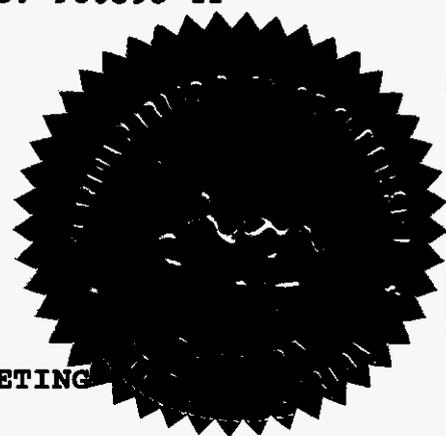


BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of :
Request for Submission of :
Proposals for Provision of :
Relay Service, Beginning in :
June, 1997. :

DOCKET NO. 960598-TP



PROCEEDINGS: ADVISORY COMMITTEE MEETING

DATE: Tuesday, July 15, 1996

TIME: Commenced at 10:00 a.m.
Concluded at 4:00 p.m.

PLACE: Betty Easley Conference Center
Room 152
4075 Esplanade Way
Tallahassee, Florida

REALTIME
PROVIDED BY: JOY KELLY, CSR, RPR
Chief, Bureau of Reporting
Florida Public Service Commission

1 **IN ATTENDANCE:**

2 **JAMES FORSTALL**, Executive Director, FTRI.

3 **CHARLES ESTES**, MCI.

4 **ROBERT GIUNTOLI**, MCI.

5 **ALEXANDER FLEISCHMAN**, Florida Association of
6 the Deaf, Inc.

7 **SUSAN LANGSTON**, Florida Telephone
8 Association.

9 **BRANDI RARUS**, Sprint Communications.

10 **RUSSELL FLEMING**, AT&T.

11 **ANDREW LANGE**, USA Relay.

12 **DONALD BRANT**, Deaf Service Center.

13 **ALAN J. BROWN**, Self Help for Hard of Hearing
14 People.

15

16 **FOR THE FPSC:**

17 **RICHARD TUDOR, ALAN TAYLOR, LAURA KING** and
18 **DON McDONALD**, FPSC Division of Communications.

19 **CINDY MILLER**, FPSC Division of Legal
20 Services.

21

22 **INTERPRETERS:**

23 **SHARN STARLING**

24 **TONY BRAY**

25 **BETTINA TANACEA**

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P R O C E E D I N G S

(Meeting convened at 10:00 a.m.)

MR. TUDOR: Can we go ahead and get started?

Good morning. I want to welcome everyone here this morning. It's good to have everyone here. This is kind of a reunion of sorts as we prepare for this next RFP.

Two or three things I want to particularly touch on before we begin because we may want to talk about the process for the day. The agenda I sent out was fairly abbreviated, but maybe I can expand on that a little bit.

We need to talk about the fact that this is an Advisory Committee meeting I think first of all. As you know, when we met last time, when we discussed having this meeting, we were talking about the fact that Harry would be -- who is Chairman of the committee -- would be out of touch and unavailable most of the summer. And at that meeting he asked that Julia Mayes, who is the Co-Chairman or Vice Chairman, I believe is her title, to run the meeting. Since that time she has had to prepare for some surgery. I don't believe she's had the surgery yet but it's upcoming fairly soon.

MR. FLEISCHMAN: It's in August.

1 MR. TUDOR: August, okay. And she had
2 several things she had to do to prepare for that and
3 indicated she would not be able to be here today.

4 Maybe it would be helpful for our discussion
5 if I handed out -- I have a list of Advisory Committee
6 members, and perhaps that would be a good thing to
7 talk from for this next item.

8 As Alan is handing those out, let me also
9 mention to you that we have had a resignation from
10 James Black, who was representing the Florida
11 Language, Speech and Hearing Association. We have
12 written to that organization and asked them for a
13 replacement for him but have not yet heard back from
14 them.

15 In addition, we have verified that one of
16 the organizations that was in the original legislation
17 has been dissolved and no longer exists. The
18 organization was called the Florida League of Seniors,
19 and that organization does not exist.

20 So where we are currently with Advisory
21 Committee membership is that we have seven
22 organizations with a possible nine positions on the
23 committee. And with that, let me also mention that we
24 have Mr. Don Brandt is with us today representing the
25 Deaf Service Center Association, and they will be

1 meeting soon to discuss a permanent replacement for
2 Mr. Steve Bail who was on the committee. Mr. Brandt
3 will be representing the association today.

4 Having said that, we basically have a
5 situation where we have seven current permanent
6 members, plus Mr. Brandt would be eight members on the
7 committee at this time. Today we have four members
8 present.

9 I have not heard from Ms. Little, and I have
10 not heard from the AT&T representative, Mr. Spooner.
11 So I don't know if they may join us sometime later
12 today or not, but I have not heard from them. Perhaps
13 one of those will be here later.

14 So I guess first of all I'd like to ask the
15 Advisory Committee how you would like to proceed
16 today. You can either select someone to run or chair
17 the meeting, or I can lead the discussion, whichever
18 approach you would prefer to take. So let me ask how
19 you would like to proceed from that respect today.

20 **MS. LANGSTON:** Richard, I would suggest you
21 go ahead and lead the meeting. Most of the items that
22 we're going to discuss you would need to lead the
23 discussion on, anyway, so I would suggest to the group
24 that you just chair the meeting today.

25 **MR. TUDOR:** Okay. Would that be acceptable?

1 **MR. FLEISCHMAN:** That's fine.

2 **MR. BROWN:** Fine with me.

3 **MR. TUDOR:** Okay. The other issue that
4 would arise would be the issue of a quorum. It would,
5 I think, take one additional member to be here in
6 order to have a quorum. So I suppose what we should
7 do is to proceed with the discussion and, hopefully,
8 someone else may be here relatively soon. If not, at
9 the point in time that we would -- aha, welcome.

10 I think we have the quorum issue solved now,
11 perhaps. Let me ask LaRain, are you here representing
12 Mr. Spooner in his capacity on the Advisory Committee?

13 **MS. RENZ:** Yes.

14 **MR. TUDOR:** Then that would mean that we do
15 have five members here, so I believe we would have a
16 quorum of the members of the committee now. Very
17 good.

18 So in summary on the status of the
19 committee, we do have one organization, the League of
20 Seniors, which does not exist any longer. If anyone
21 knows any different on that, please let me know, but
22 everything we have been able to determine, the
23 organization was dissolved. Laura, I believe you
24 learned that from the Secretary of State's office.
25 Okay. So we believe that's correct.

1 And in the meantime we have two positions,
2 the Deaf Service Center Association position and the
3 Florida Language, Speech and Hearing Association
4 position, both of which organizations have been
5 requested to provide a new member for the committee.
6 And we have a substitute today, Mr. Brandt, who is
7 going to be sitting in representing the DSCA.

8 Okay. So I wanted to bring you up to date
9 on that.

10 The next item I'd like to mention is that we
11 have placed an item in the Florida Administratively
12 Weekly notifying all potential bidders about our plans
13 to issue an RFP in Florida for a new Florida Relay
14 Service, and we'd just like you to be aware of that.
15 Basically what it asks for, in addition to making
16 potential bidders aware of that, is that we would like
17 to hear from potential bidders to get a name, address,
18 telephone number, and so forth, so that we would have
19 the best point of contact for that particular bidder
20 in terms of who to send the RFP to.

21 So we'd just like to reiterate what is in
22 the FAW notice that we would like to hear from you
23 about a name and address and telephone number of
24 potential bidders, so we'll have that to contact.

25 There are two primary items of business

1 today for the committee. One is to recommend -- make
2 a recommendation concerning the RFP, the contents of
3 the RFP, what it should say. And then the Public
4 Service Commission Staff will take your recommendation
5 along with its recommendation to the Public Service
6 Commission, and then they will make a decision on what
7 the contents of the RFP should be. And then at that
8 point in time the RFP will be issued. So the item of
9 business today for the Advisory Committee is to make a
10 recommendation on the contents of the RFP.

11 The second item that the Advisory Committee
12 needs to deal with is selecting up to two people to
13 serve on the Evaluation Review Committee. At a point
14 in time, around October, we will be receiving the
15 proposals from the bidders, and there will be a
16 committee that will consist of three Commission Staff
17 members and two Advisory Committee members that will
18 evaluate the bulk of the proposals from the bidders.

19 There are a couple of items relating to
20 financial information which we will also have a couple
21 of accounting people from the Commission Staff look
22 at. But, primarily, the evaluation will be done by
23 three Public Service Commission Staff members and two
24 Advisory Committee members if we can obtain those
25 today.

1 We really do not have to absolutely make
2 that decision today, but it would be nice to do that
3 so that those people are aware of that role that they
4 will play in the process.

5 As I said, we could do that at a later point
6 in time, but it would have to be done prior to
7 October, and preferably it could be done today. So
8 I'd like for you to be thinking about, and we'll try
9 to discuss that further later on at the end of the
10 day.

11 So that's our two major items of business.

12 I wanted to review the key dates that we'll
13 be working with, and that will help us put some things
14 in perspective. Of course, the service goes into
15 place June 1 of 1997, under the new contract, so we
16 have to back everything up from there. And we're
17 hoping to enter into a contract in December or January
18 with the winning bidder so that they will have
19 sufficient time to prepare for that June 1 start-up
20 date.

21 In order to do that, of course, we've
22 planned to have this meeting today so the Advisory
23 Committee could provide input into the RFP. The next
24 major date will be August 13th. That's a date when
25 the Public Service Commission will meet and that's the

1 date on which they could vote on the contents of the
2 RFP and vote to issue the RFP. Assuming that they do
3 that, that would be a date where if there were any
4 disagreements between the Advisory Committee or any
5 potential bidder or any citizen, as far as that goes,
6 that would like to have input or suggest something
7 different from what the Public Service Commission
8 Staff is recommending to the Commissioners, that's an
9 open public meeting and anyone can come and speak on
10 that occasion, also.

11 After the Commission votes to issue the RFP,
12 we would issue that shortly after that meeting and
13 then bids would be due October 2nd.

14 And then shortly after that, over about a
15 ten-day period in the middle of October, evaluators,
16 those three from the Public Service Commission and
17 those two from the Advisory Committee, would receive a
18 complete set of all of the proposals and would use
19 that approximately ten-day period to score the
20 proposals. There's a scoring process in the RFP -- I
21 think you may have had a chance to look at that -- and
22 that scoring process would be what the evaluators
23 would be going through during that mid-October period.
24 Then in early December, December 3rd, the Staff would
25 again come to the Public Service Commission with a

1 presentation of the recommended bidder for the relay
2 service, and then the Public Service Commission --
3 again, that would be an open public meeting; anyone
4 who wished to attend and to participate could do so --
5 and then the Commission would make a decision on which
6 bidder to contract with to provide service.

7 What I would like to do today in going
8 through the RFP, prior to the Advisory Committee
9 voting on it, would be to try to identify what I
10 believe are the primary changes from the last RFP,
11 which we issued several years ago in '91, and then
12 have discussion on those items and then also have
13 discussion on any other items that you would like to
14 discuss, go over those. And then at that point, I
15 would also like to go through the scoring process.
16 There's a checklist in the RFP, and it has a list of
17 several items with scores that we have recommended for
18 each of those items and the importance that each of
19 those things would have. And you may have a
20 difference of opinion on what the importance is of
21 that particular item.

