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BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 20210049-TP

REQUEST FOR SUBMISSION OF  
PROPOSALS FOR RELAY SERVICE,  
BEGINNING IN MARCH 2022, FOR  
THE DEAF, HARD OF HEARING,  
DEAF/BLIND, OR SPEECH  
IMPAIRED, AND OTHER  
IMPLEMENTATION MATTERS IN  
COMPLIANCE WITH THE FLORIDA  
TELECOMMUNICATIONS ACCESS  
SYSTEM ACT OF 1991.

\_\_\_\_\_ /

PROCEEDINGS: BIDDERS' TELEPHONIC CONFERENCE

COMMISSION STAFF  
PARTICIPATING: CURTIS WILLIAMS  
CHARLES MURPHY  
GREG FOGLEMAN  
LEE ENG TAN  
CAYCE HINTON  
ADRIA HARPER  
KEITH HETRICK  
MARY ANNE HELTON

DATE: Tuesday, April 6, 2021

TIME: Commenced: 1:30 p.m.  
Concluded: 2:19 p.m.

PLACE: Florida Public Service Commission  
Gerald L. Gunter Building  
Room 105  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

REPORTED BY: ANDREA KOMARIDIS WRAY  
Court Reporter

PREMIER REPORTING  
114 W. 5TH AVENUE  
TALLAHASSEE, FLORIDA  
(850) 894-0828

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A P P E A R A N C E S

- MICHELLE PAINTER LAMA, Sprint Relay/T-Mobile
- JEFFREY BRANCH, Sprint Relay/T-Mobile
- Internal Staff Interpreter for Jeffrey Branch,  
Sprint Relay/T-Mobile
- BETH SLOUGH, Hamilton Relay
- GARY LEWIEN, Hamilton Relay
- BRETT BASCOM, Florida Telecommunications Relay, Inc.

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P R O C E E D I N G S

MR. WILLIAMS: Good afternoon. This is Curtis Williams, regulatory analyst with the Office of Industry Development and Market Analysis here at the Florida Public Service Commission. We're going to go ahead and convene the meeting at this time.

I would like to first make sure our court reporter is -- is on the line.

THE COURT REPORTER: I'm here.

MR. WILLIAMS: Can you hear me clearly?

THE COURT REPORTER: I'm here, and I can hear, so far, very well. Thank you.

MR. WILLIAMS: Great. Thank you.

Before we proceed, I would like to go over several important procedural items that will help make sure we have a successful meeting. All participants must state their names before speaking during the meeting, for the benefit of the court reporter. So, please make sure you state your name each time you speak throughout the meeting.

Secondly, when not speaking, please mute your phone to avoid background noise. And also, please be aware and just eliminate any -- any interference you may have there, for the benefit of the court reporter.

1           With that said, at this time, I will ask our  
2 attorney, Mr. Charles Murphy, to read the notice.

3           MR. MURPHY: Thank you, Curtis.

4           This is Charles Murphy. And we are here  
5 pursuant to notice for bidders conference in Docket  
6 No. 20210049-TP. The purpose of the meeting is set  
7 forth in the notice. Thank you.

8           MR. WILLIAMS: Thank you, Mr. Murphy.

9           We will take appearances at this time. Please  
10 state your name and organization clearly, for the  
11 benefit of the court reporter. Again, I'm Curtis  
12 Williams, joined by Charles Murphy here at the  
13 Florida Public Service Commission.

14           We will begin with organizations that informed  
15 staff of their plans to participate in response to  
16 the notice. And we will proceed in alphabetical  
17 order, starting with Florida Telecommunications  
18 Relay, Inc. Do we have anyone on from Florida  
19 Telecommunications Relay?

20           MR. BASCOM: Yes, Curtis. This is Brett  
21 Bascom from Florida Telecommunications Relay. I'm  
22 the business manager at FTRI.

23           MR. WILLIAMS: Thank you, Brett.

24           Do we have any participants from Hamilton  
25 Relay on the line?

1 MS. SLOUGH: Yes. Hello. This is Beth Slough  
2 with Hamilton Relay, and also with us today is Gary  
3 Lewien.

4 MR. WILLIAMS: Welcome.

5 Any participants from Sprint Relay/T-Mobile?

6 MS. PAINTER LAMA: Yes, good afternoon. This  
7 is Michelle Painter Lama and we also have Jeffrey  
8 Branch on the line.

