFP, an amendment or supplement will be provided to each bidder of record receiving the original RFP.~~

8. Restrictions on Communications

From the issue date of this RFP until the Notice of Intent to Award is a provider is selected, bidders are not to communicate with any FPSC Commissioner, staff member, or Advisory Committee member regarding this RFP except for:

- a. Written correspondence to or from the PRC Chairman for clarifying questions only regarding the Commission-approved RFP. No changes to the Commission-approved RFP will be considered.
- b. Oral discussions at the bidders conference or at an oral interview or site visit pursuant to Section A 20.

For violation of this provision, the FPSC reserves the right to reject the proposal.

~~9. Bidder's Conference~~

~~A public bidders' conference in connection with this RFP will be held on May 20, 2011. The conference will be at 9:30 a.m. in Room E140 of the Easley Building, 4075 Esplanade Way, Tallahassee, Florida. The FPSC will transcribe the proceedings of the bidders' conference. An overview of the RFP will be presented.~~

~~Written questions submitted in compliance with Paragraph A.8. above will be addressed. In addition, the PRC will make every attempt to respond to questions from the floor; however,~~

~~depending on the question asked, a complete response may have to be deferred until after the conference.~~

9. Modifications, Withdrawals, and Late Proposals

Proposals may only be modified or withdrawn by the bidder up to the established filing date and time. It is the responsibility of the bidder to ensure that the proposal is received by the Office of Commission Clerk on or before the proposal due date and time. Both the technical and price proposals must be filed by December 22, 2011 ~~July 6, 2011~~, at 3:00 p.m. eastern time. **Late proposals will not be accepted.**

10. Bidding Costs

Neither the FPSC, nor the FRS system, is liable for any costs incurred by a bidder in conjunction with development of its bid.

11. Rejection of Proposals, Correction of Errors

The PRC Chairman and the FPSC reserve the right to reject any or all proposals when in the public interest. The PRC Chairman and the FPSC also reserve the right to accept proposals despite minor irregularities and to allow a bidder to correct such minor irregularities.

12. Public Availability of Proposals, News Releases and Public Announcements

The Technical ~~and Price~~ proposals will each be made available to the general public within (10) days after each is opened. The price proposals will not be opened until after the technical proposals have been evaluated. Such price proposals will be made available after the staff recommendation for award is filed. The FPSC may issue press releases or public announcements concerning filed proposals or the bid process.

13. Protests

Failure to file a protest of either the RFP or the letter of intent within the time prescribed in subsection 120.57(3), Florida Statutes, shall constitute a waiver of proceedings under Chapter 120, Florida Statutes.

14. Letter of Intent/Notification to Bidders

Upon selection of a potential provider by the Commission, the Commission will issue a letter of intent to the potential provider. The electronic posting of the Notice of Intent to Award ~~letter of intent~~ is the point of entry to protest the award pursuant to Section 120.57(3), Florida Statutes. A contract shall be completed and signed by all parties concerned within (30) days of mailing the letter of intent. If this date is not met, through no fault of the FPSC, the FPSC may elect to cancel the letter of intent and make the award to another bidder.

All bidders will receive a copy of the letter of intent by certified mail, return receipt requested.

15. Award of Contract

The FPSC shall award the contract to the bidder whose proposal is the most advantageous to the state, taking into account the following considerations in Section 427.704(3)(a), Florida Statutes.

- a. The appropriateness and accessibility of the proposed telecommunications relay service for the citizens of the state, including persons who are deaf, hard of hearing, or speech impaired.
- b. The overall quality of the proposed telecommunications relay system.
- c. The charges for the proposed telecommunications relay service system.
- d. The ability and qualifications of the bidder to provide the proposed telecommunications relay service system as outlined in the RFP.
- e. Any proposed service enhancements and technological enhancements which improve service without significantly increasing cost.
- f. Any proposed provision of assistance to deaf persons with special needs to access the basic telecommunications system.
- g. The ability to meet the proposed commencement date for the FRS.
- h. All other factors listed in the RFP.

16. Award Without Discussion

The FPSC reserves the right to make an award without discussion of proposals with the bidder. Therefore, it is important that each technical and price proposal be submitted in the most complete, understandable, and accurate manner possible.

17. Oral Interviews/Site Visits/ Written Data Request

Bidders may be asked to participate in oral interviews, respond to a written data request, make their facilities available for a site inspection by the PRC or make their financial records available for a FPSC audit. Such interviews, site visits, and/or audits will be at the bidder's expense except that the PRC will pay for his own expenses (transportation, meals, housing, etc.). Bidders should come to oral interviews prepared to answer the PRC's questions and the bidder's primary contact person (person signing the letter of transmittal accompanying the RFP or his designee) shall be present at all meetings with the PRC or FPSC.

18. Contract Document

The successful bidder will be required to sign a contract which will include the following elements.

- a. The RFP.

Florida Relay Service
Section A

- b. The bidder's Proposal in response to the RFP.
- c. A document identifying any modifications or clarifications to the proposal and identifying optional items contained in the proposal and desired by the FPSC to be included in the FRS.

All of the above items together will constitute a complete initial contract that will be approved by the FPSC's Executive Director on behalf of the FPSC.

19. Limited Liability

To the extent provided for in Section 427.707, Florida Statutes, the FPSC, its Advisory Committee, and the PRC assume no liability with respect to the RFP, proposals, or any matters related thereto unless there is malicious purpose or wanton and willful disregard of human rights, safety, or property in the establishment, participation in or operation of the telecommunications relay service. To the fullest extent permitted by law, all prospective service providers and their assigns or successors by their participation in the RFP process, shall indemnify, save and hold the FPSC and its employees and agents, including the Advisory Committee and PRC, free and harmless from all suits, causes of action, debts, rights, judgments, claims, demands, accounts, damages, costs, losses, and expenses of whatsoever kind in law or equity, known and unknown, foreseen and unforeseen, arising from or out of the RFP and/or any subsequent acts related thereto, including, but not limited to, the recommendation of a bidder to the FPSC and any action brought by an unsuccessful bidder. This is a statutory requirement that will not be amended or waived.

20. Disclaimer

All information contained in the RFP, including any amendments and supplements thereto, reflects the best and most accurate information available to the FPSC at the time of the RFP preparation. No inaccuracies in such information shall constitute a basis for change of the payments to the provider nor a basis for legal recovery of damages, either actual, consequential, or punitive. Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

21. Cancellation/Availability of Funds

The FPSC shall have the right to unilaterally cancel, terminate, or suspend any ensuing contract, in whole or in part, by giving the provider 60 calendar days written notice by certified mail, return receipt requested, or in person with proof of delivery. If a breach of the contract by the provider occurs, the FPSC ~~may, by~~ will provide written notice to the provider, ~~terminate the contract upon 24 hours notice and allow 14 days to cure the breach.~~ Said notice shall be delivered by certified mail, return receipt requested, or in person with proof of delivery. If a breach of the contract is not cured within the 14 days, the FPSC may, by written notice to the provider, terminate the contract upon 24 hours notice. The provisions herein do not limit the FPSC's right to remedies at law or to damages.

Pursuant to Rule 25-25.013, F.A.C., on multi-term contracts, this contract is subject to the availability of funds.

22. Public Bidder Meetings and Proprietary/Confidential Information

Written requests for confidentiality shall be considered by the FPSC as described in Chapter 364.183, Florida Statutes. Rule 25-22.006, Florida Administrative Code, should be followed in making a request.

Meetings held between the FPSC or PRC and the bidder shall be open to the general public. Should the need arise to discuss any confidential materials, the FPSC or PRC will attempt to hold such a discussion by referring to the confidential material in a general way without closing the meeting. All meetings with bidders will be transcribed.

All material submitted regarding this RFP becomes the property of the FPSC and subject to Chapter 119, Florida Statutes, (Public Records Law). The PRC reserves the right to use any or all information/material presented in reply to the RFP, subject to any confidentiality granted via Chapter 364 and Chapter 427, Florida Statutes. Disqualification of a bidder does not eliminate this right.

23. Non-Collusion

By submitting a proposal, the bidder affirms that the proposed bid prices have been arrived at independently without collusion, consultation, or communications with any other bidder or competitor, that the said bid prices were not disclosed by the bidder prior to filing with the FPSC, and that no attempt was made by the bidder to induce any other person, partnership or corporation, to submit or not submit a proposal.

24. Changes in the Contract

Any change in the contract shall be accomplished by a formal written contract amendment signed by the authorized representatives of both the FPSC and the provider. No other document or oral communications shall be construed as an amendment to the contract.

25. Conflict of Interest

The award hereunder is subject to the provisions of Chapter 112, Florida Statutes, (Public Officers and Employees). All bidders shall disclose with their bid the name of any officer, director, or agent, who is also an employee of the state of Florida, or any of its agencies. Further, all bidders shall disclose the name of any state employee who owns, directly or indirectly, an interest of five percent or more in the bidder's firm or any of its branches.