22 And so as we go through that list, I'd like
23 your input about whether you think something might be
24 worth more points or fewer points. Because when the
25 scoring is finally done and all of the evaluators'

1 points are added together, then it becomes pretty much
2 a mathematical process of calculating who the winner
3 is in terms of the scoring process. We have, of
4 course, put the caveat in the RFP that the
5 Commissioners can chose whichever bidder they believe
6 is the best, but as far as the Review Committee goes,
7 the process in the RFP is the one that we will follow.

8 So having said that, what I'll do is take
9 just a second here for any comments or suggestions you
10 might have about our process today, and then we'll go
11 into reviewing the major changes in the RFP.

12 So let me see if any of you have any
13 suggested changes in the format or process of how we
14 proceed.

15 (No response)

16 What I'll do is proceed with individual
17 items that we have changed in the RFP. I'll ask the
18 Staff to also help me as we go through this.

19 Is there anyone that does not have a copy of
20 the draft RFP? It's dated June 28th. Okay.

21 The first item that I would discuss is the
22 location of the relay center. In the last RFP we put
23 a requirement in there that the relay center had to be
24 located in Florida. In this RFP we're not placing
25 that requirement in the RFP itself.

1 The requirement that the center be located
2 in Florida probably does not lay down with, I think,
3 all of the providers intentions to be able to provide
4 service from multiple locations over time,
5 transferring traffic and allowing traffic balancing to
6 occur, to make better use of their CAs and their relay
7 centers around the country.

8 I think that also makes it easier for
9 bidders who perhaps would find it economically easier
10 to provide service from a location outside of Florida
11 to do so and that may lower the cost of providing
12 relay. And Florida being a fairly large state,
13 there's significant differences, even from one end of
14 the state to the other, so that people in Pensacola
15 versus people in Key West, that's such a distance
16 there that there may be more in common with a
17 bordering state or even a -- even a state that is
18 distant from here, that I think overall the system
19 would be advantaged by allowing the bidders to provide
20 service from one location that could be in Florida or
21 one location outside of the state or a group of
22 locations that would allow for traffic balancing. So
23 that's one of the changes that we've proposed in the
24 RFP.

25 Susan.

1 **MS. LANGSTON:** Richard, Did you just
2 eliminate that requirement or that language in the
3 RFP, or is it rewritten somewhere? And if so, could
4 you direct me to where that's addressed in the RFP,
5 please?

6 **MR. TUDOR:** It was eliminated.

7 **MS. LANGSTON:** So it was not addressed at
8 all, then, that language?

9 **MR. TUDOR:** Yes, right.

10 **MS. LANGSTON:** Okay. Thanks.

11 **MR. TUDOR:** On the issue of answer time and
12 blockage rates, we had some discussion in our last
13 Advisory Committee meeting, and what we have done
14 there is there are really -- in order to provide good
15 service to the public, there are really two areas
16 where answer time and blockage are important. There
17 is certainly the possibility of answer times being
18 slow or blockage occurring because of something that
19 goes on in the relay center itself, primarily because
20 there's not enough -- may not be enough CAs available
21 at the time. That can occur and we have provided a
22 standard in the RFP for that.

23 In addition, though, there can be problems
24 with answer time or blockage that occur in the network
25 before the call ever gets to the relay center itself,

1 and we believe there should be a standard that the
2 relay provider is held to there, also.

3 Now, we certainly understand that there are
4 a lot of people involved in the network in order to
5 get a call from a customer's house or business to the
6 relay center. There may be one or more local exchange
7 telephone companies involved and the relay provider
8 may even be, in some cases, using the services of
9 another long distance provider somewhere along the
10 way. But at any rate, we still feel there's an
11 obligation on the part of the relay provider to make
12 sure that the call does get through.

13 So that's more of a network issue. And in a
14 traditional telephone network that would be the
15 service that we would be looking at primarily. But,
16 of course, in the relay business, you have a lot of
17 things that can occur in a relay center itself. And
18 so we, of course, want to have a standard there, too.
19 And rather than trying to mix the two together, what
20 we're going to attempt to do is have a standard for
21 each of those so that both of those are measured and
22 the provider is held to a standard on each of those.

23 In regard to Spanish relay, in our last RFP
24 this was an optional item, and in this -- and then at
25 the end of the bid process, we decided that we would

1 include that as a part of Florida's relay service. So
2 for the last four years we have had Spanish relay as a
3 part of our service in Florida. In this RFP we're
4 going to require that be a mandatory provision as
5 opposed to an optional provision. Now, let me
6 emphasize, this is not a translation service going
7 from English to Spanish and Spanish back to English,
8 but this is simply a Spanish voice to Spanish TDD or
9 the reverse of that where all of the language on the
10 call is Spanish.

11 The next item deals with an item that we
12 have dealt with from the beginning and that's special
13 needs.

14 What we're putting in the RFP this time is
15 that special needs is not a requirement but points
16 will be awarded for the provision of special needs
17 services. In the RFP we included the definition that
18 we came up with of what special needs is, so that the
19 bidder would have a better idea, than bidders could
20 have last time. Because last time basically all we
21 had to go on was the very brief language in the
22 statute that dealt with that. And since we have now
23 tried to pin down what the term means a little better,
24 we've included the definition that we came up with
25 over the last four years of what special needs is.

1 So a provider or a bidder that does bid to
2 include some provision of special needs services can
3 do so, and if the evaluators consider that
4 meritorious, they can award some number of points for
5 the proposal there.

6 Another item that we changed is in the area
7 of CA testing. We simply added that one of the items
8 that a CA would be evaluated on would be clarity of
9 speech.

10 We have had some complaints about that and
11 we feel that that should be something that the CA is
12 evaluated on. We would ask the bidders to tell us how
13 they might evaluate that. We certainly understand
14 that that is not something that can be very easily
15 objectively tested and measured; but at the same time,
16 we do want to believe that our customers, our
17 citizens, are interacting with CAs that do have a
18 clarity of speech. So we are including that as an
19 item for CA testing.

20 In the area of relay procedures, we went
21 over several changes in our last meeting in this
22 regard, but one of the things we've added is a time
23 frame for the CA to give feedback to the caller on a
24 call. What we've included is that the CA will give
25 feedback within ten seconds after receiving the number

1 to be dialed.

2 The RFP already requires that feedback be
3 provided. In other words, that the CA say, "The call
4 is ringing. I have dialed. Ringing is going on.
5 There's a busy signal," whatever, that's already in
6 the RFP. But what we have added is that that
7 information be provided within ten seconds. I don't
8 think that will be an unusual time frame within which
9 providers normally do that, but we did want to put a
10 standard in there for us to be able to observe whether
11 that is going on.

12 We also had a requirement in the last RFP,
13 which we have dropped, dealing with relay procedures
14 again. That dealt with redials. I don't believe we
15 have had any complaints about this, but what we had
16 was a statement that the provider did not have to make
17 more than, I believe it was one redial or perhaps it
18 was two, but, anyway a limited number of redials if a
19 customer asked the CA to just keep calling, "Call
20 again, call again, call again."

21 The RFP previously said that that did not
22 have to be required, and I can't remember the number,
23 but one or two times. We've dropped that so that now
24 what would happen is that the CA would respond as many
25 times as the caller asked, just like in a normal

1 telephone call. If you wanted to make a call and you
2 called and the number was busy, if you wanted to hang
3 up and call again 50 times, you could do so. In the
4 relay environment, the same situation should be
5 available to the caller, that if they want to redial
6 and try to catch the person that they are calling that
7 they should be able to do that.

8 Another item that we dropped out of the
9 current requirement on relay procedures is how typo
10 errors are corrected. We believe that the current RFP
11 that specifies how that has to be done is probably a
12 little overly regulatory. And what it currently says
13 is that the CA has to not backspace but type Xs to
14 show a mistake has been made and then make the
15 correction, and we feel that's a little unnecessary in
16 terms of the amount of restrictions on how those
17 things are dealt with. I know that originally, years
18 ago when TTYs became available, that that became the
19 standard initially. But certainly we have a lot of
20 capabilities in the equipment today that the
21 backspacing is possible also. And I just felt like
22 that was maybe a requirement that was just a little
23 too detailed for the RFP.

24 And then another change that we made was how
25 to deal with leaving messages on an answering machine.

1 And, basically, what we've done is we've dropped the
2 requirement we had before, which said one additional
3 call would be made. This has to do with a toll call,
4 a long distance call. What the RFP said before was
5 the initial call would be made, there would be a
6 charge for that call, whatever it was. If you
7 encountered an answering machine, the CA would attempt
8 to put a message on the machine if there was time
9 after the original message was given to the caller,
10 and then after that one additional call would be made
11 at no cost, no long distance charges in order to leave
12 a message.

13 What we talked about last meeting and what
14 we changed the RFP to was to say that even if other
15 additional toll calls needed to be made, to leave that
16 message, that none of those additional toll calls
17 would be billable, only the first call.

18 In the area of the telephone numbers to be
19 used, we talked before a time or two about ASCII, and
20 what we have included this time is the requirement
21 that -- there are a couple of areas here in terms of
22 the telephone numbers to be called. One of those
23 deals with continuing to use the two 800 numbers that
24 exist today.

25 In the last RFP we had a requirement that

1 said whoever the winning bidder was would make
2 available those 800 numbers to whoever the next
3 provider is. So those numbers, the 955-8770 and 8771
4 will continue to be available, and we're requiring
5 that those continue to be used for voice and TDD
6 access. That will make the service change if --
7 whatever changes occur, they will be more transparent
8 to the user if those two numbers continue to be used.

9 In addition, we have said that for ASCII we
10 will allow the provider to make the decision about
11 whether they will use a third number for ASCII or
12 continue to use the number that's being used today for
13 ASCII access.

14 Then, in addition, we have said that any
15 other 800 numbers or 888 numbers, because 800 numbers
16 are quickly disappearing -- but whether it's an 800 or
17 888 number, any other toll free numbers that a relay
18 provider wants to use for other services -- someone
19 suggested as an idea the other day perhaps Spanish
20 access or perhaps another foreign language that the
21 provider might often like French or some other
22 language -- could, perhaps, be through a separate 800
23 or 888 number. Any of those kinds of additions would
24 need to come to the Commission for approval. So if I
25 can summarize that again. The two current numbers

1 would be required to continue to be used by the new
2 provider, and then the third number for ASCII would be
3 an option left up to the provider. Any other numbers
4 to dial relay, such as for French access, would have
5 to come before the Advisory Committee and then the
6 Public Service Commission for approval.

7 I know we had quite a bit of discussion
8 about this issue of ASCII before, and I'd be
9 interested in knowing if the Advisory Committee is
10 comfortable with that approach of leaving that to the
11 provider, or whether you have strong feelings about
12 whether you would rather see ASCII stay on the same
13 number as the TDD calls or whether you're comfortable
14 with allowing the provider of service to make that
15 decision.

16 **MR. BROWN:** Richard, I'd just like to make a
17 comment. At the recent SHHH convention, someone had
18 asked about ASCII calls VCO. And the only way that
19 can be done is have two separate lines, let your modem
20 call in and then have the CA call or use the other one
21 for the VCO part. So, obviously, you couldn't use the
22 same number for that type of call. You would need two
23 separate numbers into the relay center, I believe.

24 **MR. TUDOR:** On two-line VCO -- maybe I can
25 get some of the providers to help me here, but on the

1 two line, do the -- of course, the original caller
2 makes the first call over whatever the preferred
3 number is into the relay center. That second call, is
4 it made by the caller himself, also, and what number
5 does he dial for that second line? Charles?