9 MR. WILLIAMS: Thank you, and welcome.

10 Are there any additional persons on the call  
11 who would like to be recognized? Hearing none, we  
12 will proceed with the meeting by going through each  
13 section of the draft request for proposals and  
14 allow participants to present suggestions,  
15 questions, and comments as we proceed.

16 Staff would also like to make it clear that  
17 the document presented today is a draft. It's a  
18 working document. It is in the draft form and it's  
19 presented to receive and consider input from  
20 potential bidders and other interested persons.

21 The request for proposals, RFP, will become  
22 final and official after it has been considered and  
23 approved by the Florida Public Service Commission,  
24 which is currently scheduled for May -- for the  
25 May 4th, 2021, Commission agenda conference.

1           We will begin today's meeting starting with  
2           Section A of the draft RFP. That's the  
3           Administrative Requirements and Procedures Section  
4           located on Page 6. All participants should have  
5           received a copy of the draft RFP and we can -- we  
6           can start on Page 6.

7           Again, staff will go through each section.  
8           And feel free to -- to stop us and ask any  
9           questions or comments at that time, but please make  
10          sure you state your name, for the benefit of court  
11          reporter.

12          Section A, Administrative Requirements and  
13          Procedures provides some background information on  
14          the -- the RFP, specifically in -- in response to  
15          how to communicate with the Commission. Again, I'm  
16          Curtis Williams and I'm serving as the chair of the  
17          proposal-review committee. So, all correspondence  
18          should be sent to me.

19          And Adam Teitzman is specifically laid out  
20          there. That document should be filed with Adam  
21          Teitz- -- Teitzman, to my attention, the Office of  
22          Clerk, the address there. And you must reference  
23          the docket number.

24          So, are there any questions regarding  
25          communicating with the Public Service Commission

1           regarding the RFP?

2                   Hearing none, I think everyone is aware that  
3           the purpose of the RFP is to provide -- to receive  
4           proposals and for the Commission to consider those  
5           proposals and select a service provider to provide  
6           telecommunications relay service in the state of  
7           Florida.

8                   The RFP is governed by the laws of the state  
9           of Florida, and it should be understood that  
10          bidders and the ultimate providers shall comply  
11          with applicable federal, state, and local laws or  
12          regulations.

13                  Moving on, No. 4 provides the scope of the  
14          RFP.

15                  Section A5 kind of gives more details on FCC  
16          authority as it relates to relay services.

17                  We have a definition-and-acronyms section that  
18          continues.

19                  I will point out, for those participants who  
20          participated in the previous request for proposals,  
21          which was in Docket 202100- -- I'm sorry --  
22          20170039, that was -- that RFP was used as a  
23          starting point. We have made some revisions to  
24          that document, some updates to that document. So,  
25          the starting point for the current RFP is -- is the

1 previous RFP that was issued.

2 Under Section 7, A7, key dates, I would like  
3 to point out that interested parties, potential  
4 bidders, should pay close attention to the dates  
5 there; lays out specific time lines.

6 Again, I indicated that, currently, the draft  
7 RFP is considered -- is -- is tentatively scheduled  
8 to be addressed by the Commission at the May 4th  
9 Commission agenda conference.

10 Upon Commission consideration and possible  
11 approval, we will release a request for proposals  
12 by May 11th, 2021. We will have an opportunity for  
13 persons to -- to submit in writing any clarifying  
14 questions. They must be presented in writing and  
15 they must be provided to us by May 25th, 3:00 p.m.

16 Staff will provide answers to those clarifying  
17 questions by June 8th; and the technical and price  
18 proposals currently are scheduled to be due by  
19 June 17th, 2021; and current service start date is  
20 March 1st, 2022.

21 Again, this is a -- staff's draft request for  
22 proposals and the RFP and the time lines are  
23 subject to change prior to the Commission's formal  
24 vote.

25 MS. PAINTER LAMA: This is Michelle Painter

1 Lama. I do have a question. I was not involved in  
2 2017, but I did go back and look at the transcript  
3 from the last bidders' conference.