26. Minority Business

It is the policy of the Commission to encourage participation by minority business companies (as defined in Section 287.012, Florida Statutes) in Commission contracts. If two identical bids/proposals to an invitation for bids or request for proposals are received and one response is from a minority owned company, the Commission shall enter into a contract with the minority owned company. If applicable, the bidder should include in its proposal evidence that it qualifies for the definition of a minority business.

B. THE SERVICE TO BE PROVIDED

1. Overview

This section of the RFP lists and describes the specific basic features of the relay service required to be provided. At the end of this section, the FPSC also requests the bidder to comment on (and in its price proposal, propose a price separate from the price for basic service for) the provision of optional services which are not required to be provided. The optional services offered will not be evaluated until after a bidder is selected; at that time, the FPSC may choose to purchase some, or all, of those services in addition to the basic services.

2. Commencement Date

The commencement date for the service is June 1, 2012. Bidders shall provide a work schedule showing how they can meet that deadline and shall provide a statement that they can provide the complete service by that date.

3. Term of Contract

Service shall begin on June 1, 2012. The term of the contract will be an initial three year period. Upon mutual agreement between the FPSC and the provider, the contract may allow for the term to be extended for up to four additional one year periods. The provider shall notify the Florida Public Service Commission of its desire to extend service by June 1 the year before the current service period expires. For example, if the contract service period is due to expire on May 31, 2015, the provider should notify the FPSC by June 1, 2014, that it desires a one year extension of service.

4. Scope of Service

The relay service shall be designed to provide the means by which a deaf, hard of hearing, speech, or dual sensory impaired person using a TTY can communicate over the existing telecommunications network with a non-TTY user (and vice-versa) through the use of the relay system. The service shall also provide other telecommunications services to persons with hearing and speech disabilities as further described below.

The FPSC is interested in providing a relay service that is as cost efficient as possible while at the same time providing a service as equivalent to standard telecommunications service as possible.

5. Access Numbers

There shall be a single access number for TDD users, a single access number for voice users, a single access number for ASCII users, and a single access number for Spanish users. The TDD access number shall be 800/955-8771, the voice access number shall be 800/955-8770, and the ASCII access number shall be 800/955-1339. The Spanish access number shall be 877/955-8773. The provider must request FPSC authority to use additional numbers for relay access (e.g. STS, other foreign languages, etc.). If a caller calls the wrong access number, the system shall process the call without requiring the caller to redial.

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Access shall also be provided via “711” which shall point to the 800/955-8770 number.

6. Availability of the System to Users

The service shall be designed to relay local, intrastate, interstate, and international calls that originate or terminate in Florida. Relay service shall be available 24 hours per day every day of the year.

No restrictions shall be placed on the length or number of calls placed by customers through the relay center.

7. Minimum CA Qualifications/Testing

The provider shall adequately supervise and train its employees to always be courteous, considerate, and efficient in their contact and dealings with its customers and the public in general, and shall conduct periodic evaluations to ensure that courteous service is being rendered.

Bidders shall specify how they plan to demonstrate that CAs meet all necessary proficiency requirements. CAs shall be able to quickly and accurately type TDD relay messages. The provider shall use valid, unbiased tests for CAs on subjects including, but not limited to:

- a. Competent skills in typing, grammar, spelling, interpretation of typewritten American Sign Language (ASL), and familiarity with hearing and speech disability cultures, languages and etiquette. CAs must possess clear and articulate voice communications.
- b. A high school diploma or grade equivalent diploma. In addition, each candidate shall pass a high school level English comprehension and grammar test before being considered for employment.
- c. A minimum typing speed of 60 words per minute (wpm) on live relay calls. Technological aids may be used to reach the required typing speed. The method to be used to determine the typing speed is as follows. Start timing the CA when the CA begins to type the message to the TTY user. Count the number of characters including spaces and divide that number by five to determine the number of words per minute. It shall be the objective of the provider to test each CA at least once yearly. If a CA does not meet the 60 wpm requirement, the CA shall be taken off of live relay calls until further training and compliance can be accomplished.
- d. Ethics, e.g., how a CA deals with situations he may encounter.
- e. Confidentiality.

Any person who has not passed these tests shall not be utilized as a CA.

8. CA Training

Each bidder shall demonstrate in its proposal how ongoing CA training will be provided by including with its proposal an outline of a proposed CA training plan. The provisions for CA training shall include, but not be limited to, an understanding of limited written English and ASL, deaf culture, needs of hearing and speech disabled and dual sensory impaired users, ability to speak in a tone of voice consistent with the intent and mood of the conversation, operation of relay telecommunications equipment, how to handle hearing and Voice Carry-Over, ethics, confidentiality and other requirements of the Provider's operating policies and procedures. Training shall include both simulated and live on-line call handling.

9. Staff Training

All relay center staff, including management, shall receive training in ASL, deaf culture, needs of hearing, speech and dual sensory impaired users, and ethics and confidentiality. Each proposal should include an outline of a staff training plan indicating training topics and time frames as well as explaining how individuals or organizations (such as deaf service centers, state agencies, Florida Telecommunications Relay, Inc., universities, etc.) representing the hearing and speech impaired community would be used to assist with the training.

10. Counseling of CAs and Staff

Bidders are required to outline a program for counseling and support that will help CAs and staff deal with the emotional aspects of relaying calls. Those providing this staff support shall have training in dealing with the emotional aspects of handling relay calls. However, in counseling sessions, the CA shall not give to the support person the names of callers involved. The counseling support system shall follow the confidentiality provisions of this RFP.

11. Procedures for Relaying Communications

The system shall be designed to convey the full content of the communications. Unless requested otherwise by a user, the CA shall relay all calls according to the following procedures.

- a. The CA is to be identified by a number (not name) followed by "M" if male and "F" if female. The provider shall establish a method which will allow identification of the CA in the event a complaint is filed or a user wants to praise the work of the CA.
- b. The user shall be kept informed on the status of the call, such as dialing, ringing, busy, disconnected, or on hold throughout the call session. The system shall provide feedback to callers on the call status within 10 seconds after a caller has provided the number to call and continue to provide feedback until the call is answered.
- c. All users shall have the option of telling the CA how to greet the called party and what aspects of the call that he/she will handle. For example, the TDD user may voice the call (voice Carry-Over), rather than have the CA do it or the caller may ask that relay be explained as soon as someone answers the call.

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- d. When the call is first answered, and at all times during the conversation, the system shall type to the TDD user or verbalize to the non-TDD user verbatim what is said or typed unless the relay user specifically requests summarization. If the CA summarizes the conversation, the CA shall inform both parties that the call is being summarized.
- e. When the CA is asked to explain relay to a user, the CA shall express the term “explaining relay” to the other user on the call to let them know what is happening rather than transmitting all of the explanation.
- f. When speaking for the TDD user, the CA shall adopt a conversational tone of voice appropriate to the type of call being made and conveying the intent and mood of the message. The CA shall also indicate identifiable emotions by typing those in parentheses, (e.g., he’s laughing, he’s crying). Any identifiable background noises shall be relayed to the TDD user in parentheses. The CA shall identify to the TDD user, if identifiable, the gender of voice users when they first come on the line. All of the above should be done automatically unless the user asks that it not be done.
- g. CAs shall indicate to the user, if known, if another person comes on the line.
- h. All comments directed to either party by the CA or to the CA by either party shall be relayed. These comments shall be typed in parentheses. However, comments between the CA and a relay user at the beginning of a call which deal with billing information need not be relayed to the other user.
- i. CAs shall verify spelling of unfamiliar proper nouns, numbers, addresses, information about drug prescriptions and other unfamiliar words that are spoken and are to be relayed.
- j. CAs shall stay on the line for a minimum of ten (10) minutes before allowing a change in CAs. For STS calls, the CA must stay on the line a minimum of fifteen (15) minutes. If a user requests that the same CA be used during the entire conversation, the system shall comply whenever possible until both parties have terminated the call.
- k. CAs shall not counsel, offer advice, or interject personal opinions or additional information into any relay call. This also means the CAs shall not make any value judgments on the profanity or obscenity or legality of any messages. Furthermore, the CAs shall not hold personal conversations with anyone calling the system.
- l. Users shall not be required to give their names or the name of the party they are calling, unless needed for billing.
- m. The system shall transmit conversations between TTY and voice callers in real time.

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n. For each incoming call, the CA shall without delay make as many outgoing calls as requested by the caller.

o. If a user requests that a CA of a specific gender be used, the provider shall make best efforts to accommodate the request when a call is initiated and at the time the call is transferred to another CA.

p. The provider shall provide a customer profile database. Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order.

12. Languages Served

At all times, the provider shall make available CAs with the capability to provide relay service to users who use either English, Spanish, or ASL on their relay call. Translation from one language to another is not required.