6 **MR. ESTES:** On a two-line VCO, generally the
7 caller will call in using an ASCII device, call into
8 the relay, and give the relay number their other
9 telephone number so they can call them back. Then the
10 caller will conference in the terminating number,
11 conference in to that CA. So the CA hears the caller
12 and the term number but using an ASCII which is a
13 faster keyboard to the caller only.

14 **MR. TUDOR:** Charles, on that call that the
15 CA makes back to the original caller, is that treated
16 also as a toll-free call?

17 **MR. ESTES:** Why did you have to ask that
18 type of question? That is too technical a question.

19 **MR. TUDOR:** I think Brandi has a comment on
20 that.

21 **MS. RARUS:** Well, it really depends on if
22 the call is a toll. But like Charles has said, the
23 VCO user originates the call at home and calls in on
24 an ASCII number and connects up and asks the CA to
25 call back to the second number at that person's home.

1 It's routed that way. And then the VCO user takes
2 responsibility to conference in the second party. So
3 that call becomes a toll if it's an accurate toll
4 call. If it's a local call, then, no.

5 **MR. ESTES:** Now, that -- my mind at my age
6 you have to ask those type of questions.

7 But as far as the relay system goes, the
8 relay system reads this as an available call. And
9 from my location back to my other location, there's no
10 billing. I don't owe myself anything, but then I'm
11 responsible from my home to the terminal.

12 **MR. TUDOR:** So if it were -- if the original
13 caller were in Tallahassee and the terminating end of
14 the call were going to, say, Jacksonville, that would
15 be a long distance call. If this were a two-line VCO
16 call, the caller in Tallahassee would dial the 800
17 number and end up today in Miami with the relay
18 center. The relay center CA would call back to
19 Tallahassee on the second -- the customer's second
20 line. There would be no charge for either of those
21 calls. Then the CA would place a call to the
22 terminating party in Jacksonville.

23 **MR. ESTES:** No. No. The originator
24 then conferences in, not the CA.

25 **MR. TUDOR:** Okay. So let me do that again,

1 then. The originating caller dials the 800 number to
2 get to the Miami CA. Then does the CA now place a
3 call somewhere?

4 **MR. ESTES:** On that person's relay second
5 line.

6 **MR. TUDOR:** Okay. So we have now -- so far
7 all we have is a connection between the originating
8 caller and the CA and, in fact, we have two
9 connections. Okay. Now, there has to be a call
10 from -- that reaches from the relay center in Miami to
11 Jacksonville.

12 **MR. TAYLOR:** No.

13 **MR. TUDOR:** Where do we get the person in
14 Jacksonville involved? The person we're calling?

15 **MR. ESTES:** The caller that starts the call
16 to the Miami center says they call back on Line No. 2.
17 Line No. 2 would act as the originator. The
18 originator then conferences that call then, not the
19 CA.

20 **MR. TUDOR:** Okay. The originating caller
21 dials the number of the person in Jacksonville? Okay.
22 If he has used one of his telephone lines -- okay. To
23 call the CA in Miami, he has used one of his numbers
24 or phone lines there. The CA has called him back to
25 use the -- say the second line, and then he uses that

1 second line once again through the conference feature
2 to himself dial Jacksonville. Got you.

3 So the long distance charges that occur
4 there, is what I'm trying to follow. Are there two
5 long distance charges for that call? One through the
6 relay center for a call from Tallahassee to
7 Jacksonville -- is there a long distance charge by the
8 relay center for Tallahassee to Jacksonville?

9 MR. TAYLOR: No.

10 MR. TUDOR: No. Okay.

11 MR. ESTES: No.

12 MR. TUDOR: The original caller pays a long
13 distance charge from Tallahassee to Jacksonville to
14 whoever his long distance company is? Is that right?

15 MR. ESTES: Yes.

16 MR. TUDOR: Okay. So there is no charge
17 involved by the relay center for that particular long
18 distance call to the end user? Okay. Good.

19 In the process of asking all of those
20 questions, Alan, I forget what you said.

21 MR. BROWN: Would the one VCO line, the
22 8771, would that be sufficient for that call, or would
23 that automatically require a separate ASCII number?

24 MR. TUDOR: I think it could be either one.

25 MR. BROWN: Okay.

1 **MR. TUDOR:** Because today where we just
2 have -- we don't have a separate ASCII number; we just
3 have a TDD number -- a two-line VCO call could occur,
4 you could call Miami over that number, and then the CA
5 would call you back, or if you had a third ASCII
6 number, you could call Miami over that third ASCII
7 number. It would work either way.

8 **MR. BROWN:** Okay. Well, since that second
9 call is being placed directly, that would preclude
10 having to call back into the relay center; is that
11 correct?

12 **MR. TAYLOR:** Right. Alan, I think your
13 question is do you need a second number to dial the
14 relay, but the relay is calling the caller back, so I
15 don't think you need that second number.

16 **MR. BROWN:** Okay.

17 **MR. TUDOR:** So, again, in the RFP we've
18 proposed to require the two numbers, allow the
19 provider to decide about whether to have a separate
20 ASCII number, and I just wanted to see if you were
21 comfortable with leaving the approach that way.

22 Charles?

23 **MR. ESTES:** Richard, I would like to ask a
24 question. Is there any reason why the Staff decided
25 that the ASCII number, if the provider wants to have a

1 third access number, it's up to the provider. What if
2 the provider also would like to have separate numbers
3 for Spanish, separate numbers for VCOs? It would cost
4 the state no more. It would cost the provider. So is
5 there any reason why the provider would have to come
6 to the Commission on that, given their experience of
7 coming to the Commission on ASCII? It was very
8 frustrating. I don't think it's in the best interest
9 of the state.

10 We heard in Orlando a lot of exciting things
11 discussed here before. The VCO is probably a much
12 larger user group than ASCII. It benefits the
13 hard-of-hearing people to have a pool of CAs who spend
14 most of the day doing VCO calls that become fluent in
15 that, and not just a hit and miss, one person out of a
16 pool of 200 CAs pick up on a VCO call. I'm trying to
17 understand the reasoning here.

18 **MR. TUDOR:** I guess I would say two things,
19 Charles. One is that I think the users have a
20 interest in how they perceive the system to be user
21 friendly, and I think that is a lot of the issue that
22 comes up here with the numbers that are to be dialed.
23 It's an item that is particularly of interest, I
24 think, to the public and the users, the members of the
25 Advisory Committee, and I think just the very fact

1 that we did have a lot of discussion on whether to
2 have a third number for ASCII highlights the fact that
3 there is a need for the public to be comfortable with
4 any change in the nature of the calls that are made,
5 the numbers that are used to place calls.

6 So that's why I feel like it would be
7 appropriate to bring those kinds of issues before the
8 Advisory Committee.

9 In responding to the RFP, if at this point
10 in time a provider is ready to say that they would
11 prefer and desire to have a third or fourth or fifth
12 number for any particular service, like VCO, French or
13 whatever it might be, they can certainly indicate that
14 in their proposal. And at that time, the -- at the
15 time the Commission makes a decision on the bidder and
16 in the process of developing a contract with that
17 provider, we could make that decision to do that at
18 the very beginning.

19 As I indicated, the Advisory Committee will
20 have a opportunity to have two evaluators to evaluate
21 what the provider offers there and that can certainly
22 be a part of the consideration. So it could be that
23 whatever you're ready to do at the time, you know,
24 when June 1st, '97 comes along, that could be included
25 in the initial contract. But, in addition, there may

1 be things that you can think of in 1998 or 1999 that
2 you would like to add, and we would like to make a
3 provision for that. But I still feel that that's
4 enough of a public interest kind of issue that we
5 would like to be able to bring that before the
6 committee before we make a final decision.

7 Okay. Another probably fairly minor change,
8 but in terms of billable minutes, we tried to put a
9 little better definition on how that is calculated in
10 terms of rounding and that sort of thing just so there
11 are no questions about that.

12 We do continue to provide the service and
13 pay for the service in Florida on a -- what you might
14 call a session's minute basis as opposed to a
15 conversation time basis just as we are today, so there
16 is no significant change there.

17 Another item we talked about at our last
18 meeting was on the shift advisor. The previous
19 requirement or the current RFP says that there needs
20 to be a shift advisor to assist CAs that may not be as
21 familiar with particularly ASL, that that person has
22 to be deaf. And we changed that to be a person who is
23 highly knowledgeable of ASL. We talked about that, I
24 think, at our last meeting, that there might be very
25 qualified individuals out there that are highly

1 knowledgeable of ASL that would be precluded from
2 serving in that position if we left that requirement
3 in.

4 In the area of reporting requirements, we
5 made several changes there. Some of those include
6 requiring a computer spreadsheet version of the
7 reports. We've dropped that requirement. I think we
8 thought in the beginning that we might do a lot of
9 manipulation of those numbers in producing several
10 other reports. And we've found that we really haven't
11 done a lot of that, so that just eliminates a minor
12 item in terms of monthly reporting that is just one
13 less step that has to be done and may reduce costs in
14 providing service slightly.

15 We've also added some information on minutes
16 of use. Most of the reports we had before dealt with
17 messages, and we wanted to get some additional
18 information on minutes of use each month.

19 Then we've added an item, that relates in
20 some respects to this idea of load balancing, so that
21 we can get some information each month on where the
22 relay traffic is being handled. If there's not a
23 requirement that it necessarily all be handled in
24 Florida, we would like to know where it is being
25 handled. So we'd like to know on a monthly basis if a

1 third is being handled in State A and a third in
2 handled in State B and a third in State C, we'd like
3 to know that. Or if it's 100% being handled in
4 some -- in Florida, we'd like to know that, and if
5 it's 100% handled in another single state, we'd like
6 to know that. So we've asked for that information.

7 In the area of battery capacity, we've
8 reduced the requirement there. We had a requirement
9 in our original RFP that called for battery
10 capacity -- battery backup to be eight hours. We
11 reduced that to 30 minutes, because there's also a
12 requirement that there be generator capability there,
13 and eight hours is a lot of batteries, so we've
14 reduced that requirement.

15 In the area of end user billing, we've made
16 some changes that deal with the issue of intraLATA
17 traffic particularly. We've tried to deal with the
18 concerns that we have with -- oh, the issue that came
19 up with a consumer that complained to the FCC about
20 being on a local rate plan and the relay provider
21 simply billing a toll call for what -- if it had been
22 provided as a voice-to-voice call, the local provider
23 would have included it as part of a discount plan.
24 And there's, I would say, a significant problem with
25 getting proper billing information back and forth when

1 there is more than one company involved.

2 So what we have done in this RFP is to allow
3 the provider to have a option there. If the provider
4 desires to do so, they can do all of the billing for
5 any call that comes through the relay center. That
6 might deal with a call that might traditionally be one
7 of these package plans for short-haul long distance
8 calling or it might be some other kind of billing
9 option. But the requirement is there that the billing
10 do be provided in accordance with the FCC requirement,
11 that the billing do be provided at the same rate that
12 it would have been provided if it had been handled by,
13 for example, the local telephone company. That's an
14 option that will be available for the provider.

15 Another option would be -- and this is
16 similar to what we have happening today, and that is
17 that the provider could provide for certain calls,
18 certain distance calls, ones that it did not feel like
19 it would be able to bill adequately or easily. It can
20 provide that billing information to the local
21 telephone company for billing. So that gives the
22 company two options, the provider, of how they will
23 bill for calls. There is a requirement in that second
24 scenario where the provider would have to provide the
25 information in a standardized industry billing format,

1 and make the arrangements to make sure that that
2 information can be passed on to the local company in a
3 format that will allow them to properly bill the call.
4 Such information, of course, is knowing the
5 originating and terminating points and the fact that
6 it is a relay call and that the relay discount would
7 apply, things of that nature.