4 And, after that conference, I believe letters  
5 were submitted just kind of clarifying some  
6 questions that were asked during the conference or  
7 some additional questions or comments about this  
8 draft RFP.

9 Will there be an opportunity to file something  
10 after today's conference as well and prior to the  
11 May 4th date?

12 MR. WILLIAMS: Yes, that's a good question,  
13 Michelle. Yes, there will be an opportunity to --  
14 to -- to file suggestions and comments prior to --  
15 to that date. The -- the current -- again, the  
16 current schedule is for the recommendations to go  
17 to the May 4th agenda, but prior to that, we will  
18 entertain suggested changes.

19 And again, the bidders' conference here is --  
20 is being transcribed. So, if there are any  
21 comments, those will be taken into consideration as  
22 staff prepares its recommendation. The -- the  
23 actual recommendation is scheduled to be filed on  
24 April 22nd for the May 4th agenda.

25 We will -- and I -- I can -- I will -- I will

1 send out an e-mail to -- to potential bidders, but  
2 the tentative date that we have here is for -- the  
3 deadline for -- for filing suggested changes to the  
4 RFP would be April 12th to give staff sufficient  
5 time to consider those suggested changes and  
6 incorporate those in our staff recommendation to be  
7 filed by April 22nd.

8 So, April 12th, which is about a week -- is  
9 that -- is that sufficient time, considering, you  
10 know, we've -- we've had the draft RFP out there,  
11 we have a bidders' conference, now.

12 So, basically another week after the -- after  
13 this bidders' conference is when we would -- we  
14 will look to have all suggested changes in by  
15 April 12th.

16 MS. PAINTER LAMA: Yes, this is Michelle  
17 again. That is plenty of time. So, thank you for  
18 that clarification.

19 MR. WILLIAMS: Are there any other questions  
20 regarding submitting final comments, questions,  
21 suggested changes? Again, I will -- I will present  
22 that in writing to the person -- interested  
23 persons, potential bidders, that we have on file  
24 and the -- let's see. Tentatively, the current  
25 date that we will -- we will set as a deadline will

1 be April 12th.

2 Mr. Murphy.

3 MR. MURPHY: Yeah, this is Charlie Murphy.

4 Just to -- to clarify, I'm looking at these dates  
5 here. They can make suggestions about the RFP up  
6 until the date of April, but they're still entitled  
7 to ask ques- -- clarifying questions about the RFP  
8 after it's approved by the Commission into late  
9 May. Is that -- is that how I'm reading this?

10 MR. WILLIAMS: Correct. And, again, the --  
11 the clarifying questions will be more related to  
12 procedural questions. I mean, we wouldn't be able  
13 to make any -- any changes or revisions to the --  
14 to the RFP at that date, but we will seek to -- to  
15 clarify time lines, procedural questions,  
16 administrative matters.

17 All right. Moving on, term of contract will  
18 be an initial three-year period and, upon mutual  
19 agreement between the PSC and the ultimate  
20 provider, the contract may be extended for up to  
21 four additional one-year period -- periods, subject  
22 to the same terms and conditions set forth in the  
23 initial contract and any written amendments signed  
24 by the parties.

25 Moving on, No. 11 is -- is important, stating

1            basically -- the point here is that late proposals  
2            will not be accepted.  If -- if an interested or  
3            potential bidder does not meet the deadline, we  
4            will -- we will not accept late-filed proposals.

5            Any modifications or changes to the proposal  
6            will only be considered up to the -- the deadline  
7            date.  Again, the -- the actual proposals should be  
8            filed with the Florida Public Service Commission's  
9            Office of Commission Clerk.  And that contact  
10           information is presented in the RFP.

11           Currently, subject to Commission final vote,  
12           the technical and price proposals must be filed by  
13           June 17th, 2021, 3:00 p.m.

14           Bidding costs:  All costs related to final  
15           proposal is not the responsibility of the  
16           Commission.

17           Moving on, letter-of-intent notifications to  
18           bidders -- I just want to make it clear that, upon  
19           selection of the potential provider, the PSC will  
20           issue a letter of intent and we will also  
21           include -- or provide a copy of that letter to all  
22           companies that submitted bids for the service.