13. Additional Languages Served

The provider will not be required to serve languages other than English, Spanish, or ASL. However, additional evaluation points may be given for proposals that include how the provider would handle relay calls using one or more additional languages (e.g. French, or Creole, etc.). Additional languages should be identified.

14. Shift Advisor/Consultant

On each shift the provider shall employ in the relay center at least one person who is highly knowledgeable of ASL in order to serve as an advisor/consultant to assist CAs in understanding the intent of messages and properly communicating the full content of communication.

15. Confidentiality of Calls

As required by Section 427.704(1)(c), Florida Statutes, all calls shall be totally confidential; no written or electronic script shall be kept beyond the duration of the call. CAs and supervisory personnel shall not reveal information about the content of any call and, except for the minimum necessary for billing, complaint processing, statistical reporting or training purposes as further described in this RFP, shall not reveal any information about a call. CAs and supervisory personnel shall be required to sign a pledge of confidentiality promising not to disclose the identity of any callers (except for the reasons discussed in this section) or any information learned during the course of relaying calls, either during the period of employment as a CA or after termination of employment.

a. When training new CAs by the method of sharing past experience, trainers shall not reveal any of the following information:

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- 1) Names of the parties on the call.
- 2) Originating or terminating points of specific calls.
- 3) Specifics of the information conveyed.

b. CAs shall not discuss, even among themselves or their supervisors, any names or specifics of any relay call, except as necessary in instances of resolving complaints, bill processing, emergencies, or for training purposes. CAs may discuss a general situation with which they need assistance in order to clarify how to process a particular type of relay call. CAs should be trained to ask questions about procedures without revealing names or specific information that will identify the caller.

c. Watching or listening to actual calls by anyone other than the CA is prohibited except for training or monitoring purposes or other purposes specifically authorized by the Commission. FPSC staff shall be permitted to observe live calls for monitoring purposes, but shall also comply with the confidentiality provisions above.

d. A copy of the Confidentiality Policy shall be provided to a user upon request and at no cost.

16. Types of Calls to be Provided:

- a. Text-to-voice/voice-to-text. The provider shall transmit conversations between TTY and voice callers in real time.
- b. Voice carry-over (VCO), two-line VCO, VCO-to-TTY, and VCO-to-VCO.
- c. Hearing carry-over (HCO), two-line HCO, HCO-to-TTY, HCO-to-HCO and Captioned Telephone or its equivalent service.

17. Call Release Functionality.

Call release functionality is a feature that allows the CA to sign-off or “release” from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.

The provider shall also immediately release a call when a TTY user using the relay system is inactive for more than 30 seconds.

18. Speed dialing.

A feature that allows a TRS user to place a call using a stored number maintained by the TRS facility. In the context of TRS, speed dialing allows a TRS user to give the CA a “short-hand” name or number for the user’s most frequently called telephone numbers.

19. Three-Way Calling Functionality.

A feature that allows more than two parties to be on the telephone line at the same time with the CA.

20. Voicemail and Interactive Menus

CAs must alert the TRS user of the presence of a recorded message and interactive menus through a hot key on the CA's terminal. The hot key will send text from the CA to the consumer's TTY indicating that a recording or interactive menu has been encountered. Relay providers shall electronically capture recorded messages and retain them for the length of the call. The provider may not impose any charges for additional calls, which must be made by the relay user in order to complete calls involving recorded or interactive messages.

The bidder shall explain how messages will be left on or retrieved from answering machines and how interaction with voice response units will be accomplished. The bidder should explain how any access code used to retrieve messages will be confidentially handled.

The bidder should explain if and how messages will be retrieved from an answering machine if the originating party calling the relay center is at the same location as the answering machine. For example, if a person is at home and cannot retrieve his messages from his own answering machine, how will the relay center accomplish retrieving the message and relaying the information to the deaf or hard of hearing person when only one telephone line exists to the residence?

21. Voice and Hearing Carry-Over

The provider shall provide both voice and hearing Carry-Over upon request of the user. A TDD user may request voice Carry-Over (VCO) which will allow him/her to speak directly to the telephone user and receive the message typed back on the TDD. In addition, a TDD user may request hearing Carry-Over (HCO) which will enable the TDD user to directly hear what the telephone user is saying and type back his/her message, which will be spoken by the operator.

As part of its proposal, the bidder should describe in detail how incoming 2-line VCO calls will be handled. As part of its proposal the bidder should also describe in detail how outgoing 2-line VCO calls will be handled.

The provider shall make provision for two persons who have a hearing loss to speak for themselves by means of Voice Carry-Over to Voice Carry-Over (VCO to VCO) and for two persons who are speech disabled to hear for themselves by means of Hearing Carry-Over to Hearing Carry-Over (HCO to HCO).

22. Captioned Telephone Voice Carry-Over

The provider shall provide as part of its proposal a description of how Captioned Telephone or its equivalent service will be provided, including 2-line captioned service. If an equivalent service is provided, it must be compatible with the existing Captioned Telephone

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telephones currently in use by end users. The provider shall price the Captioned Telephone service separately from other relay services in its price proposal. No roaming or guest options are to be allowed.

23. Turbocode™

The provider shall provide Turbocode™, or its functionally equivalent, service that allows the relay user to interrupt the CA or other TDD user as part of the basic relay system.

Pricing for this service shall be included in the basic relay price in the bidder's price proposal.

24. Speech to Speech

The provider must offer Speech to Speech (STS) users the option to maintain at the relay center a list of names and telephone numbers which the STS user calls. When the STS user requests one of these names, the CA shall just repeat the name and state the telephone number to the STS user. This information must be transferred to any new STS provider.

Pricing for STS service shall be included in the basic relay service price in the bidder's price proposal.

25. Access to Pay Per Call Services (i.e. 900/976)

The provider shall provide access to pay per call services such as 900/976 numbers.

The bidder should explain how it will provide relay service users with access to pay per call services. Bidders are to describe how such access can be provided, how callers can disconnect without being charged and a methodology for billing the user directly for any charges incurred from the pay per call service. The bidder should describe how it would deal with denied pay per call calls and high bill complaints for 900/976 calls. Before placing the call, the CA shall advise the caller that there will be a charge for the call.

The bidder shall explain in the proposal how interstate and intrastate pay per call charges shall be separated for end user payment purposes.

26. Caller ID

When a TRS facility is able to transmit any calling party identifying information to the public network, the provider must pass through, to the called party, at least one of the following: The number of the TRS facility, 711, or the 10-digit number of the calling party.

27. Last Number Redial

Last Number Redial would allow the caller to have the system dial the last number called via relay without the caller having to give the number to the CA.

28. Obscenity Directed at the Operator

CAs do not have to tolerate obscenity directed at them. A proposal should specify how the provider will handle these situations.

29. Emergency Calls

The Provider must use a system for incoming emergency calls that, at a minimum, automatically and immediately transfers the caller to an appropriate Public Safety Answering Point (PSAP). An appropriate PSAP is either a PSAP that the caller would have reached if he had dialed 911 directly, or a PSAP that is capable of enabling the dispatch of emergency services to the caller in an expeditious manner. In addition, a CA must pass along the caller's telephone number to the PSAP when a caller disconnects before being connected to emergency services.

30. Blockage

The provider is responsible for ensuring that 99% of all calls reaching the relay center per day are either answered or continue to receive a ringing signal. Calls that are blocked must receive a network blockage signal of 120 interruptions per minute.

31. Answer Time

The provider is responsible for answering, except during network failure, 85% of all calls daily within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold, of reaching the relay switch. Elapsed time is calculated from the time inbound calls reach the relay switch. In calculating the percentage of calls meeting the answer time standard, the numerator shall be the total number of calls per day that are answered (with a CA ready to serve) in 10 seconds or less. The denominator shall be the total number of calls per day reaching the relay switch. Answer time shall be not be reported as an average speed of answer or by using a weighted service level.

32. Equipment Compatibility

It is necessary for the system to be capable of receiving and transmitting in both Baudot and ASCII codes as well as voice. It is also required that the relay system be capable of automatically identifying incoming TDD signals as either Baudot or ASCII. All equipment shall be compatible with the basic protocol of TDDs distributed in Florida through the Administrator.

33. Transmission Levels

Transmission levels must be maintained within industry standards as outlined in the American National Standards Institute – Network Performance – Switched Exchange Access Network Transmission specifications (ANSI T1.506-1997). The provider must provide updates to those standards as amended by ANSI during the term of the contract and must meet the amended standards.

34. Measuring Equipment Accuracy

Every meter, recording and ticketing device used to capture call details for billing subscribers or the FPSC/Administrator as well as for providing traffic information shall be tested prior to its installation and shall be accurate 97 percent of the time to within a 1 second grace period. All equipment shall be maintained in a good state of repair consistent with safety and adequate service performance. Quarterly testing of the measuring equipment accuracy shall be performed by the provider and files should be maintained for the duration of the contract for FPSC review upon request.