8 We have a provision in this RFP that will
9 allow the provider to propose certain additional
10 optional features. We have two sections. We have one
11 that deals with what we'll call unsolicited features
12 but that will be included in the basic relay service.
13 In other words, we're not dictating what those would
14 be, but if the provider wishes to offer as a part of
15 its basic price for relay service some additional
16 feature, there is an avenue for obtaining evaluation
17 points from that. Of course, the downside from a
18 bidder's perspective is that that may raise their
19 price. So while they might get more points, they may
20 also, if it's a feature that cost them a significant
21 amount of money, it may cause them to have to bid a
22 higher price. So there's a trade-off there that the
23 bidder will have to be the judge of. But then, in
24 addition, outside of the basic relay service,
25 providers or bidders are allowed to suggest services

1 outside of the basic relay package that they may wish
2 to also propose to offer.

3 In the price proposal, those would be
4 identified separately. They would not enter into the
5 evaluation proposal process. But at the time a
6 particular bidder might be selected to provide
7 service, the PSC may wish to contract with them to
8 provide those additional services. So, in other
9 words, these would come into play only after the
10 contract is -- the contract winner is decided, then
11 the Commission may wish to look at those other
12 services and decide to whether to pay whatever
13 additional cost there is for those. But they would
14 not enter into the basic bid package, the basic
15 evaluation process, nor into the basic price.

16 Some of the things that we have tried to
17 deal with there in terms of the optional services that
18 are not included in basic relay are some of the things
19 that we treated as optional services last time. One
20 is custom calling type of services. We understand
21 that a relay provider can't provide custom calling
22 type services in exactly the same manner as a local
23 exchange telephone company does, because of the
24 intervention of the relay process. It's just always
25 possible to do that. Again this is an optional

1 service, but if a provider would like to offer these
2 services, we've tried to identify three: Three-way
3 calling, last number redial and Call Trace, that a
4 provider or a bidder could offer to provide. And the
5 Commission, at the time it made a decision on a
6 winning provider, could decide whether it wanted to
7 add those services to the Florida Relay Service.

8 Susan.

9 **MS. LANGSTON:** Richard, those optional type
10 services, would they be paid for then by the end user
11 or paid for through the surcharge?

12 **MR. TUDOR:** That's a good question. The
13 bidder would tell us how they would foresee those
14 services being paid for. It could be that they would
15 be a combination, or it could be that it would all be
16 paid for out of the basic price paid for relay
17 service, or it could be on a per use basis that might
18 be paid for by the end user, it might be paid for by
19 the administrator through the budget.

20 So that's a part of what we're asking for
21 there is, if you did offer that as a service to be
22 provided, who would pay for it? How do you envision
23 it being paid for? And how much? The same thing
24 would be true with another optional service, that's
25 the 900, 976 kinds of services. There, in particular,

1 I think you would anticipate seeing charges being
2 levied on the end user, although there might be some
3 charge that would still be applicable to the system
4 overall. And then we also provided there for other
5 unsolicited features that any bidder might want to
6 offer.

7 Another one that is not in the RFP draft
8 that I sent to you, but one which I think that I would
9 plan to add would be to deal with what I'm calling
10 enhanced transmission speed and interrupt capability.
11 This may be provided in more than one way, but these
12 functions would be one of the things that could be
13 provided by the -- what Ultratech offers as Turbo Code
14 but which other manufacturers may also offer. I
15 hesitated to use any kind of copyrighted or
16 company-specific name. But anything that might
17 enhance transmission speed or allow for interruption
18 capabilities that might not otherwise be there, that
19 might be an improvement that somebody might want to
20 offer. But, in addition, it's also wide-open for any
21 unsolicited features that any provider might want to
22 throw out.

23 Again, the bidders could offer those as a
24 part, as an unsolicited feature, an optional service
25 as a part of the basic relay package for which they

1 would include the price in their bid price. And
2 depending on how much that cost, that could be or may
3 not be the -- it may increase the cost of their
4 provision of service that might make the bid less
5 attractive. But then, in addition, they can also
6 propose alternative or optional services outside of
7 their basic package. Those would not be included in
8 the evaluation process but might be services we would
9 pick up on in entering into a contract with them.

10 Last of all, another primary change is just
11 we've provided some historical information in the RFP.
12 We took some of the May traffic reports for the
13 Florida Relay Service, as well as the number of
14 minutes that were billed for May, and included those
15 in the RFP to assist the bidders in having some idea
16 of the size and nature of the system that they are
17 bidding on. Of course, when we did this back in '91,
18 other than knowing the population of Florida, we
19 didn't really have a much of an idea of what size the
20 system was going to be and that made it a little more
21 difficult to decide what bidders were really bidding
22 on in terms of volumes. So we have provided that
23 historical May '96 information there.

24 We've included this in the RFP, but I
25 certainly would want to make sure that all of the

1 bidders understand that what you see is what you get.
2 That's what was reported to us, and you'll have to
3 take it on that basis as being an indicator of the
4 volume of traffic.

5 Those are the primary changes that we have
6 made from the last RFP. I think there may be a thing
7 or two that we also changed that are things that we
8 changed over the life of the contract. So while they
9 weren't in the original RFP, they are things that
10 we've added to the contract each time we've renewed
11 it. There were a couple of things that we did that
12 way that is a change from the RFP, but it's not a
13 change from the way we're receiving service today.

14 So I think -- maybe what we ought to do is
15 take a break, and then when he come back -- let's come
16 back at 11:00, ten minutes, and then we'll go over
17 those changes. And then what we can do is either
18 discuss those or begin talking about the scoring
19 process, and the weights that you think should be
20 given to each of the items.

21 So let's take a ten-minute break and we'll
22 come back at 11.

23 (Brief recess.)

24 - - - - -

25

1 MR. TUDOR: We'll go ahead and get started
2 back, please.

3 One of the items that I wanted to touch base
4 on with the potential bidders here is, on the billing
5 arrangements issue of calling cards. I was thinking
6 about maybe adding the modifier there of validatable
7 calling cards. There are calling cards out there in
8 the marketplace that providers, potential providers of
9 relay might not be able to validate. And I don't know
10 if perhaps that's a good term to put on the word
11 "calling cards" that would be meaningful and I think
12 everyone would understand what the term would mean.

13 Basically, if a relay provider cannot verify
14 a calling card number that they are given by a user,
15 then they don't know if it's a good calling card
16 number or not. In other words, if they don't have
17 access to a database that tells them that's a good
18 card, then we probably shouldn't be requiring them to
19 accept that card. I guess I'm really asking this more
20 of the providers of service; how do you deal with, in
21 other states, with what calling cards you will accept?
22 How is that defined? Is that generally what the other
23 states say, if it's a validatable calling card then
24 you would be required to accept that card as payment
25 for a relay call?

1 **MR. ESTES:** Looking back over the RFPs I've
2 seen in previous years, I don't think that the
3 individual states specify any specific kind of card.
4 They leave it up to the bidders to decide what kind of
5 card that they will use.

6 **MR. TUDOR:** LaRain or Brandi, do you have
7 any thought on that?

8 **MS. RENZ:** Richard, I would go along with
9 your suggestion of calling cards that can be
10 validated. I would agree with that.

11 **MR. TUDOR:** Okay. Alan.

12 **MR. BROWN:** My only comment would be not
13 specific cards, but I think there needs to be a time
14 frame defined on how long it takes to validate or
15 approve. It takes an awful long time with any of the
16 services to get a card validated, and I use an AT&T
17 calling card. It can't be that tough. But this
18 morning it took five minutes, and they still didn't
19 validate it. They said they couldn't get it done and
20 to call back, there were computer problems. But this
21 is an every day occurrence. This wasn't -- that's
22 basically the rule, that it takes forever to get these
23 calling cards approved.

24 **MR. TAYLOR:** Alan, is this an experience you
25 had this morning you said?

1 **MR. BROWN:** I had this morning, but I have
2 had every time -- I think the fastest turnaround on a
3 calling card call has been four or five minutes.

4 **MR. TAYLOR:** Let me understand your
5 experience. Is this with the Florida Relay?

6 **MR. BROWN:** This was the Florida Relay, but
7 it's with -- it's with the other relays as well, so
8 it's probably not just a Florida problem.

9 **MR. TAYLOR:** Well, I guess what I'm
10 interested in knowing is it the Florida relay operator
11 that is having trouble, or the CA, that cannot
12 validate the call, or is it your carrier of choice
13 when you access and they ask for additional
14 information; is that where the delay is occurring, or
15 do you know?

16 **MR. BROWN:** Well, what usually happens is I
17 say, "I want to make a call, and I want the call
18 billed to this particular calling card, here is the
19 number." They tell me to please hold. And I hold,
20 and hold and hold and hold. And usually what happens
21 is maybe four or five minutes later if they can't get
22 it done, they ask me for the 1-800 number of AT&T so
23 they can call and validate the card. And it's just a
24 long, drawn out process. In fact, today I didn't even
25 redial because I needed to get here. I didn't want to

1 be late because I couldn't get through the Florida
2 Relay.

3 So I just think if we're going to have
4 calling cards, that there needs to be some way that we
5 can do this.

6 Now, someone mentioned that in another state
7 that they have calling cards as part of their caller
8 profile that are already in the machine. And it shows
9 the number and if the user validates that number, they
10 give that number again to the CA. And if the number
11 comes up the same, then they go ahead and bill that
12 call. Now, I don't know whether we could have that as
13 part of a RFP process, or define some time frame. You
14 know, now we have response times and we have
15 everything else. It's ridiculous when you have to
16 wait that long to get a valid calling card approved.

17 **MR. TAYLOR:** Let me ask, then, Sprint, MCI
18 and AT&T, do each of you exchange proprietary card
19 validation data with the other?

20 Charles, does a Miami CA take an AT&T card
21 for a call and attempt to validate it over an AT&T
22 network?

23 **MR. ESTES:** Let me see. They accept -- let
24 me come back to you on that.

25 **MR. TAYLOR:** Okay. What about Sprint, do

1 you take AT&T cards or MCI cards and attempt to
2 validate them?

3 **MS. RARUS:** Yes, we do.

4 **MR. TAYLOR:** And that's in realtime or I
5 assume you do that through some arrangement then with
6 MCI and AT&T?

7 **MS. RARUS:** Yes, that's correct, through a
8 COC, through a carrier of choice plan. MCI and Sprint
9 is working together on that. And we are passing out
10 that information. When a call comes through, we come
11 in and ask for a different provider other than AT&T or
12 MCI, then we will reach that network and validate that
13 card, and then process the call.

14 **MR. TAYLOR:** In such calls, though, are you
15 not accessing then the carrier of choice operator
16 system; is that what you're doing? And that operator
17 validates the call?

18 **MS. RARUS:** Yes. We use, for example, the
19 AT&T operator for AT&T calls or all MCI operator for
20 MCI calls.

21 **MR. TAYLOR:** Okay. So there is no exchange
22 of information between the carriers. It's in the
23 handoff that it gets validated.

24 **MS. RARUS:** Right.

25 **MR. TAYLOR:** Okay. So it would only be --

1 then you would only dial -- for those calls you would
2 have to dial an access code, for instance, 10222 for
3 MCI. As a relay provider, that's the way you would
4 validate that type of call for MCI.