23           The awarding of the contract will be based on  
24           the bidder whose proposal is -- is what we  
25           consider -- what the Commission considers to be the

1 most-advantageous to the state, taking many  
2 different considerations into play, and includes  
3 but not limited to the overall quality of the  
4 proposed relay-system charges to -- to consumers,  
5 any proposed service enhancements and technological  
6 enhancements, and the company's ability to meet  
7 specific deadlines and requirements regarding  
8 delivery of the service.

9 On No. 18, Award Without Discussion: The  
10 Florida Public Service Commission reserves the  
11 right to make an award without discussion of the  
12 proposals with the bidder; therefore, it is  
13 important that each technical and price proposal be  
14 submitted in the most complete, understandable, and  
15 accurate manner possible.

16 Once the contract has been awarded, the  
17 successful bidder will be required to sign a -- a  
18 contract. It will be a contract that will be  
19 written and will include the following elements:  
20 the actual RFP, the final RFP, the bidder's  
21 proposal and response to the RFP, and a document  
22 identifying any clarifications to the proposal and  
23 any unsolicited items contained in the proposal and  
24 desired by the Florida Public Service Commission to  
25 be included.

1           Moving on: Florida Public Service Commission  
2 shall have the right to unilaterally cancel,  
3 terminate, or suspend any ensuing contract in whole  
4 or in part by giving the provider 60 calendar days  
5 written notice by Certified Mail, return receipt  
6 requested, or in-person with proof of delivery.

7           If a breach of the contract by the provider  
8 occurs, the FPSC will provide written notice to the  
9 provider and allow 14 days to cure the breach. If  
10 the breach of contract is not cured within 14 days,  
11 the Public Service Commission may, by written  
12 notice to the provider, terminate the contract upon  
13 24-hour notice.

14           Public Records -- please make sure you read  
15 over that section in detail. All material  
16 submitted regarding the RFP becomes the property of  
17 the Florida Public Service Commission and subject  
18 to Chapter 119, Florida Statutes, public laws -- in  
19 accordance with Section 119.0701, Florida Statutes.  
20 So, please make sure you read over that section and  
21 understand those requirements.

22           Moving on, Section 27, Changes to the  
23 Contract: Any change in the contract shall be  
24 accomplished by a formal written contract  
25 commitment signed by the authorized representatives

1 of both PSC and the provider. No other document or  
2 oral communication shall be construed as amendment  
3 to the contract.

4 (Unintelligible.)

5 MR. MURPHY: No, I -- I'm good. If they don't  
6 have questions, I assume that they -- this is  
7 Charlie. I'm sorry, court reporter -- Charlie  
8 Murphy. And I'm assuming, if they've looked this  
9 over and they don't have questions, I'm guessing  
10 they -- they know what these are about.

11 MR. WILLIAMS: Okay. Moving on to Section 31,  
12 32, and 33 to Section 34, trying to lay out some of  
13 the specific legal requirements. Section 34  
14 addresses liquidated damages for failure to  
15 initiate services on time and/or provide contracted  
16 services for the life of contract, specific  
17 requirements that are presented there.

18 MR. MURPHY: We did have the -- the e-mail  
19 about that, right?

20 MR. WILLIAMS: Are there any comments, any  
21 questions, regarding Section 34?

22 MS. SLOUGH: Yes, this is Beth Slough with  
23 Hamilton Relay.

24 MR. WILLIAMS: Yes, Beth.

25 MS. SLOUGH: Hamilton Relay submitted a couple

1 of questions in -- in writing in advance of the  
2 conference call today. And we -- we offered some  
3 suggested language to amend this section due to the  
4 declining relay usage.

5 And what -- what our specific ask is to add a  
6 sentence that says, "However, under no  
7 circumstances will the liquidated damages exceed  
8 the revenue for the day." And so, we respectfully  
9 request that modification to this section.

10 MR. WILLIAMS: Okay. We will -- we -- we have  
11 placed -- we did receive your -- your suggestions,  
12 and we -- we have -- or it's currently in the  
13 process of being formally filed in the docket file  
14 and we will take those into consideration.

15 Again, feel free to provide, if you -- if you  
16 need to file additional clarification or additional  
17 points that -- in -- send in what you -- you've  
18 already filed, please feel free to do so.