35. Emergency Operations and Uninterruptible Power

In addition to a minimum of thirty (30) minutes battery capacity sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load, each relay center shall have installed emergency power generating equipment capable of maintaining the relay centers' operations. The uninterruptible power system shall support the switch system and its peripherals, switch room environmental (air conditioning, fire suppression system, emergency lights and system alarms), operator consoles/terminals, operator worksite emergency lights, and Call Detail Record recording. Provisions shall be made to meet emergencies resulting from failure of power service, sudden and prolonged increases in traffic, storms, lightning, etc. Employees shall be instructed as to the procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of relay service.

The bidder shall describe its plan for dealing with all types of natural and man-made problems (e.g., hurricanes, lightning strikes, fires, etc.) which either isolate the relay center and prevent calls from reaching the center or cause the center to be unable to operate. In addition, the plan should detail the steps which will be taken to deal with the problem and restore relay service.

The provider shall inform the contract manager of any major interruptions to the operation of the relay center extending beyond five minutes duration. The contract manager shall also be informed when it becomes known to the relay center that any portion of the state is isolated for more than five minutes from the relay center. The provider shall also provide a written (or e-mail) report to the contract manager after restoration of service.

Although it is not mandatory, the FPSC urges the provider to subscribe qualifying facilities for priority restoration under the Telecommunications Service Priority Program.

36. Intercept Messages

Appropriate intercept messages shall be provided if a system failure occurs.

37. Service Expansion

The bidder shall show the capability of expanding services in response to increasing demand. The bidder shall develop and illustrate in its proposal a detailed plan of how this expansion will be accomplished. The plan shall include, but not be limited to, trunking capacity, CA workstations, personnel staffing, and equipment capacity. The plan shall also indicate how

any time lag shall be avoided to meet any increased call volume. The above plans shall allow the provider to be able to maintain all standards listed in the RFP.

38. New Technology

The users should be allowed to benefit from advancing technology. The bidder should ~~describe the methodology and process it will use to~~ keep abreast of technological changes in the provision of relay service; to inform the FPSC and Administrator when ~~that~~ new enhancements are available and at what price, and to provide the FPSC the opportunity to purchase such enhancements or upgrades to the service.

39. Consumer Input and Participation in Advisory Committee and FPSC Proceedings

The telephone users shall have input on the quality of the delivery of service. Bidders shall develop a plan to include the Commission and its Advisory Committee in any evaluation of the system. A bidder shall not include travel or per diem costs of the FPSC or its Advisory Committee in its bid price since those costs will be funded by the State. An outline of this plan shall be included with the bidder's proposal. The plan should explain methods for consumer input and how the recommendations from these evaluations will be incorporated into the policies of the relay center. This does not preclude the provider from conducting additional internal evaluations which use relay staff. The results of any service quality evaluation shall be reported to the FPSC office within 15 calendar days after the last month in each quarter.

Bidders are encouraged to include in the consumer input plan, methods for working with organizations serving individuals with hearing and speech loss statewide to conduct periodic community forums. The community forums shall be for the purpose of gaining user input on the quality of relay service and for responding to user questions and problems on use of the relay service. The community forums shall be planned and conducted in conjunction with organizations serving people with hearing and speech loss.

The provider shall participate in all meetings of the Advisory Committee and all FPSC workshops and hearings relating to relay service unless excused by the contract manager.

40. Complaint Resolution

The provider shall establish procedures regarding complaints, inquiries, and comments regarding system services and personnel. The provider shall ensure that any caller to the relay center having a complaint will be able to reach a supervisor or administrator while still online during a relay call. All complaints received by supervisors, or in writing, shall be documented, including their resolution, and kept on file and available to the Commission upon request. In addition, the relay center shall have a toll-free Customer Services telephone number available and accessible to the public statewide for the purpose of reporting service or other deficiencies. Records of such reports and copies of written reports regarding service or other deficiencies shall be maintained for the life of the contract and for twelve (12) months after conclusion of the contract period. This record shall include the name and/or address of the complainant, the date and time received, the CA identification number, the nature of the complaint, the result of any investigation, the disposition of the complaint and the date of such disposition. Each signed

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letter of complaint shall be acknowledged in writing or by contact by a representative of the provider. The necessary replies to inquiries propounded by the Commission's staff concerning service or other complaints received by the Commission shall be furnished in writing within fifteen (15) days from the date of the Commission inquiry.

A complaint log compliant with the FCC reporting requirements shall be provided to the contract manager in a timely manner for filing with the FCC.

41. Charges for Incoming Calls

The provider shall make no charge to the users for making calls (incoming) to the relay service.

42. Billing Arrangements

The provider shall bill for charges for collect calls, person-to-person calls, calls to or from hotel rooms and pay telephones, and calls charged to a third party. The provider shall also arrange for billing to any industry standard local exchange or competitive local exchange company calling card. For calls billed by or on behalf of the provider, the bidder shall include a complete description of how users will be billed for all calls. This description shall include the bidder's procedures for obtaining billing information from the local exchange and competitive local exchange companies, whether the billing will be performed directly by the provider itself or contracted, specific credit cards or telephone calling cards to which calls can be billed, and a sample bill format. The bidder shall also explain how it will respond to customer inquiries about erroneous bills and how credits will be issued or refunds made.

43. End User Billing for Intrastate Calls

Intrastate toll calls placed through the relay system and billed by or on behalf of the provider shall be billed to the voice or TDD caller at 50% of the provider's rate for non-relay calls. An additional 10% discount (60% total discount) shall apply to calls to or from the dual-sensory impaired; the provider shall develop a system for identifying such users and applying the discount to their calls. Timing for timed intrastate call billing shall begin when the relay operator advises a party to proceed with the call and shall not include any initial time by the operator to explain how relay service works.

The bidder shall explain how its discount toll plan subscribers would be billed for relayed calls billed by or on behalf of the provider. For example, if a bidder offers a discount for over 5 hours of usage per month, the bidder should explain how a subscriber to that service would be billed for any relay calls made during the month.

The provider shall not charge the end user more for non-message toll relay calling than would be charged for the same call if billed by the end user's local exchange or competitive local exchange company. The provider can accomplish this by obtaining necessary billing information about the end user's local company in order to ensure that it does not bill in excess of those rates (e.g., extended area service calls, extended calling service calls, etc.).

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In the alternative, the provider can collect necessary billing information and turn that billing information over to the end user's local company so that the end user's local company can bill for relay calls under the local company's rates. If this alternative approach is taken, the provider shall submit the billing information to the local company in an industry standard format and the provider shall incur whatever costs are required to correctly format the billing information so that the local company can bill the calls.

Of the two approaches described above, the bidder should indicate how it will initially bill calls and the provider shall advise the contract manager whenever it changes billing methodologies.

44. Relaying Interstate and International Calls

The provider shall be required to relay interstate and international calls that originate or terminate in Florida. The provider shall not include in its bill for Florida relay service any charges or time associated with interstate or international calls.

If relayed interstate or international calls are to be billed by the provider to the end user at a rate higher than the rate for a non-relay call, the provider shall quote the rate to the party to be billed before beginning the call. The bidder should indicate how its rate for interstate and international calls will compare to the rate for non-relay calls and whether any discounts or additional charges will apply to interstate and international relay calls.

45. End User Selection of Carrier

The provider shall allow a caller to select an available interexchange company other than the provider for completion of toll calls and billing purposes. The provider must meet current and subsequent requirements of the Network Interconnection Interoperability forum for handling end user requests for a carrier other than the provider. The bidder should include a copy of the current standard along with its proposal and the provider shall provide to the FPSC any subsequent updates in the standard as soon as they are adopted.

46. Recipient of Toll Revenues

The relay provider or its underlying telecommunications provider shall be allowed to retain the toll revenues for all long distance calls billed by or on behalf of the relay provider or its underlying telecommunications provider.

47. Long Distance Call Billing

Operator handled calls shall be carefully supervised and disconnects made promptly. A check of the timing clock shall be made at least once each twenty-four (24) hours to ensure that the clocks are synchronized and that the time is correct. Clock deviations shall not be in excess of 12 seconds. Bidders shall specify the record system for identifying and documenting long distance and toll calls for billing purposes. The record shall contain, at a minimum, the following information:

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- a. Telephone number or credit card number to be billed (NPA-prefix-line number)
- b. Originating and terminating telephone number (NPA-prefix-line number)
- c. Originating and terminating exchange name
- d. Date
- e. Start time
- f. Call duration to the full second (the time in between start time and end time)

Long distance calls billed to subscribers shall be listed chronologically and reflect the connect time of such calls based on the appropriate time zone. Bidders shall also fully describe the billing system and billing process that will be used, including identification of any subcontractors, specific duties of the subcontractors, and how the billing record detail will be transmitted to the billing agent (if any).

48. Special Needs

The provider is not required to provide Special Needs services. However, consideration will be given for additional evaluation points for proposals that include Special Need services (beyond any other services for basic relay described elsewhere in their RFP) as a part of the basic relay service.