5 **MS. RARUS:** Yes. That's correct.

6 **MR. TAYLOR:** Okay. Thank you.

7 **MR. FLEMING:** If my calling card is
8 different from the provider, the provider company,
9 supposing MCI and Florida, if my calling card is AT&T
10 I have to inform the -- let them know that it's an
11 AT&T card. That will expedite the process and the
12 validation. So if their calling card is different
13 from the provider, then you have to inform them who it
14 is, and then they will expedite the process to know
15 which network they need to get in contact with.

16 **MR. TAYLOR:** Okay. Thank you.

17 **MR. TUDOR:** Brandi.

18 **MS. RARUS:** I'd like to respond to his
19 issue. I think that often it's in training; it's a
20 training issue, because for the most -- yes, for
21 example, callers who come in through again and request
22 AT&T or MCI, that's very few. It's not very many
23 people that would do that. Most people tend to have
24 us process the call on different networks, so the
25 chance for the number of calls that come through where

1 people requesting for a different provider other than
2 Sprint, it doesn't happen that often. So often when a
3 situation like his arises, and he calls in Florida
4 asks for an AT&T operator, then he doesn't get -- we
5 don't get those calls very often. I think it's more
6 of a training issue rather than a network issue.

7 **MR. TAYLOR:** Thank you.

8 **MR. TUDOR:** What I'd like to do is go
9 through in the RFP, the point award process, and
10 discuss those and look at the items that are getting
11 the higher number of points and lower number of
12 points, to see if you have any suggestions on any
13 changes there.

14 As was done in the last RFP, quality of
15 service receives a weighting of 60% and price 40%.
16 But in terms of the technical side, we award, I
17 believe the total points are, yes, 2,025 points. And
18 those are made up of the items that are on Pages 39
19 through 41 of the RFP.

20 So I think maybe the thing we should do is
21 to go through and look at those briefly and then come
22 back and see which ones you think might need to be
23 changed, if any of them.

24 I think these are substantially the same as
25 last time. There may be a couple of differences, but

1 basically it's like last time.

2 Some of the items, we would simply evaluate
3 on a pass/fail basis. If the item was not responded
4 to adequately, it's really just a matter of getting
5 the information. It's not so much an item that deals
6 with the quality of the relay service being provided.
7 So we wouldn't award points. For example, if you were
8 able to accurately tell us your name, we would not
9 give points for that. But we would insist that you,
10 in your proposal, tell us what your name is, for
11 example. So those would not be awarded points,
12 though.

13 On Page 39, the first item, Item 12 there,
14 is one that receives one of the higher point rating
15 items, and that receives up to 200 points. And this
16 deals with experience and customer references.

17 If a company has provided service and has
18 done a good job of doing that somewhere in the
19 country, we feel like that is worthy of receiving a
20 significant number of points. If you'll keep in mind
21 that the total points is 2,025, then you would see
22 that, in this case, 200 points, about 10% of the
23 points, would possibly -- a maximum of that would go
24 for the experience and customer references responses.

25 The next item with points is Item 16 on

1 Page 40, and that deals with how the company will deal
2 with qualifying CAs and testing them. We think, of
3 course, the CA is a vital link to how the system
4 operates and how they are tested and evaluated. So we
5 have 100 points there.

6 The next two items are both the CAs and then
7 additional Staff, training, and those each receive 100
8 points. There's an RFP item that deals with how
9 counseling is done with CAs. We have a point value
10 there of 25.

11 The next item is procedures for relaying
12 communication. That's all of those procedures that
13 deal with how answering machine calls are handled and
14 identifying the progress of the call, whether another
15 person comes on the line; all of those procedures that
16 we had set up in the RFP and how the company would
17 deal with those has a value of 100.

18 The provision of service to the Spanish
19 population, we have a point weighting there of 50.
20 Confidentiality, 50.

21 Let me see, voice and hearing carryover, how
22 that is provided, maximum points of 25. How emergency
23 calls are dealt with, 50. Blockage and answer time,
24 we have given a fairly high weighting to them of 200
25 each. Equipment compatibility 50; measuring equipment

1 accuracy, 50; how they deal with emergency operations,
2 like -- well, we're back into hurricane season, so
3 that type of situation, 50; adaptability to expanding
4 the service, 50; new technology, 25. Consumer input,
5 how they relate to customers and will continue to do
6 that has a weighting of 100. Complaint resolution,
7 50. And then the next several items are also 50.
8 Billing arrangements; end user billing; relaying
9 interstate or international calls; selection of a
10 carrier other than the primary provider; long distance
11 call billing and special needs, all of those are 50.

12 All unsolicited features and, again, this is
13 those unsolicited features that are in the basic relay
14 service, a point there of up to 100.

15 And then capability to provide a transfer of
16 service to a new provider at the end of the next
17 contract, 50 points.

18 That adds up to a total of 2,025. That
19 would be the maximum number of points that a provider
20 or bidder could receive. We're, of course, going to
21 have five primary evaluators and each of those may
22 take a little different approach to each bidder's
23 offering, but it's particularly important that a
24 particular evaluator is consistent in how they
25 evaluate. If they consider something to be very good

1 for Bidder A, then they should treat that the same way
2 for Bidder B if they responded in a similar manner.
3 So consistency is very important across companies
4 being evaluated.

5 What I would like to do is get input from
6 you as to whether you feel that these areas that have
7 been emphasized with higher numbers of points is
8 reasonable or whether you think certain items should
9 have more points evaluated -- available for the
10 evaluators to award or whether some of them perhaps
11 should have fewer points than we've provided for here.

12 So let me open that up and see if the things
13 we've given the highest number of points for you feel
14 is appropriate or if you would suggest changes.

15 **MR. TUDOR:** Yes, Alex.

16 **MR. FLEISCHMAN:** Well, my first question is
17 will the five evaluators sit together, or is this a
18 separate process?

19 **MR. TUDOR:** The five evaluators will operate
20 independently. We do not want this to be a committee
21 process, but to be a process where each evaluator is
22 independent in awarding points and makes his own
23 individual decision. Once each evaluator has
24 completed his scoring, they will all be brought
25 together and those points will simply be added

1 together to determine a total score for each bidder.
2 So, no, the evaluators will not communicate with each
3 other. And this is as good a time as any to emphasize
4 that, that those that are willing to serve as
5 evaluators need to keep themselves very independent in
6 this process. They particularly do not need to be in
7 communication with other evaluators and particularly
8 do not need to be in communication in any way with any
9 of the bidders. And I would emphasize that for the
10 bidders, also, that we like you all but we would
11 really rather not see you during this process of
12 evaluating these. The only exceptions are those that
13 are provided for in the RFP, which deal with a process
14 whereby you can ask questions about the RFP. And any
15 question that we're asked, we would want to receive in
16 writing and we will provide a response in writing to
17 everyone who is a bidder as well as the evaluators, of
18 course.

19 But to answer your question, Alex, each
20 operator would be operating independently, evaluating
21 each of the bidders, and that allows for you to be
22 consistent with your own ratings, because you would
23 know how you evaluated Bidder A on a given item and
24 you would want to be consistent with that. Out of 200
25 points you gave Bidder A 150 points, and then you felt

1 like Bidder B was equal, then you should give Bidder B
2 150 points for that same particular item.

3 There's nothing magical about an evaluator
4 giving a bidder a particular number of points nearly
5 as much as it is important that he be consistent with
6 how he evaluates.

7 We've provided a table on Page 42 that
8 simple says -- and, of course, this has some level of
9 subjectivity, but as you can see we've provided some
10 options there of ranges. If you consider someone
11 poor, fair, good or excellent. If you thought they
12 were good and the most points you could award for that
13 item were 200, then you could choose to give them in a
14 range of 101 to 150 points. And if you thought they
15 were excellent, you might give them between 151 and
16 200 points. Yes, Alex.

17 **MR. FLEISCHMAN:** Another question. Would
18 the provider then provide text on their past
19 performances?

20 **MR. TUDOR:** One of the items that we ask
21 them to provide information on is on their experience
22 and we'll also ask them to give us customer
23 references.

24 We'll have one person obtain information
25 from the references, and make notes of those comments

1 and then submit those comments from the customer
2 references to each of the evaluators. But, yes, there
3 is a section of the RFP where they will provide
4 experience and customer references. And that's one of
5 the items that receives 200 points.

6 **MR. FLEISCHMAN:** Okay.

7 **MR. TUDOR:** Alan.

8 **MR. BROWN:** I just had a comment. I know
9 it's a subjective process but to say that something is
10 worth -- for example, to say that new technology is
11 worth the same as counseling, I mean, that's just an
12 arbitrary selection. The other thing -- comment I
13 want to make is, for example, on languages served, if
14 we say that English, Spanish and ASL represent 98% of
15 the traffic, to add additional languages cover such a
16 small number of people that the points that you would
17 add over and above the ones who only had those three
18 would be considered minimal. At least as far as I can
19 see.

20 Is there another kind of internal rating
21 system that the evaluators are going to use to try to
22 determine what is a 50, what is a 48, what is a 30 or
23 just is it as they relate to each other?

24 **MR. TUDOR:** It would be as you, as an
25 individual, would rate that item comparing one company

1 to another.

2 In other words, if the maximum for some
3 items were 50 points, if you felt like you should give
4 40 points to the first one you evaluated, you would
5 certainly want to give either more or less to the next
6 one based on how you think the second one compared to
7 the first one. But there's only -- you're correct
8 that there is a subjective element to the process.
9 But we feel, you know, by at least giving a point
10 weighting to each item, and basing that on input from
11 Staff and the Advisory Committee, that there is some
12 validity to whether one item should get more points
13 than another.

14 In the example you gave, and I'll just --
15 just to emphasize, the requirement on languages served
16 deals specifically with using either English, Spanish
17 or ASL. If a company wanted to offer French, that
18 would come under the category of an optional service
19 that they wanted to include in basic relay.

20 **MR. BROWN:** Okay.

21 **MR. TUDOR:** But you would evaluate that
22 particular item -- for example, if a company said,
23 "We're going to offer Spanish, but we're not going to
24 offer it 24 hours a day. We're only going to offer it
25 during the business hours," then you would probably

1 detract from the number of points that you would give
2 that company compared to a company that said, "We'll
3 offer English, Spanish and ASL 24 hours a day.

4 There are certainly some of these items
5 where the RFP is pretty straightforward. There's
6 really not a lot of opportunity for variation in how
7 you would respond. And in those cases you may give a
8 company -- out of 50 points, you may give all three of
9 them 45 because basically they said, "We'll do what
10 the RFP asks us to do," and there may not be a lot of
11 opportunity for variation. Whereas, the next item,
12 there might be a significant difference in how the
13 responses come back.

14 **MR. BROWN:** Okay. I understand that. I
15 don't know how much play you have within the numbers
16 as far as spread. We have 200 points for some items
17 and 25 for other items. Obviously, someone has made
18 the decision that they feel that those 200-point items
19 are worth more. If you can give me a little
20 background on how that decision came about, it would
21 help me to understand why some things are at 25 and
22 some are at 200.