19 If any other potential bidders or interested  
20 persons would also like to address that issue, feel  
21 free to do so. And, again, go through the formal  
22 filing process laid out in the contract, filing  
23 your comments directly with the Office of the  
24 Clerk, to my attention.

25 MS. SLOUGH: This is Beth with Hamilton Relay.

1 Thank you.

2 MR. MURPHY: This is -- this is Charlie Murphy  
3 again. When I read your -- your comments, that  
4 applies only to the enumerated liquidated damages  
5 at -- at A through F? I -- I'm wondering, are you  
6 intending that that lies down with the failure  
7 to -- to implement the service on time? Because,  
8 if you didn't implement it, there wouldn't be any  
9 revenues. It would be zero there. How do those  
10 fit together, those ideas?

11 MS. SLOUGH: This is Beth with Hamilton Relay.  
12 Yes, we -- we -- our question is specific to those  
13 service levels that are outlined in A through F;  
14 not specific to start-up of the service.

15 MR. MURPHY: Thank you.

16 MR. WILLIAMS: Are there any other questions  
17 regarding liquidated damages, Section 34? If not,  
18 we will proceed to Section B titled "Service" --  
19 "Service to be provided." This section of the RFP  
20 lists and describes the specific basic features of  
21 the relay service required to be provided.

22 The -- in Section 4: The availability of the  
23 system to the users, the service shall be designed  
24 to relay local, intrastate, interstate, and  
25 international calls that originate or terminate in

1 Florida. Relay service shall be available 24 hours  
2 of the day every day of the year. No restrictions  
3 shall be placed on the length or number of calls  
4 placed by customers through the relay center.

5 Section 5 presents a very important component  
6 as far as the Commission is concerned. And that's  
7 the minimum Communications Assistant qualifications  
8 and testing to ensure quality of calls and privacy  
9 of the calls. There are specific requirements that  
10 we've laid out in terms of what -- what we look for  
11 in a communications assistant.

12 Moving on to six: Provide details on  
13 training, staff training, counseling CAs and -- and  
14 staff, specific procedures for relaying  
15 communications. And these are some of the same  
16 requirements -- or most of the same requirements  
17 that we included in the previous RFP and -- and  
18 procedures that we're currently operating under at  
19 this time.

20 For languages served: At all times, the  
21 provider shall make available CAs with the  
22 capability to provide relay service to users who  
23 use either English, Spanish, or ASL on the relay  
24 call.

25 Additional languages, the provider will not be

1 required to serve languages other than English,  
2 Spanish, or ASL; however, additional evaluation  
3 points may be given for proposals that include how  
4 the provider will handle -- some explanation of how  
5 the provider will handle relay calls using one or  
6 more additional languages, including French and  
7 Haitian Creole.

8 Section 13, again, confidentiality of calls:  
9 As required by Section 427.704(1)(c), Florida  
10 Statutes, all calls that shall be -- all calls  
11 shall be totally confidential. No written or  
12 electronic script shall be kept beyond the duration  
13 of the call. We want to point out the importance  
14 of confidentiality of the calls, for the benefit of  
15 the users and consumers.

16 Sections 14 and 15, 16, 17 and 18 and --  
17 basically all the way through Section 32,  
18 specifically lays out some of the specific  
19 technical call functions like call-release  
20 functionality, speed dialing, three-way calling,  
21 voice mail interaction, how emergency calls will be  
22 handled, requirements on answer time.

23 No. 29 is another one that is very important:  
24 Provider is responsible for answering -- except, of  
25 course, during network failure -- 85 percent of all

1 calls daily within ten seconds of reaching the  
2 switch.

3 Section 33 addresses emergency operations and  
4 back-up power during emergencies. Of course, we  
5 all know in Florida we have hurricanes and, during  
6 hurricane season, that is an important issue.

7 Section 38, Complaint Resolution: The  
8 provider shall establish procedures regarding  
9 complaints, inquiries, and comments regarding  
10 system services and personnel.

11 Moving on, it also -- this section addresses  
12 billing arrangements, End User Billing for  
13 intrastate calls.

14 MS. SLOUGH: And this is Beth Slough with  
15 Hamilton Relay.

16 MR. WILLIAMS: Yes, Beth. Go ahead, please.

17 MS. SLOUGH: This is Beth. Thank you for the  
18 opportunity to speak.

19 Hamilton Relay also submitted a question with  
20 regard to the billing section. In August of 2020,  
21 the FCC released a report and order in which it  
22 repealed the equal access billing option  
23 requirements for state programs, TRS providers.