Special Needs is defined as limiting factors of a physical or literacy nature that preclude a person who is hearing, speech or dual-sensory (both hearing and visually impaired) disabled from using basic relay service. Special Needs includes: (1) physical limitations, either temporary or permanent, which preclude use of a TDD with or without adaptations for persons with manual dexterity limitations (e.g., paralysis, severe arthritis, broken fingers) and (2) markedly limited ability either to read or write English or Spanish which precludes the user from being able to use the relay service. (It should be understood that relay service does not include translation from one language to another for the Special Needs population or for any other consumers.) Special Needs does not include (1) unavailability of telephone service at the caller's home or business, (2) inability to communicate in either English or Spanish (i.e., where caller can only communicate in a language other than English or Spanish), or (3) handling complex calls (e.g., intervening in a call with a doctor to explain a medical procedure.)

The bidder shall describe what steps will be taken to provide telecommunications assistance to persons with hearing, speech and dual-sensory impairments who have special needs. This description shall include the types of services that would be provided, the prices to end users (if any) for those services, how those services would operationally be provided, how parties other than the provider would be involved in providing Special Needs services and how the provider would assure that those parties would fulfill their portion of the service obligation.

49. Unsolicited Features in Basic Relay Service

The provider will not be required to provide unsolicited features in its basic relay service. However, consideration will be given for additional evaluation points for proposals that include unsolicited features. The cost to the state for these unsolicited features must be included within the basic relay service price proposal.

Any additional features not described elsewhere in the RFP, and which the bidder is including in its basic relay service and price proposal, which a bidder would like to propose should be fully described indicating how the feature would work, how it would improve the system, which users would benefit from the feature and any other information which would allow the FPSC and PRC to evaluate the feature. Examples might include features such as: (a) video interpreting; use of speech synthesis equipment instead of a CA to convert text to speech; use of voice recognition equipment instead of a CA to convert speech to text; (b) or enhanced transmission speed, etc.

~~50. FPSC Optional Services Not Included in Basic Relay Service But Available to Provide at Additional Cost~~

~~The services listed in paragraphs 51 through 54 are optional services and will not receive evaluation points for the purposes of determining which bidder will be selected to provide relay service. However, once a provider is selected, the FPSC will determine which of the services, if any, it may wish to add to the basic relay service and negotiate the conditions under which these optional services may be offered. If a bidder offers a service in this section and the FPSC chooses to purchase the service, the provider must provide the service.~~

~~For each item, the bidder should include the price per billable minute (or other basis) which it would charge for the purchase of the optional service over and above the price for basic relay service. The price per billable minute (or other basis) should be listed separately in the price proposal. The proposal should also indicate how each feature would work, how it would improve the system, which users would benefit from the feature, any direct charges that would be billed to the user, and any other information that would allow the FPSC to evaluate the feature.~~

~~51. Custom Calling Type Services~~

~~The provider will not be required to provide custom calling type services such as Call Trace unless required for certification by the FCC. Call Trace is a feature which would allow the caller to dial the relay center and have the CA provide the number of the last call made to the caller via relay.~~

~~The proposed charge to the Administrator for custom calling service should be separately stated in the price proposal.~~

~~The bidder shall explain how a user could receive custom calling functionalities in conjunction with a relayed call. The bidder shall also indicate what additional cost would apply to the relay user, if any. If no separate charge to the relay user is stated, it will be assumed there is no separate charge.~~

50. Video Relay Service

~~If required by the FCC, is the bidder capable of providing Video Relay Service? The provider is not required to provide video relay service unless required for certification by the FCC. The bidder should explain how it will provide and bill relay service users for video relay service. If this service is provided, before completing the call, the CA shall advise the caller of any charge for the call.~~

51. IP-Relay

~~If required by the FCC, is the bidder capable of providing IP-Relay service? The provider is not required to provide IP-Relay service unless required for certification by the FCC.~~

52. Florida Relay Center/Captioned Telephone Center ~~Other—Optional Features Not Included in Basic Relay~~

~~Any additional features not described elsewhere in the RFP which a bidder would like to propose should be fully described, such as providing a relay center or captioned telephone center in the state of Florida. Bidders are encouraged to offer a relay center and/or captioned telephone center in Florida, although it is not mandatory. If a relay center and/or captioned telephone center is offered in Florida, please state the number of permanent jobs that will be generated based on current Florida TRS and captioned telephone minutes of use as provided in Section E, Billable Minutes.~~

~~Any relay center offered in Florida must be operational within 6 months of the award. It must be in Florida for the duration of the contract. Also, please provide information regarding redundant coverage offered nationally, such as the number of centers nationwide. Please describe any infrastructure that will be added in Florida for the center. The pricing for TRS and captioned telephone should be stated separately for with and without a relay or captioned telephone center in Florida. See Section D.~~

A bidder will not be disqualified for not proposing a Florida call center.

53. Performance Bond

The provider will be required to furnish an acceptable performance bond, certified or cashiers check, or bank money order equal to the estimated total price of the contract for the option year. The bond shall be in effect for the entire duration of the contract and provided to the FPSC upon execution of the contract.

To be acceptable to the FPSC as surety for performance bonds, a surety company shall comply with the following provisions:

- a. The surety company shall be admitted to do business in the state of Florida.
- b. The surety company shall have been in business and have a record of successful continuous operations for at least five (5) years.

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- c. The surety company shall have minimum Best's Policy Holder Rating of A and Required Financial Rating of VIII from Best's Key Rating Guide.
- d. A Florida Licensed Resident agent who holds a current Power of Attorney from the surety company issuing the bond shall sign all bonds.

54. Submission of Monthly Invoice

By the 14th calendar day of the month (or the subsequent business day if the 14th falls on a Saturday, Sunday, or holiday), the provider shall submit a detailed invoice (showing billable minutes and rates) to the Administrator [defined in Section 427.703(1)] at the contracted price for the previous month's activity. The accounting period used to prepare monthly invoices shall be the calendar month. Payment shall not exceed the prices contained in the contract. The invoice and supporting documentation shall be prepared in such a way as to allow the Administrator or the FPSC to audit the invoice. A copy of the monthly invoice shall be submitted to the contract manager at the same time it is submitted to the Administrator.

55. Travel

The provider will not be entitled to a separate payment from the FPSC or the Administrator for any travel expenses which occurs as a result of this contract.

56. Reporting Requirements

The provider shall provide to the contract manager and the Administrator the following written reports by the 25th calendar day of each month reporting data for the previous month. (More frequent or more detailed reports shall also be provided upon request.)

- a. Total daily and monthly
 - 1) Number of incoming calls (separately stating whether incoming calls originate as Baudot, ASCII or voice calls, and also separately stating whether each type of call is English, Spanish, or other foreign language calls.) The number of incoming calls which are general assistance calls shall be footnoted on the report.
 - 2) Number of incoming call minutes associated with each of the categories of incoming calls in a.1 above.
 - 3) Number of outgoing calls (provide two breakdowns of this total: one separately stating completed calls and incomplete calls, and one separately stating whether calls terminate as Baudot, ASCII or voice calls).
 - 4) Number and percentage of incoming Florida calls received at each relay center handling Florida calls. Total should equal the number of incoming calls in item a.1 above.
- b. Average daily and monthly blockage rate.

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- c. Daily answer times for the month and daily number and percent of incoming calls answered within 10 seconds for the month.
- d. Total daily and monthly number of outgoing calls (including both completed and incomplete) of the following lengths:
 - 1) 0 – 10 minutes
 - 2) >10 – 20 minutes
 - 3) >20 – 30 minutes
 - 4) > 30 – 40 minutes
 - 5) > 40 – 50 minutes
 - 6) > 50 – 60 minutes
 - 7) > 60+ minutes
- e. On a daily basis for the month, number of outgoing calls and average length of calls by hour of day. (Total should equal total of a.3.)
- f. Number of outgoing local, intraLATA toll, intrastate interLATA, interstate and international calls for the month. (Total should equal total of a.3.)
- g. Number of outgoing calls and average length of completed outgoing calls originated by TDD users and voice users (identified separately). (Total number of calls should equal total of a.3.)
- h. The provider shall provide monthly summary reports to the FPSC and the Administrator regarding the number of complaints received categorized by topic areas. The provider shall also provide a complaint summary to the FPSC in the format necessary to submit to the FCC in compliance with §64.604(c)(ii), Code of Federal Regulations by June 15 covering the previous 12 months of complaints ending May 31 of that year.
- i. The provider shall report monthly to the FPSC and the Administrator the results of any user evaluations conducted.
- j. The provider shall report monthly on new subcontractors being used to assist in providing relay service and shall identify the scope of their role in the process and the relationship of the subcontractor to the provider.
- k. By March 1, the provider shall provide to the Administrator and the contract manager forecasted relay usage figures and costs to the Commission for the upcoming fiscal year (July 1 – June 30).