23 **MR. TUDOR:** Sure. First of all, most of
24 these pretty much flow from the last RFP. And then as
25 far as putting that together for the last RFP, and I

1 think that continues into this one, what we have to
2 look at is what is important to a user both in an
3 ongoing basis and in terms of awarding the contract up
4 front. I think if you had to take the 30 or so items
5 that are in the RFP and say what is most important to
6 a user? I think you would -- yeah, you would find
7 things like answer time is important to a user, and
8 very important. Whereas, whether or not they always
9 tell me the sex of the person I'm talking to or even
10 the sex of the CA, that's something that we want in
11 the RFP, but it's not necessarily worth nearly as many
12 points as getting a fast answer or not getting
13 blocked. And I think you certainly do have to look at
14 this from the viewpoint of the users in terms of what
15 they want to see in the service being provided. But
16 other than that, I can't tell you that there's a
17 mathematical formula somewhere that tells you that
18 confidentiality is worth 25 points.

19 And that's really one of the reasons I
20 wanted to run this weighting system by you to see if
21 you saw any particular things that you felt really did
22 need to get a higher weighting than what we've
23 suggested here. We would be very receptive to making
24 any changes that you feel are particularly appropriate
25 here.

1 **MR. BROWN:** My only comment is like, for
2 instance, confidentiality, that's a requirement of the
3 RFP; that's a requirement of Florida Statutes. So if
4 they meet that, everybody should get that 25 points.
5 I don't see how there can be any difference in score
6 between what one company gets and what another company
7 gets. So it's almost like a bonus item that is not
8 going to have any variation to it.

9 **MR. TUDOR:** I think you could probably
10 comply with the law, but perhaps have a difference in
11 that case of whether you would -- oh, as an absurd
12 example, that a supervisor would remind every CA of
13 that every time they came on shift every day. If that
14 was a significant difference that you would foresee as
15 an evaluator, you might give 1 extra point for that or
16 30 extra points for that or what you believe that was
17 really worth. But there might be a way that a bidder
18 could have a different approach to how they ensured
19 confidentiality. I know that was just an example you
20 were using, but there could be a different approach on
21 how a bidder would ensure that the law was complied
22 with.

23 **MR. BROWN:** But wouldn't that, again, fall
24 under the category of unsolicited features? I mean,
25 we were taking about before that additional languages

1 would fall under unsolicited features, and now we're
2 talking about an expanded level of confidentiality
3 would stay within that 25 points. I'm just trying to
4 figure out in my own mind a methodology for this
5 madness.

6 **MR. TUDOR:** I understand the difficulty in
7 trying to figure out how to categorize things and
8 where to put them and how much to emphasize them.

9 In my mind in that example that would be
10 something I would rate under confidentiality. It's
11 not another feature, in my mind, to work extra hard to
12 be diligent to make sure confidentiality occurs, as
13 opposed to offering French, which I would see as being
14 an additional feature.

15 **MR. BROWN:** Okay.

16 **MR. TUDOR:** You might see it differently,
17 and I can understand how you could. But in my mind
18 that's not an additional feature but just an emphasize
19 on that particular feature.

20 **MR. BROWN:** Okay. Again, I'm just making
21 discussion.

22 **MR. TUDOR:** I understand.

23 **MR. BROWN:** For instance, we're rating it
24 and each person, obviously, is going to have a
25 different idea on how to go about this process. And

1 because some items are worth so much more than others,
2 if there's not a defined methodology that each
3 evaluator is using, then obviously if someone has got
4 a lot of play within a 200-point item, there's a
5 lot -- it's a lot different than having a lot of play
6 within a 25-point item.

7 **MR. TUDOR:** That's why it is very important
8 that an individual evaluator try to be very objective
9 and try to think through why they felt like Bidder A
10 deserved 34 points, so that when they evaluate Bidder
11 B they can relate those two together and figure out
12 why they would give the next bidder 38 points or 30
13 points.

14 It's really not possible to anticipate all
15 of the possible piece-parts that a particular bidder
16 might propose to offer. We just don't know what a
17 bidder may come in with. A bidder may decide that
18 they can really offer something a lot better than has
19 traditionally been offered in the relay market in a
20 particular area, whether it be answer time or whether
21 it be blockage rates or any of these other features.
22 We don't really don't know what they are going to
23 provide to us. That's one of the reasons that the
24 bidders, of course, will probably all file their bids
25 all within about five minutes of each other on the

1 last day, because there are things that one bidder may
2 think of that another does not, or include in its
3 package.

4 I wish there were just a very simple
5 mathematical formula that could be used. And if there
6 were, we wouldn't need evaluators, we would just need
7 one person with a calculator. And it does become
8 somewhat subjective. But there again, that's the
9 reason why its very important that the evaluators are
10 first independent, and, second, that they are
11 consistent with how they evaluate.

12 **MR. BROWN:** Okay.

13 **MR. TUDOR:** I wish there were a better
14 answer, Alan. Alex.

15 **MR. FLEISCHMAN:** Concerning the total of
16 2,025 points, would the evaluators vote in each
17 particular category, or total them all themselves, or
18 must it be within this -- will the points fall within
19 this 2,025 or can it go above?

20 **MR. TUDOR:** The points are maximum points,
21 so no evaluator would ever give more than a total of
22 2,025, nor on any individual item would any evaluator
23 give more than the maximum number of points for that
24 particular item. For example, if experience and
25 customer references is worth a maximum of 200 points,

1 the most you could give anybody would be 200 points.
2 You may chose to give one 170 and another 190, but you
3 would never give more than 200 points.

4 Russell.

5 **MR. FLEMING:** No. 35, new technologies. Can
6 you expand or elaborate, please, on this a little bit?
7 Are you meaning current technologies that we're
8 providing now or new technologies that may come up in
9 the future that we may plan to incorporate or what?

10 **MR. TUDOR:** If you were to look at Item 27
11 in the RFP, you would see that the language deals with
12 new technology that may come along during the life of
13 the contract, keeping abreast of that and bringing
14 that information to the attention of the Commission,
15 along with proposals to enhance the existing service
16 at that time, along with whatever price might be
17 involved with that. So that might be a year, two
18 years into the contract.

19 **MR. FLEMING:** Thank you.

20 **MR. TUDOR:** Susan.

21 **MS. LANGSTON:** I had some questions, and I
22 think maybe concerns that are similar to those that
23 Alan raised and I also had the same question about new
24 technologies, what was meant there.

25 And I understand that you need to weigh

1 these different items and come up with a numbering
2 system that places more weight for those that are more
3 important to the provision of the relay service, and I
4 think you've done a good job of doing that. But I do
5 have a couple of questions on those, like the new
6 technology that was rated at 25 as well as voice and
7 hearing carryover that was rated at 25. As you
8 compare them to other items, such as the special needs
9 rated at 50. I know that this Advisory Group at one
10 point, I think, voted to support legislation that
11 would eliminate the special needs requirement
12 altogether. And then, also, the Item No. 42 in terms
13 of end user selection carrier of choice, I've heard
14 that, you know, be raised over time quite frequently
15 as a real concern of end users. And it seems to me
16 that certain items may ought to be reviewed again in
17 terms of their overall importance and possibly
18 consider weighing those items a little bit more than
19 others.

20 And another question I guess I would have in
21 terms of the difference between service expansion,
22 which is Item No. 34 that is weighted with 50 points,
23 and how that is different than the all unsolicited
24 features. I'm just not sure I understand the
25 difference between service expansion or the ability to

1 add those unsolicited features.

2 **MR. TUDOR:** The service expansion deals with
3 the capability -- if, for example, we were in a fairly
4 high growth situation where the needs of the relay
5 center might grow fairly fast, it asks for the bidder
6 to tell us how they would be able to deal with that
7 kind of a growth, if in a year's time we doubled our
8 relay service of volumes, would they be able to deal
9 with it; how they would go about dealing with.

10 Unsolicited features really deals with
11 anything that is not included in the rest of the RFP,
12 so that -- I would differentiate the two by saying
13 that.

14 In terms of the weights given those other
15 items, you know, that's exactly what I want to do now.
16 If you would like to suggest or anybody would like to
17 suggest reducing the number of points on a particular
18 item, or adding additional points to another item, I'm
19 very receptive to that and would really like to hear
20 your input on that.

21 Susan has suggested VCO and HCO and new
22 technologies, special needs and carrier of choice as
23 areas to perhaps look at and see if anyone has any
24 suggestions there about the emphasis to be given to
25 them. So if anyone has a suggestion, I'd love to hear

1 it.

2 MR. TUDOR: Alan.

3 MR. BROWN: I just want to make a comment.

4 You had mentioned before, Turbo Code relay. Well, is
5 that new technology or is that an unsolicited feature?
6 If I'm a bidder, I'm going to put it in unsolicited
7 feature, because that's worth 50 points, and new
8 technologies is only worth 25 points. So, I'm just
9 saying there's a lot of room for ambiguities that need
10 to be spelled out, so that everything is put where it
11 needs to be.

12 My other question is: Is there going to be
13 data available or -- for instance, if we have a
14 question on one particular item, are we at liberty to
15 call the particular bidder, or if they have to provide
16 everything that they need at the time of the proposals
17 or what is the process there?

18 MR. TUDOR: Okay. Through this RFP, we're
19 putting the bidders on notice that if they want us to
20 know it and they want us to understand it, they had
21 better put it in writing in their proposal. That may
22 well be their last chance for any input before the
23 decision is made. That's very important. So I hope
24 that every bidder will go out of their way to make
25 things clear and provide examples and whatever else is

1 needed to make it possible for the evaluator to
2 understand what they propose. Otherwise, they may
3 find that while they thought they had made it clear,
4 the evaluator did not give them as many points because
5 they did not make it clear.

6 In answer to the other question about the
7 evaluator contacting anyone, no, absolutely no contact
8 between an evaluator and a bidder; never, never.

9 **MR. BROWN:** Okay. I didn't think so. My
10 question is if the backup is not there that
11 substantiates the option of the feature, then we're
12 supposed to just discount it?

13 **MR. TUDOR:** You would evaluate it based on
14 what they give you, yes. Everything that a bidder
15 needs to provide should come through myself, as the
16 current contract manager, the eventual contract
17 manager, and it needs to all go through one central
18 point. There should be no contact between bidders and
19 any of the evaluators other than through me. Then
20 we'll make a point of any information that is relayed
21 between the two of us being publicly provided to other
22 bidders and evaluators, so that everyone knows about
23 any of those contacts, and that information is
24 provided and everyone knows those contacts have been
25 made. But, yes, I could ask that evaluators and

1 bidders, other than through myself, make no contact
2 with each other. And that's why it's very important
3 that the proposal be complete, so that there is no
4 question left in an evaluator's mind of what the
5 bidder plans to do. That's very important.

6 Did anyone have suggestions -- Alan, one of
7 your comments, and I can't remember what the item was,
8 but it may be that you have a feeling that a
9 particular item should not even be a point-based item.
10 You know, you may not feel that perhaps it should get
11 25 points, but that the RFP should simply say, "You
12 shall keep us up-to-date on new technologies." That's
13 a requirement of the RFP, the eventual contract. You
14 don't get points for it. Perhaps it's not something
15 you feel merits or is likely to be something that
16 bidders could really be differentiated on. And you
17 may well be right, for example, in that new technology
18 area. Perhaps that should simply be a pass/fail item
19 that the company should simply agree that the bidder,
20 they will keep us apprised of changes as they occur in
21 technology, but should not really be something that
22 they should either win or lose points on. And that
23 may well be that it's not an issue of whether it's 25
24 or 10 points, but really whether there should be
25 points at all on that particular item.