24 And so, in light of that order, Hamilton  
25 respectfully suggests that the Commission amend

1           this section of the RFP according to the FCC's  
2           standards.

3           MR. WILLIAMS:   Yes --

4           MS. PAINTER LAMA:   And --

5           MR. WILLIAMS:   Go ahead, please.

6           MS. PAINTER LAMA:   This is Michelle Painter  
7           Lama.   I -- T-Mobile would agree with that.   And I  
8           think it really applies to Sections 40 through 45  
9           because all of those deal with the billing of long-  
10          distance or international.

11          MR. WILLIAMS:   All right.   Yes, those are very  
12          good points.   And, again, it would be helpful to --  
13          if we could receive your suggestions and additional  
14          clarifications in writing, but those, again, are  
15          good points.   And we will look to consider making  
16          those adjustments.

17          MR. MURPHY:   Curtis, this is Charlie Murphy,  
18          again.

19          I guess what Curtis is saying is, if you  
20          could, give us proposed language.   What -- what  
21          would -- in light of the change, how would you like  
22          it to read?   What is the right answer, from your  
23          perspective, on what this thing ought to say now?  
24          Or should some of it just be simply eliminated?

25          And you can do that in writing, if you do it

1 in the -- timely, that would be helpful.

2 MS. SLOUGH: This is Beth.

3 MS. PAINTER LAMA: This --

4 MS. SLOUGH: Understood, and we will do --

5 MS. PAINTER LAMA: This is --

6 MS. SLOUGH: Go ahead, Michelle.

7 MS. PAINTER LAMA: I was -- this is Michelle.

8 I was going to say the same thing. We will submit  
9 that in writing.

10 MR. MURPHY: Thanks.

11 MR. WILLIAMS: Thank you.

12 Moving on to Section 50, the performance bond:  
13 Provider will be required to furnish an acceptable  
14 performance bond, certified or cashier's check, or  
15 bank money order equal to the estimated total  
16 first-year price of the contract.

17 The bond may be renewed annually and shall be  
18 in effect for the entire duration of the contract,  
19 provided to the Florida Public Service Commission  
20 upon execution of the contract or upon request of  
21 the contract manager.

22 Section 51 lays out the specific requirements  
23 for submission of monthly invoice to the Florida --  
24 Telecommunications Relay, Inc.

25 Section 53 lays out the specific reporting

1 requirements the provider must provide to the  
2 Florida Public Service Commission.

3 Section 54 presents the requirements regarding  
4 transfer to a new provider. Those are the specific  
5 requirements if there is a change in service  
6 provider.

7 Section 55 addresses insurance coverage.

8 And Section 56, Optional Florida Call Center:  
9 The bidder may, at its option, elect to place a  
10 call center in Florida through which relay traffic  
11 may be routed. This is an optional feature that's  
12 in the contract.

13 Any questions regarding Section B?

14 Moving on to Section C.1, Technical and Bid  
15 Proposal Format. Here, it lays out the  
16 requirements for the -- the format -- I think  
17 Hamilton and Sprint, both -- both of you all  
18 provided proposals in response to the 2017 RFP, and  
19 I think both were presented very well.

20 So, we would ask that you be consistent, this  
21 time, if you decide to present proposals and be  
22 aware that we would -- we have the same  
23 requirements as far as in terms of the actual  
24 format and requirements of the proposal.

25 The -- in Section 4, Financial Information:

1 To allow the Florida Public Service Commission to  
2 evaluate the financial responsibility of the  
3 bidding company, there are specific items that  
4 shall be submitted with the proposal and -- and we  
5 understand that it -- there may be a need to have  
6 online access via a secure website, if -- if that  
7 is the company's preference, but we will -- and  
8 possibly -- we'll need access to audit financial  
9 statements, cash flow, balance sheet, and other  
10 financial information.

11 In terms of Section C.6, Subcontractors: If  
12 the bidder proposes to use subcontractors, the  
13 bidder shall identify those subcontractors and  
14 indicate the scope of their role in the provision  
15 of relay service. The bidder shall also indicate  
16 what experience subcontractor has in providing  
17 service for which it would contract with.