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- l. The provider shall report monthly on Captioned Telephone or its equivalent service listing the daily answer time, minutes of use for international, interstate, and intrastate; billable session minutes and service levels.
- m. The provider shall submit the necessary documentation to the FPSC that complies with the state certification requirements of 47 C.F.R § 64.605 when required.
- n. The provider shall provide reports to the FPSC as necessary to complete the five-year re-certification of Florida Relay service with the FCC.

The provider shall include information on its capability and willingness to provide ad hoc reports including new information in the bidder's database or new formats for existing information.

57. Liquidated Damages for Failure to Initiate Services on Time or to Provide Contracted Services for the Life of the Contract

Implementation of the Florida Relay Service in a timely matter is essential. Failure by the provider to implement the service by June 1, 2012, shall be considered a significant and material breach of the provider's commitment. For every day the service is delayed, the provider shall pay to the Administrator, for deposit in its operating fund, the sum of \$25,000 per day.

Liquidated damages shall accrue in amounts up to the following amounts per day of violation.

- a. For failure to meet answer time requirements - ~~\$5,000~~ \$25,000.
- b. For failure to meet, blockage rate or transmission level requirement - \$5,000
- c. For failure to meet complaint resolution requirement - \$1,000
- d. For failure to provide timely reports - \$500
- e. For failure to provide contracted services for the life of the contract, the FPSC reserves the right to require the payment by the provider of liquidated damages in the amount commensurate with the duration and extent of the system deficiencies.

Any liquidated damages may be paid by means of the Administrator deducting the amount of the liquidated damage from a monthly payment to the provider. Such action shall only occur upon order of the FPSC.

58. Transfer to New Provider

When relay service is transferred to a new provider, the provider shall make every effort to ensure that service is transferred to the new provider so that relay users do not experience an interruption in service. The relay service and consumer service 800 or other telephone numbers

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shall be made available to the new provider, with the new provider paying any costs associated with transferring the numbers to the new provider. Provision of customer profile data to the incoming provider shall be provided at least 60 days prior to the outgoing provider's last day of service.

59. Insurance Coverage

During the term of the contract, the provider shall provide insurance coverage for itself and all of its employees used in connection with the performance of services under this Agreement and ensure that all subcontractors shall be similarly covered as provided herein. Such policies shall be issued by a financially sound carrier and/or carriers duly authorized to do business in the State of Florida. Such insurance coverage shall hold the FPSC harmless from any act, negligence or omission on the part of provider, its employees, agents or subcontractors and their employees in the execution or performance of the obligations assumed hereunder. This insurance will include Worker's Compensation as required by law and comprehensive general liability and bodily injury insurance in amounts no less than \$1,000,000 per occurrence and \$2,000,000 general aggregate.

C. TECHNICAL BID PROPOSAL FORMAT

1. Format

The bidder's proposal should be organized in the same order as the items listed in the checklist form in Section E, except Signature of Acceptance items require no response other than a signature on the checklist. Signing means that the item has been reviewed and the bidder agrees to comply with the item. The person signing should be the person in the bidder's organization authorized to make the proposal. The bidder should provide information concerning all other items ~~each item~~ in the checklist; ~~however, for items rated as pass/fail, the bidder may simply note that it has reviewed the item and agrees to comply with the item.~~ For items for which points may be awarded, the bidder should explain how it will provide the service described in the RFP. For pass/fail items, the bidder should provide the information requested.

a. The original and fifteen (15) ~~Twenty (20)~~ two-sided copies of the complete technical proposal should be filed. The original and five (5) copies of the Price proposal should be filed.

b. The technical proposal should be contained in a three-ring binder indicating the name of the bidder and indicating that the contents of the binder is the technical bid proposal only. (The price proposal shall be submitted in a separate sealed envelope – see Section D.)

c. Each page of the technical ~~entire~~ proposal should be numbered at the bottom center of each page and each page should be consecutively numbered with no repetition of page numbers ~~in the entire proposal, except attachments that can be numbered A-1, B-1, etc.~~ For example, there should only be one page 1, one page 50 and one page 500 in the technical ~~entire~~ proposal. Page numbering should only be done in Arabic numerals with no pages numbered with other characters such as 5.7, iii, 6-a, XIX, or similar numbering systems, except attachments as described above.

d. In the top or bottom margin of each page, the name of the company should be identified.

e. To the extent possible, all pages of the proposal should be on 8½ x 11" white paper. However, individual presentations which the bidder is unable to place on an 8½x 11" page in a readable format may be presented on a larger page.

2. Transmittal Letter

The transmittal letter on ~~one~~ of the original ~~twenty~~ copies of the technical ~~complete~~ proposal should contain the original manual signature of the person submitting the proposal on behalf of the bidder. The technical proposal ~~All twenty~~ copies should also contain the typewritten signer's name and title. The transmittal letter shall clearly identify the complete

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legal name of the bidder. In the transmittal letter, the bidder should state that it will comply with all requirements of the RFP. Any exceptions to the RFP's terms and conditions will result in disqualification from the bid process.

Each person signing a proposal certifies that he/she is the person in the bidder's organization authorized to make the proposal. The signer shall provide his/her affiliation with the bidder, address, telephone and facsimile numbers. If different from the person signing the proposal, the transmittal letter shall identify the person or persons (name, title, mailing address, e-mail address, telephone and facsimile number) authorized to make decisions or answer questions related to the proposal and any subsequent contract.

~~In the transmittal letter, the bidder should state that it will comply with all requirements of the RFP or identify the sections of the RFP with which it cannot comply and expand on that explanation in the body of its proposal.~~

3. Public Entity Crimes Provision

Pursuant to Section 287.133, Florida Statutes, a person or affiliate who is on the convicted vendor list following a conviction for a public crime may not submit a bid on a contract to provide any goods or services to a public entity. The person or affiliate may not be awarded a contract or perform work as a contractor, supplier, subcontractor, or consultant under a contract with any public entity, and may not transact business with any public entity in excess of the threshold amount provided for in Florida Statute 287.017 for Category Two (\$11,000) for a period of 36 months from the date of being placed on the convicted vendor list.

4. Financial Information

To allow the FPSC to evaluate the financial responsibility of the bidding company, the following items shall be submitted with the proposal for the bidding company (and its parent company, if applicable):

- a. Audited financial statements (or a SEC 10K Report) for the most recent two (2) years, including at a minimum:
 - 1) statement of income and related earnings,
 - 2) cash flow statement,
 - 3) balance sheet, and,
 - 4) opinion concerning financial statements from an outside CPA;
- b. Primary Banking source letter of reference.

5. Experience and Customer References

For each state in which the bidder ~~has or~~ is providing relay service, the bidder shall indicate:

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- a. When the bidder began operating the system.
- b. The number of outgoing calls for the most recent month.
- c. The total duration of the contract.

If the bidder's relay service in other states is available for testing by means of a number that can be dialed from within Florida, the bidder should provide the telephone numbers that can be used to dial the bidder's relay service.

The bidder shall provide the names of the contract administrator for the active contracts requested above. three customer references, including Also provide a specific contact name and phone number, ~~to whom the bidder has provided the bid service or a similar service~~ and e-mail address for each contract administrator. The FPSC will contact these administrators for ~~If no customer references are available, or applicable, explain and provide three alternative references explaining the relationship of the reference to the bidder.~~

6. Subcontractors

If the bidder proposes to use subcontractors, the bidder shall identify those subcontractors and indicate the scope of their role in the provision of relay service. The bidder should also indicate what experience the subcontractor has in providing the service for which it would contract with the provider.

~~If the bidder intends to use a subcontractor to provide any part of the relay service, the bidder must also provide three customer references for the subcontractor and the information required in paragraph 5.~~

7. Bid Security Deposit

A \$500,000 bid security deposit shall be furnished to the FPSC with the original of the proposal. The bid security deposit shall be in the form of a bond, a certified or cashier's check, or bank money order that is valid through at least May 15, 2012 ~~October 28, 2011~~, and is payable to the Florida Telecommunications Relay, Inc. The bid security deposit will be held without cashing.

If a bond is used, the bond shall be issued from a reliable surety company acceptable to the FPSC, licensed to do business in the state of Florida and shall be signed by a Florida licensed Resident Agent. Such a bond shall be accompanied by a duly authenticated Power of Attorney evidencing that the person executing the bond on behalf of the surety had the authority to do so on the date of the bond. Please clearly identify the expiration date of the bond, if a bond is submitted as the bid security instrument.

The unsuccessful bidders' security deposits shall be returned, without interest, within thirty (30) days after disqualification, withdrawal, or signing of the contract with the successful bidder. The successful bidder's bid security shall be returned, without interest, upon signing of the contract and furnishing the Performance Bond as specified herein. If the successful bidder fails to sign a contract within thirty (30) days after the Letter of Intent or fails to deliver the

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Performance Bond as specified herein, the bid security shall be forfeited to the Florida Telecommunications Access System Fund.