1 LaRain.

2 MS. RENZ: Richard, I like that suggestion.

3 No. 34, service expansion, looking at that,
4 then, I would think that each bidder would look at
5 that as part of their basic service. That maybe that
6 is one of your items that you would label pass/fail.
7 I would think it would be the provider's
8 responsibility to ensure that there's enough trunks,
9 because you want to have this basic service so that
10 you can reach customers for blockage, that you meet
11 the blockage requirements, average answer time,
12 everything else. So, to me, that you could probably
13 take those 50 points, put that as a pass/fail and
14 spread those points somewhere else.

15 I'd also like to see, perhaps, like voice
16 and hearing carryover, given more points to that since
17 customers rely on that service pretty heavily. So I'd
18 like to see maybe voice and hearing carryover dumped
19 to maybe 50 points.

20 Also, Richard, I notice that optional
21 services do not receive any point value. I think that
22 I understand why that is so, because we want to keep
23 things on a comparison of apples to apples, type of
24 thing.

25 But if I was an evaluator, and I did see an

1 optional service that I thought, "Wow, this is sliced
2 bread. This is the greatest thing. I would have
3 difficulty figuring out how to incorporate something
4 like that into this point system.

5 **MR. TUDOR:** And the evaluator should not
6 include it into the point system, because points are
7 not awarded for those.

8 **MS. RENZ:** Right.

9 **MR. TUDOR:** Are you saying that might bias
10 them?

11 **MS. RENZ:** No. That I was struggling with,
12 then, as an evaluator, seeing that while this is
13 really great, I would like to see that included
14 somehow, that it would be given some points as basic
15 service since nobody -- none of the other bidders had
16 this, but this provider had this one particular
17 option. I would like to see as an evaluator maybe
18 some weight given to that option.

19 **MR. TUDOR:** You're talking about, for
20 example, the custom calling services?

21 **MS. RENZ:** Right.

22 **MR. TUDOR:** Okay. There's a couple of ways,
23 I think, to approach that. If there are any of these
24 services that we believe should be mandated and part
25 of the basic relay, we could move them to that

1 category today.

2 Likewise, if there's a concern that someone
3 might think that custom calling services is very
4 important, and as an evaluator, while they would not
5 consciously do this, there might be a tendency to be
6 biased to want to give points somewhere else, even
7 though no points can be awarded for that particular
8 service, perhaps what could be done is those services
9 could simply be filed along with the price proposal.
10 Because they do not enter into the technical
11 evaluation process, there's really no need for the
12 evaluator to see them at the time they are doing their
13 technical evaluation. So that could be a way we could
14 deal with that, is to file the proposal on those items
15 along with the price proposal.

16 Susan.

17 **MS. LANGSTON:** Richard, I think I like the
18 direction in which you are going, and I think that it
19 is worth our time to look at each of these items maybe
20 in a little more detail, and see if they truly are
21 pass/fail, either they must have it or not have it,
22 and there's really no different ways than one provider
23 could provide it better than another. And then really
24 place the emphasis on those areas that there is some
25 leeway and one provider could outperform another

1 provider in those areas and put points to those, so
2 that you have a fewer number of areas that an
3 evaluator is having to make a decision and award a
4 number of points to someone because of differences in
5 their proposals. And, for example, I'm wondering if
6 the Item No. 42, the end user selection of carrier, if
7 that should be a pass/fail. I mean, they have to
8 provide a caller with their carrier of choice. How do
9 you award differing points for that? Are there
10 different processes by which someone might do that
11 better than someone else or should that truly just be
12 a pass/fail?

13 **MR. TUDOR:** Yeah. There are probably
14 several of the items where I would not be surprised to
15 see that each bidder's proposal looks very much like
16 another's. There may be some different language, but
17 basically what it said, when you boil it down, is
18 basically the same.

19 End user selection of carrier is still an
20 area that perhaps there could be some differentiation
21 in terms of whether service might be provided maybe
22 just to larger carriers versus every single IXC in the
23 state. There might be a differentiation there. I
24 understand, generic of what you are saying.

25 If we look at the three features that I've

1 called optional services, we can look at those to
2 determine whether we would like to treat them, for
3 example, like we did with special needs.

4 Special needs is up in the basic relay
5 service part of the proposal. We've said, "You do not
6 have to provide this." And I suppose if a bidder came
7 in and said, "We do not plan to provide this." An
8 evaluator, I suppose, would give 0 points for that.
9 But if -- and if that particular company ended up
10 winning, they would not have to provide the service
11 because they said, "We do not propose to provide it."
12 And then if another company said, "We will provide
13 special needs this way," and however they say they
14 will do it that might be worth 30 points.

15 All of the other features that are currently
16 in the basic relay service are ones where we say "You
17 have to do this. Now, tell us how you will do it."
18 Special needs is different. It says, "You don't have
19 to do this. But if you do, tell us how and we'll give
20 you some points for that." We could treat these
21 things like custom calling and 900 the same way and
22 say, "You don't have to do this." That's why I did
23 not include them in the basic originally, because they
24 are not really easily adaptable to relay service.
25 They are difficult to include or deal with.

1 Custom calling is a feature of the central
2 office, and if a bidder is a long distance company,
3 they don't have that central office capability that a
4 local phone company might have. And so we could
5 include those three, custom calling, 900, 976 and then
6 the enhanced transmission Turbo Code type of service
7 in the basic service, but say that you do not have to
8 provide it but you can receive points for it. We
9 could approach it from that direction.

10 Brandi.

11 **MS. RARUS:** I have a question in regards to
12 No. 14. I know that we put down in the RFP that in
13 the state occurring it's not required to have a center
14 within the state. And my question is will there be a
15 point to consider to the provider that does provide a
16 service center within the state in terms of economic
17 development? For example, if Sprint would provide it
18 within another state and would be able to provide it
19 less expensive than a provider that's within the
20 state, but the difference in price, the variation is
21 very little. Is there any consideration given to
22 economic development? Are you going to be evaluating
23 on that or what?

24 **MR. TUDOR:** That's a pass/fail item. We did
25 not put any points on that at all. The only thing

1 we're asking the bidder to include in his proposal is
2 just an explanation of how it plans to initially
3 handle traffic, whether it would plan to handle it in
4 one state or two or three states, or one state other
5 than Florida, but we do not propose to put any points
6 on that.

7 Alan.

8 **MR. BROWN:** Just a couple comments. We can
9 really beat this thing to death. I think what you've
10 done is you've subcategorized them and others you've
11 left in a general state. For instance, you could
12 probably take service expansions, new technology and
13 also unsolicited features and put that into one
14 grouping that was worth -- that one would be worth 175
15 points or you could make them all 200, and then have
16 subdivisions within there or tell what would be
17 included. For instance, somebody may want to give
18 that more than -- if you're limited to, let's say, 25
19 for new technology, if you have one large grouping at
20 200, then that would give you some flexibility to up
21 possibly new technology. I mean, I'm just trying to
22 go through and -- it's difficult when things are
23 different numbers. If you had ten categories, all
24 were 200, then that, at least, gives you the same
25 base, equal importance for the broad item and then you

1 have flexibility within that item to do as you feel.

2 **MR. TUDOR:** Yeah. There's a trade-off in
3 how to do an evaluation. We could simply say to the
4 evaluators, "You can give a company a score between 1
5 and 10, rate their whole proposal and give them either
6 a 10 or a 9 or an 8. And then another evaluator could
7 do the same thing for each of the bidders. That, of
8 course, is a highly subjective process.

9 And so as an alternative what we did was try
10 to break it down into some pieces so that you scored
11 several different items, and that helps me or anyone,
12 I think, as an evaluator to be more objective in
13 comparing companies. You're not blending across one
14 service to another. If it's a company that's doing
15 very well in terms of answer time but not doing so
16 well in terms of how the CAs do their job, they don't
17 tend to get blended as much as if you try to look at
18 those separately. Whether you look at three items or
19 50 -- you know, the more items you look at the more
20 likely you are to try to keep them separate; does make
21 the evaluation process a little more difficult for the
22 evaluator. But I think it tends to help keep it more
23 subjective. But there's nothing magical about the
24 number of categories we have. If you felt it was
25 appropriate to consolidate two or three of them, that

1 would certainly be something we could talk about.

2 **MR. BROWN:** All I'm trying to get at is, for
3 instance, if we make the assumption that all of the
4 people submitting bids will meet the minimum
5 requirements. Okay. I think those minimum
6 requirements need to have some value that we can work
7 at as a basis and then everything else would be over
8 and above that minimum. Now, if that basis is zero,
9 and we're working up from meeting the contract, fine.
10 If that basis is 1,000 or 1,500 or whatever else,
11 whatever number we wanted to establish, but I think
12 you have to have a base on where someone would be if
13 they just met the contract minimums.

14 **MR. TUDOR:** In setting up this table on
15 Page 42 where we said poor, fair, good and excellent,
16 I think we could include as instructions to the
17 evaluator there something along the lines of, "If you
18 believe that a company's bid meets the" -- what you
19 would expect to be the minimum standards for that
20 particular item -- "you should rate it within the good
21 range. Whereas, if you believe they substantially
22 exceeded, you would rate it in the excellent range."
23 We could provide some instruction along those lines.
24 That might be helpful. But, again, it's very
25 important for individual evaluators to be consistent

1 with how they evaluate.

2 MS. LANGSTON: Richard.

3 MR. TUDOR: Yes, Susan.

4 MS. LANGSTON: Again, trying to look at
5 which of these items are a requirement that each
6 bidder would agree to provide or adhere to, and I
7 think Alan raised this one earlier, in looking at the
8 description under confidentiality of calls, I noticed
9 that, for example, under shift advisor consultant,
10 that's a pass/fail, and under obscenities that is a
11 pass/fail. And under the description of
12 confidentiality of calls, what is laid out here is
13 pretty much what is in the law and what training shall
14 be provided. I'm not sure that I understand how one
15 relay provider could, you know, respond maybe beyond
16 what you have here that would allow them to gain
17 points from it.

18 Yet on the other hand like, for example,
19 emergency calls, you do put some requirement on the
20 bidder to describe how they will handle emergency
21 calls and there could be some difference there, so I
22 understand why that would have points awarded to it.
23 But to me it seems like confidentiality is an area
24 that could be pass/fail in the same way that obscenity
25 and shift advisor is.

1 **MR. TUDOR:** Yes. I don't know if I could,
2 you know, be expecting really a lot of differentiation
3 there. I suggested something earlier that may be, you
4 know, pretty bizarre in terms of, you know, advising
5 the shift -- advising every CA every morning to
6 remember that requirement.

7 **MS. LANGSTON:** You could do the same for
8 obscenity.

9 **MR. TUDOR:** I agree.

10 **MS. LANGSTON:** At what point do you ask --
11 because it doesn't appear you're asking them to
12 describe something that could be interpreted
13 differently.

14 **MR. TUDOR:** Yeah, and that could easily be
15 better covered under staff training, that area.

16 **MS. LANGSTON:** Yes. And I also agree with
17 what LaRain stated area, that I would think that Item
18 24, the voice and hearing carryover, could be weighted
19 a little bit heavier than that 25.

20 **MR. TUDOR:** Okay. I take that as a motion
21 to change confidentiality to pass/fail.

22 **MS. LANGSTON:** Yes.

23 **MR. TUDOR:** Let's vote on that. Let's take
24 a vote on all in favor of changing confidentiality to
25 pass/fail, say aye.

1 **MR. TUDOR:** Alex, how do you feel about
2 changing the item on confidentiality to pass/fail?

3 **MR. FLEISCHMAN:** I agree with it.

4 **MR. TUDOR:** Don, how do you feel about that?

5 **MR. BRANT:** Pass/fail.