18 Once the contract is awarded, any change in  
19 subcontractors shall be reviewed and acknowledged  
20 by the Florida Public Service Commission.

21 Are there any questions regarding Section C?

22 Moving to on Section D, the Price Proposal  
23 Format: Bidders shall submit their bids on the  
24 basis of the charge per billable minute for all  
25 services described, with the exception of captioned

1 telephone service, in Sec- -- Item B20. Prices per  
2 billable minute for captioned telephone service  
3 shall be separately stated.

4 A format similar to the one shown below should  
5 be used for the price proposal. We presented that  
6 here. Again, service will be priced out on a per-  
7 billable-minute for basic relay service and  
8 separate for captioned telephone service.

9 Section E: We present the evaluation method  
10 to be used and the filing checklist. There may be,  
11 again, some changes, some revisions made to -- to  
12 the checklist. So, you know, after we receive the  
13 comments and input from potential bidders and other  
14 interested persons and once staff goes through  
15 making its final revisions and edits, we will have  
16 the -- the final and approved checklist, items to  
17 base the proposals on.

18 So, that's pretty much a walk-through of the  
19 draft RFP. Are there any additional questions?

20 MS. SLOUGH: This is Beth with Hamilton Relay.

21 And Hamilton would also request -- and we will  
22 also put this in writing -- that on Pages 59 and  
23 60, contains one year's worth of volume.

24 And we are requesting that the -- that the  
25 Commission include summaries of minutes of use for

1 the most-recent two years.

2 And also, if you could break it out by  
3 intrastate, Spanish, and speech-to-speech as well,  
4 since those are specialty-call types and -- and  
5 take different CAs -- so, it would be -- it would  
6 be very helpful in understanding staffing levels  
7 for those call types.

8 MR. WILLIAMS: Yes, Beth. That will -- that  
9 will not be a problem. We -- we can provide that  
10 additional -- additional minutes-of-use information  
11 and the additional detail.

12 The -- not to be alarming, but you know,  
13 just -- just for the record -- and I think this is  
14 stated in the -- in the -- in the RFP. The -- the  
15 information that -- that -- that we use to develop  
16 minutes-of-use data -- so, we -- we've always  
17 con- -- seen it to be accurate and -- and not at  
18 issue, but we will point out that that information  
19 is provided to staff by the current relay provider,  
20 in this case, Sprint/T-Mobile.

21 And so, we're basically taking information  
22 that's provided to us by the provider and -- and  
23 providing that information, but again, we've --  
24 we've found it to reliable and we will develop the  
25 information in -- in the RFP based on data received

1 from Sprint/T-Mobile.

2 MS. SLOUGH: This is Beth. Thank you very  
3 much.

4 MR. WILLIAMS: Are there any additional  
5 questions or comments, either regarding the  
6 technical substantive items in the RFP or any  
7 procedural matters?

8 Hearing none, we would like to --

9 MR. BRANCH: -- Jeff speaking, now. Thank  
10 you. This is Jeff. I have no questions or  
11 comments.

12 MR. WILLIAMS: Okay. Jeff, thank you.

13 Again, I would just -- you know, just one  
14 last, you know, comment; and that is just to make  
15 sure that you read the Section 8 of the RFP in  
16 terms of the filing of documents with the Public  
17 Service Commission and with myself, the manager,  
18 and make sure that you file those documents, be it  
19 correspondence or questions or comments, your  
20 official filing -- file those to my attention  
21 through Adam Teitzman with the Office of the Clerk  
22 at the Public Service Commission.

23 And with that said, if there are no additional  
24 questions or comments, I would just like to thank  
25 everyone for your participation and for your

1 interest in submitting a proposal. And at this  
2 time, we are adjourned.

3 (Whereupon, the proceedings concluded at 2:19  
4 p.m.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA )  
COUNTY OF LEON )

I, ANDREA KOMARIDIS WRAY, Court Reporter, 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 16th day of April, 2021.



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ANDREA KOMARIDIS WRAY  
NOTARY PUBLIC  
COMMISSION #HH 089181  
EXPIRES February 9, 2025