8. Check List of Proposal Content

As a part of the bidder's proposal, the transmittal letter should be followed by the evaluation checklist in Section E. In the blank beside each item on the checklist, except items requiring a Signature of Acceptance, the company contact person who is responsible for the proposal and any subsequent contract and who signs the transmittal letter should initial (not check) each item in the check list which is contained within the proposal. The person initialing the checklist should ensure that each item in the checklist is also contained in its proposal and in the same order as the item appears in the checklist. The bidder should also indicate beside each item in the checklist the page number in its proposal where the item in the checklist can be found.

For items requiring a Signature of Acceptance, the same person should sign each item indicating that the item has been reviewed and the bidder agrees to comply with the item.

D. THE PRICE PROPOSAL FORMAT

Bidders shall submit their bids on the basis of a charge per billable minute for all services described with the exception of Captioned Telephone in item B.22 ~~and those optional services described in items B.51-55~~. The prices per billable minute ~~(or other basis)~~ for Captioned Telephone items in B.22 and B.51-55 shall be separately stated. Rates should be provided separately for with and without a Florida call center. A format similar to that shown below should be used for the price proposal.

NOTE: THE PRICE PROPOSAL SHALL BE FILED IN A SEPARATE SEALED ENVELOPE MARKED: “SEALED – TO BE OPENED ONLY BY THE FPSC PROPOSAL OPENING OFFICER”

SERVICE PRICE PER BILLABLE MINUTE

1. Basic Relay Service

Bid price should be on a flat rate basis per billable minute for all billable minutes and not vary depending upon the volume of traffic. Existing contract price for intrastate basic relay service is \$0.89 per session minute. Provide rates separately for with and without a Florida call center.

2. Captioned Telephone

Bid price should be on a rate per billable minute for all billable minutes and may vary depending upon the volume of traffic. Existing contract price for intrastate captioned telephone service is \$1.54 per session minute. Provide rates separately for with and without a Florida call center.

~~3. Optional Features~~

~~a. Custom Calling Services~~

~~\$..xx PER BILLABLE MINUTE (or other basis)~~

~~—(see RFP item B.51)~~

~~b. Other Optional Features Not Included in Basic Relay~~

~~(see RFP item B.54)~~

E. THE EVALUATION METHOD TO BE USED AND FILING CHECK LIST

Technical proposals will be evaluated using a pass or fail criteria for some elements, ~~and using a point rating criteria for some~~ other elements, and a signature of acceptance for some elements. The PRC Chairperson reserves, at his discretion, the right to notify and allow a bidder a minimum time period to cure minor irregularities in ~~both~~ both items rated on a pass/fail ~~or a point~~ basis. Failure to cure such minor irregularities may result in elimination of the proposal from further evaluation. For items that are rated on a point basis, each member of the PRC will rate each item giving it a rating of between zero and the maximum point rating shown on the check list on the following pages. For items requiring a “signature of acceptance,” no proposal response is desired or required and by signing, the bidder is certifying that it has reviewed and agrees to comply with the item.

The technical ratings will be based on the PRC member’s evaluation of the evaluated item using the following scale.

Where maximum points equals	Poor	Fair	Good	Excellent
10	0-2.5	2.6-5.0	5.1-7.5	7.6-10
25	0-6.3	6.4-12.5	12.6-18.8	18.9-25
50	0-12.5	12.6-25	25.1-37.5	37.6-50
75	0-18.8	18.9-37.5	37.6-56.3	56.4-75
100	0-25	26-50	51-75	76-100
200	0-50	51-100	101-150	151-200

Total points from each PRC evaluator on the technical proposal will be added together for a total technical score. The technical score totals for each bidder will be compared by using the point total for the bidder with the highest point total as the denominator of a fraction with each bidder’s individual point total as the numerator. Each bidder’s percentage will then be multiplied by ~~50%~~ 60% to arrive at the weighted score for each bidder’s technical proposal. Next, a weighted score for each bidder’s price proposal shall be calculated as follows. Each bidder’s price will be compared by using the lowest bidder’s bid price for basic relay service as the numerator of a fraction with each bidder’s price as the denominator. Each bidder’s percentage will then be multiplied by ~~25%~~ 35% to arrive at the weighted percentage score for each bidder’s price proposal. The same procedure will be used to evaluate Captioned Telephone or its equivalent service using ~~25%~~ 5% to arrive at the weighted percentage score.

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Likewise, a weighted score using the proposed rates for each bidders Florida call center will be calculated. The Commission will make the award as to whether to go with the highest scoring bid with a relay center in Florida or for the highest scoring bid without a relay center in Florida, based on the staff recommendation.

Each bidder's weighted percentage score for its technical proposal and for its price proposal will be added together and the bidder with the highest total will be recommended by the PRC to the FPSC. However, the FPSC reserves the right to reject the PRC's recommendation, and reject all bids.

Evaluation Example

The following is an example of how the PRC would evaluate the bidders. The numbers used are strictly for illustrative purposes and not intended to provide any guidance in terms of what the FPSC anticipates the price, price relationships, or usage levels to be.

Assumptions:

- a) Sum of total technical points by all evaluators:
 - Bidder A – 7,500
 - Bidder B – 7,000
 - Bidder C – 5,500

- b) Bidders' price proposals for basic relay service:
 - Bidder A - \$.55 per billable minute
 - Bidder B - \$.60 per billable minute
 - Bidder C - \$.50 per billable minute

- c) Bidders' price proposals for Captioned Telephone CapTel-service:
 - Bidder A - \$1.00 per billable minute
 - Bidder B - \$1.20 per billable minute
 - Bidder C - \$1.50 per billable minute

The technical evaluation is as follows:

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Bidder A (7,500 points) – $7,500/7,500 = 1.000 \times \underline{50\%} \underline{60\%} = \underline{.5000} \underline{.6000}$
Bidder B (7,000 points) – $7,000/7,500 = .9333 \times \underline{50\%} \underline{60\%} = \underline{.4666} \underline{.5600}$
Bidder C (5,500 points) – $5,500/7,500 = .7333 \times \underline{50\%} \underline{60\%} = \underline{.3666} \underline{.4400}$

The price evaluation for TRS is as follows:

Bidder A (\$.55 per billable minute) - $$.50/$.55 = .9091 \times \underline{25\%} \underline{35\%} = \underline{.2273} \underline{.3182}$
Bidder B (\$.60 per billable minute) - $$.50/$.60 = .8333 \times \underline{25\%} \underline{35\%} = \underline{.2083} \underline{.2917}$
Bidder C (\$.50 per billable minute) - $$.50/$.50 = 1.000 \times \underline{25\%} \underline{35\%} = \underline{.2500} \underline{.3500}$

The price evaluation for Captioned Telephone(CT) service is as follows:

Bidder A – (\$1.00 per billable minute) - $\$1.00/\$1.00 = 1.000 \times \underline{25\%} \underline{5\%} = \underline{.2500} \underline{.0500}$
Bidder B – (\$1.20 per billable minute) - $\$1.00/\$1.20 = .8333 \times \underline{25\%} \underline{5\%} = \underline{.2083} \underline{.0417}$
Bidder C – (\$1.50 per billable minute) - $\$1.00/\$1.50 = .6667 \times \underline{25\%} \underline{5\%} = \underline{.1667} \underline{.0333}$

The total is calculated as follows:

Bidder A - $\underline{.5000} \underline{.6000}$ (technical) + $\underline{.2273} \underline{.3682}$ (price TRS) + $\underline{.2500}$ (price CT) = $\underline{.9773} \underline{.9682}$ *
Bidder B - $\underline{.4666} \underline{.5600}$ (technical) + $\underline{.2083} \underline{.3334}$ (price TRS) + $\underline{.2083}$ (price CT) = $\underline{.8832} \underline{.8934}$
Bidder C - $\underline{.3666} \underline{.4400}$ (technical) + $\underline{.2500} \underline{.3833}$ (price TRS) + $\underline{.1667}$ (price CT) = $\underline{.7833} \underline{.8233}$

* Recommended by the PRC to the FPSC.

The price evaluation calculations will be repeated for bidders proposing a Florida call center. A bidder will not be disqualified for not proposing a Florida call center.

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FILING CHECK LIST

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or <u>Signature</u> Or Maximum Points
_____	_____	_____	_____	_____
1.	_____	Format (RFP ref. Section C-1 and D)	N/A	N/A
2.	_____	Transmittal Letter, Address, contact Person, Tel. and Fax No., Legal Name of Bidder, and Statement of Compliance with or lack of Compliance with RFP requirements (RFP ref. C-2)	_____	P/F
3.	_____	Check List (RFP ref. C-8 and E)	_____	P/F
4.	<u>NA</u>	<u>FCC Authority to Provide Relay Services Certification by FPSC and FCC</u> (RFP ref. A-5)	<u>Signature of Acceptance:</u> _____	
5.	<u>NA</u>	Conflict of Interest (RFP ref. A- 25 28) – State Name(s) or None Below Name(s) Disclosed: _____	<u>Signature of Acceptance:</u> _____	
6.	_____	Commencement Date (RFP ref. B-2)	_____	P/F
7.	<u>NA</u>	Term of Contract (RFP ref. B-3)	<u>Signature of Acceptance:</u> _____	
8.	<u>NA</u>	Scope of Service (RFP ref. B-4)	<u>Signature of Acceptance:</u> _____	

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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
9.	<u>NA</u>	Access Numbers (RFP ref. B-5)	<u>Signature of Acceptance:</u> _____	
10.	<u>NA</u>	Availability of System to Users (RFP ref. B-6)	<u>Signature of Acceptance:</u> _____	
11.	_____	Minimum CA Qualifications and Testing (RFP ref. B-7)	_____	100
12.	_____	CA Training (RFP ref. B-8)	_____	100
13.	_____	Staff Training (RFP ref. B-9)	_____	100
14.	_____	Counseling of CAs and Staff (RFP ref. B-10)	_____	25
15.	_____	Procedures for Relaying Communications (RFP ref. B-11)	_____	100
16.	<u>NA</u>	Languages Served (RFP ref. B-12)	<u>Signature of Acceptance:</u> _____	
17.	_____	Additional Languages Served (RFP ref. B-13)	_____	25
18.	<u>NA</u>	Shift Advisor/ Consultant (RFP ref. B-14)	<u>Signature of Acceptance:</u> _____	
19.	<u>NA</u>	Confidentiality of Calls (RFP ref. B-15)	<u>Signature of Acceptance:</u> _____	

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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
20.	<u>NA</u>	Types of Calls to be Provided (RFP ref. B-16)	<u>Signature of Acceptance:</u> _____	
21.	_____	Call Release Functionality (RFP ref. B-17)	_____	50
22.	_____	Speed Dialing (RFP ref. B-18)	_____	50
23.	_____	Three-Way Calling Functionality (RFP ref. B-19)	_____	50
24.	_____	Voice Mail and Interactive Menus (RFP ref. B-20)	_____	50
25.	_____	Voice and Hearing Carry-Over (RFP ref. B-21)	_____	100
26.	_____	Captioned Telephone Voice Carry-Over (RFP ref. B-22)	_____	100
27.	_____	Turbocode™ (RFP ref. B-23)	_____	100
28.	_____	Speech to Speech (RFP ref. B-24)	_____	100
29.	_____	Access to Pay Per Call Services (RFP ref. B-25)	_____	100
30.	_____	Caller ID (RFP ref. B-26)	_____	100
31.	_____	Last Number Redial (RFP ref. B-27)	_____	25
32.	_____	Obscenity Directed at the Operator (RFP ref. B-28)	_____	<u>25</u> P/F
33.	_____	Emergency Calls (RFP ref. B-29)	_____	100
34.	_____	Blockage (RFP ref. B-30)	_____	200

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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
35.	_____	Answer Time (RFP ref. B-31)	_____	200
36.	<u>NA</u>	Equipment Compatibility (RFP ref. B-32)	<u>Signature of Acceptance:</u> _____	
37.	<u>NA</u>	Transmission Levels (RFP ref. B-33)	<u>Signature of Acceptance:</u> _____	
38.	<u>NA</u>	Measuring Equipment Accuracy (RFP ref. B-34)	<u>Signature of Acceptance:</u> _____	
39.	_____	Emergency Operations and Uninterruptible Power (RFP ref. B-35)	_____	100
40.	_____	Intercept Messages (RFP ref. B-36)	_____	P/F
41.	_____	Service Expansion (RFP ref. B-37)	_____	50
42.	<u>NA</u>	New Technology (RFP ref. B-38)	<u>Signature of Acceptance:</u> _____	
43.	_____	Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-39)	_____	100
44.	_____	Complaint Resolution (RFP ref. B-40)	_____	200

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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
45.	<u>NA</u>	Charges for Incoming Calls (RFP ref. B-41)	<u>Signature of Acceptance:</u> _____	
46.	_____	Billing Arrangements (RFP ref. B-42)	_____	50
47.	_____	End User Billing for Intrastate Calls (RFP ref. B-43)	_____	50
48.	_____	Relaying Interstate and International Calls (RFP ref. B-44)	_____	50
49.	_____	End User Selection of Carrier (RFP ref. B-45)	_____	50
50.	<u>NA</u>	Recipient of toll revenues (RFP ref. B-46)	<u>Signature of Acceptance:</u> _____	
51.	_____	Long Distance Call Billing (RFP ref. B-47)	_____	50
52.	_____	Special Needs (RFP ref. B-48)	_____	25
53.	_____	Unsolicited Features in Basic Relay Service (RFP ref. B-49)	_____	200
54.	_____	FPSC Optional Services Not Included in Basic Relay Service but Available to Provide at Additional Cost (RFP ref. B-50)	_____	Optional 0 Points
55.	_____	Customer Calling Type Services (RFP ref. B-51)	_____	Optional 0 Points
54.	_____	Video Relay (RFP ref. B- <u>50</u> 52)	_____	Optional 0 Points

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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Signature Or Maximum Points
55.	_____	IP-Relay (RFP ref. B- 51 53)	_____	Optional 0 Points
56.	_____	Florida Relay Center/Captioned Telephone Center Other Optional Features Not Included in Basic Relay (RFP ref. B- 52 54)	_____	200 Optional 0 Points
57.	<u>NA</u>	Performance Bond (RFP ref. B- 53 55)	<u>Signature of Acceptance:</u> _____	
58.	<u>NA</u>	Submission of Monthly Invoice (RFP ref. B- 54 56)	<u>Signature of Acceptance:</u> _____	
59.	<u>NA</u>	Travel (RFP ref. B- 55 57)	<u>Signature of Acceptance:</u> _____	
60.	_____	Reporting Requirements (RFP ref. B- 56 58)	_____	<u>50 P/F</u>
61.	<u>NA</u>	Liquidated Damages (RFP ref. B- 57 59)	<u>Signature of Acceptance:</u> _____	
62.	<u>NA</u>	Transfer to New Provider (RFP ref. B- 58 60)	<u>Signature of Acceptance:</u> _____	
63.	<u>NA</u>	Insurance Coverage (RFP ref. B- 59 61)	<u>Signature of Acceptance:</u> _____	

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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or <u>Signature</u> Or Maximum Points
64.	<u>NA</u>	Public Entity Crimes (RFP ref. C-3)	<u>Signature of Acceptance:</u> _____	
65.	_____	Financial Information (RFP ref. C-4)	_____	P/F
66.	_____	Experience and Customer References (RFP ref. C-5)	_____	200
67.	_____	Subcontractors (RFP ref. C-6)	_____	50 P/F
68.	_____	Bid Security Deposit (RFP ref. C-7)	_____	P/F
69.	_____	PRICE PROPOSAL (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed – To Be Opened Only By the FPSC Proposal Opening Officer."	_____	See RFP Sec. D & E.
70.		MAXIMUM TOTAL POINTS	_____	<u>3,225</u> 2950

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TABLE 1.

INTRASTATE BILLABLE MINUTES (October 2010 – September 2011)

MONTHLY INVOICE	TOTAL SESSION MINUTES TRS Intrastate Minutes	TOTAL SESSION MINUTES Intrastate Captioned Telephone Service
October 2010	231,380	190,905
November 2010	223,634	195,185
December 2010	222,683	208,305
January 2011	230,594	209,579
February 2011	209,798	175,496
March 2011	225,243	194,290
April 2011	201,722	185,850
May 2011	197,966	178,892
June 2011	203,147	181,585
July 2011	211,598	171,787
August 2011	208,530	177,886
September 2011	186,304	165,798

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TABLE 2.

BILLABLE MINUTES (INTRASTATE AND INTERSTATE)

MONTH & YEAR	*TOTAL SESSION MINUTES	*TOTAL SESSION MINUTES	TOTAL SESSION MINUTES	*TOTAL SESSION MINUTES
	TRS MINUTES	STS	SPANISH	Captioned Telephone Service
Oct 2010	271,188	1,885	13,879	284,729
Nov 2010	260,012	1,447	13,960	288,580
Dec 2010	258,362	2,580	11,762	312,709
Jan 2011	267,121	1,926	12,617	315,598
Feb 2011	245,510	3,174	10,872	265,203
Mar 2011	262,117	3,924	11,140	294,072
Apr 2011	237,815	2,695	8,849	279,033
May 2011	229,164	3,277	10,395	178,892
Jun 2011	234,144	1,147	9,900	273,902
Jul 2011	246,147	820	11,308	269,592
Aug 2011	244,266	2,076	11,379	253,391
Sep 2011	215,588	2,289	11,933	242,440

*MONTHLY INVOICE