6 **MR. TUDOR:** Okay. Another one that I've
7 heard a couple of people suggest was the VCO, adding
8 additional points for that. Let's see. Let me find
9 the number of that item. Item 24. Item 24 currently
10 has 25 points. Would anyone like to make a motion to
11 change that level of points?

12 **MS. RENZ:** Richard, I so move to change that
13 to 50.

14 **MR. TUDOR:** Okay.

15 **MS. LANGSTON:** Second.

16 **MR. TUDOR:** So we have a second on that.
17 All in favor of changing the VCO's maximum points from
18 25 to 50, would you say aye?

19 **MR. BRANT:** I'm just new, so I'm not really
20 sure about this.

21 **MR. TUDOR:** Okay. Alan, how do you feel
22 about that?

23 **MR. BROWN:** Well, my only concern is just
24 arbitrarily picking out a number again, which is
25 basically what we're doing. We have several items.

1 We have system requirements. We have training and we
2 have features, and there may be some other broad
3 categories that we have. And I think we need to look
4 at what is included within those items and see whether
5 we feel that those broad numbers have the same number
6 of points. And if we subcategorize it, that's fine.
7 But I think you need to make sure that we're
8 comfortable with where this all leads to.

9 **MR. TUDOR:** Okay. Would it be maybe a good
10 idea to take a lunch break and let's come back and
11 proceed with looking at these score values after
12 lunch? Would you like a little time to think about
13 that?

14 **MR. BRANT:** Yes. Thank you.

15 **MR. TUDOR:** Okay. Let's do that, and let's
16 come back after lunch at -- will 1:30 be okay? Okay.
17 We'll come back after lunch at 1:30.

18 (Thereupon, lunch recess was taken.)

19 - - - - -

20 **MR. TUDOR:** Alan has been working hard --
21 that's Alan Brown, not Alan Taylor. (Laughter) Alan
22 Taylor has been working hard to separate the copies
23 here for us and we appreciate that.

24 During lunch Alan Brown tried to pull
25 together maybe a way to look at the scoring system.

1 So maybe, Alan, if you wanted to describe what you've
2 done here, and we can go from there.

3 **MR. BROWN:** Well, basically what I tried to
4 do -- I'm not even sure that all of these are in the
5 right categories, but just see how we were weighing
6 the system. And the system requirements were those
7 things that are specifically defined by the RFP and
8 the items that I felt would have very little
9 flexibility -- very little change among the bidders,
10 were system requirements. We're now looking at 1,975
11 points since we eliminated confidentiality, is we're
12 66% of the total vote. And training, which would be
13 worth, or training which would have some variation,
14 but still I'm not really sure the differences would be
15 quantifiable by those people who are evaluating it is
16 425 points or 22%.

17 The items that we all seem to be bringing up
18 right now are worth 250 points. And of that we have
19 50 points in special needs, which we've already said
20 -- or the RFP already says does not need to be
21 considered. And unsolicited features, which is 100,
22 and since it's not defined, those unsolicited features
23 may also include system requirements or training. So
24 we're looking at 12% or less of the items that we all
25 keep bringing up, is weighted in the system. So I

1 just felt based on what the conversation was and how
2 important some of the items that we would define as
3 features are that, perhaps, that category should be
4 weighted a little bit higher and perhaps the area
5 where we have some room would be the system
6 requirements. And again those would have very little
7 flexibility because those items are defined in the RFP
8 and the specifications would really somewhat define
9 where everybody needs to be.

10 **MR. TUDOR:** Okay.

11 In terms of -- maybe we could look at the
12 system's requirements list, and let me see if there
13 are some of these that I would perhaps think might be
14 ones where bidders might differentiate themselves.
15 One of those is the first item dealing with
16 experience. We could have a bidder that has no
17 experience and we could have a bidder that has ten
18 years of experience. I would think that would be
19 important to differentiate.

20 Were you suggesting that perhaps all of the
21 items on the system's requirements list might not need
22 to have a point value but just be pass/fail?

23 **MR. BROWN:** Perhaps with some -- I don't
24 know how to do that. Maybe have comments or
25 unsolicited features for that as well. You know, kind

1 of like a bonus item for each one that has a
2 weighting. I'm just throwing it out for discussion.
3 I was just concerned that the other items we keep
4 bringing up. I know Susan has brought up the special
5 needs and VCO and I brought that up, and the new
6 technology. And we're only talking about, when it's
7 all said and done, the way it's weighted now, is
8 probably about 10% of the grading will come from that
9 item. And if that's what we deem, we need to look
10 more at them. I think we should weight it higher.
11 Now how much higher, I don't know.

12 **MR. TUDOR:** Okay. I think certainly we
13 want -- the provisioning of what we think of as the
14 basic relay to certainly carry a lot of weight. And
15 what we have to decide is how much some of these other
16 features, which are beyond maybe the most basic of
17 relay services, should be weighted. I don't know for
18 example, what percentage of calls we would expect to
19 be VCO or HCO, but I would guess that it's certainly a
20 minority of the calls. So we wouldn't want to give
21 that, for example, so much weight that it was more
22 important than providing the more basic relay from a
23 straight TDD to voice relay. So we just have to keep
24 in mind we don't want to overweight some of these
25 features.

1 I think that the point that was made before
2 lunch is probably an appropriate one, though, that
3 there may be some of these items that you have under
4 system requirements that we should consider perhaps
5 making pass/fail if we don't think that the bidders
6 are going to particularly differentiate themselves on
7 those items. The one that we walked about before
8 lunch was the confidentiality.

9 Another one that may well fit in that
10 category is 29, equipment compatibility. Really --
11 basically, what that is is a requirement that the
12 relay service equipment be compatible with the
13 equipment that FTRI distributes. I don't know how a
14 bidder might very well differentiate themselves on
15 that requirement, so it may be that perhaps that is
16 another one of the ones that we should simply make
17 pass/fail.

18 **MR. BROWN:** Richard, maybe Charles or
19 someone from the providers would want to let us know
20 if there is any problem with equipment compatibility.
21 I mean, does anybody have anything out there that is
22 not compatible?

23 **THE INTERPRETER:** All nodding their heads in
24 the negative.

25 **MR. TUDOR:** Alan, after having looked at

1 this, do you have --

2 **MR. FLEISCHMAN:** It might not be completely
3 compatible.

4 **MR. TUDOR:** What might not be compatible,
5 Alex?

6 **MR. FLEISCHMAN:** There's a new machine that
7 is coming up. The one word that I'm saying is it's
8 not completely compatible with the old equipment.

9 **MR. TUDOR:** That's not equipment that FTRI
10 distributes, is it?

11 **MR. FLEISCHMAN:** Not yet.

12 **MR. TUDOR:** The way we have worded the RFP
13 is that we would ask the bidder to ensure that it is
14 capable of being compatible with all equipment that
15 FTRI distributes at this time. And I believe in the
16 RFP we identified that equipment. I'm not sure if we
17 specified it or not, but it would be the equipment
18 that's being distributed at this time. There
19 certainly may be equipment that another manufacturer
20 would come up with that FTRI may choose not to
21 distribute.

22 Charles.

23 **MR. ESTES:** I just want to start off with a
24 bit of information with the committee.

25 At the SHHH meeting in Orlando a few weeks

1 ago, some of us learned that another manufacturer
2 other than Ultratech is coming out with a new code
3 that would not be compatible with the Ultratech, Turbo
4 Code. That's kind of scary and dangerous as an
5 Ultratech provider. So at the NAD convention last
6 week, MCI, AT&T and Sprint all cooperated, introduced
7 a resolution, which was passed with that decision
8 calling on the old TDD Standards Committee to be
9 reactivated to address a new protocol standard.

10 I don't know how this will affect the RFP at
11 this time, but I just wanted the committee to be aware
12 of what is in the works.

13 **MR. TUDOR:** Thank you, Charles.

14 The way I think that we would view this
15 compatibility provision, and I think we'll expand on
16 it to actually state the names of the equipment that
17 FTRI is currently distributing. And that would be the
18 requirement, is that the relay service be compatible
19 with what is being distributed today.

20 If FTRI wanted to distribute new equipment
21 in the future that was not compatible with the relay
22 program, certainly they would give a lot of
23 consideration to that incompatibility before they
24 would distribute something, and I would anticipate
25 that they would work with us and the relay provider to

1 make sure it would be useable before they would
2 probably distribute it.

3 So in terms of what is in the RFP and the
4 requirement, it would be to be compatible with the
5 equipment that FTRI distributes today. So I think
6 that would resolve that as an issue. The bidders
7 would all know what they are looking at.

8 **MS. RENZ:** Thank you, Richard, for listing
9 the types of equipment. That would be very helpful to
10 bidders.

11 **MR. TUDOR:** Okay. Good.

12 James, what I've got down is the Ultratech
13 models that you have distributed in the past, as well
14 as today, are the Ultratech Models 100, 200, 400 and
15 4425.

16 **MR. FORSTALL:** That is correct.

17 **MR. TUDOR:** Okay. So that would be what we
18 would identify in the RFP.

19 **MR. FORSTALL:** Also what would be coming out
20 is the Ameriphone VCO, which is also compatible.

21 **MR. TUDOR:** Does it have a model number?

22 **MR. FORSTALL:** The dialogue voice carryover
23 and I can send you a copy of that, but it will be
24 ready to be distributed August 1st.

25 **MR. TUDOR:** Oh, okay. Is that phone just

1 called the Ameriphone VCO, or does it have a model
2 number?

3 **MR. FORSTALL:** Dialogue voice carryover, but
4 I will fax you a copy of the description of the
5 equipment.

6 **MR. TUDOR:** Okay. Do you know if it has a
7 model number?

8 **MR. FORSTALL:** Yes, I'm sure it does, but I
9 don't know what it is right now.

10 **MR. TUDOR:** Okay. If you could give me
11 that, I'll include that in the RFP also. Great.
12 Thank you.

13 **MS. LANGSTON:** Richard.

14 **MR. TUDOR:** Yes.

15 **MS. LANGSTON:** Given what you've just said
16 about that, I would think that if you were able to
17 list the types of equipment that currently are being
18 distributed and all they have to do is state that
19 their service will be compatible with those types of
20 equipment, then I would think definitely that
21 equipment compatibility could become a pass/fail.

22 **MR. TUDOR:** Should I take that as a motion?

23 **MS. LANGSTON:** Yes, you may.

24 **MR. TUDOR:** Okay. Do I have a second on
25 that?

1 **MR. FLEISCHMAN:** I second.

2 **MR. TUDOR:** Okay. All in favor of making
3 equipment compatibility a pass/fail item.

4 Okay. Unanimous.

5 Alan.

6 **MR. BROWN:** Instead of hitting every one, is
7 it possible maybe for you to give us your opinion on
8 which one of the system requirements that you think
9 might also be pass/fail?

10 **MR. TUDOR:** Okay. The ones we've talked
11 about so far, the confidentiality, and now the
12 equipment compatibility.

13 On experience, I mentioned earlier that that
14 one could well have some differentiation. I think
15 emergency calls, bidders may have different ways of
16 dealing with those, one way quicker than the other, so
17 I think we'd want to leave that open for
18 consideration.

19 Blockage and answer time, I think we have a
20 standard in our rule or in our RFP, but a bidder could
21 easily -- maybe not easily, but certainly could
22 propose a better answer time standard, so I think
23 there's room for differentiation there.

24 Accuracy of measuring equipment, I suspect
25 that that could be made pass/fail. That is just a

1 requirement they be accurate within a certain
2 standard. A bidder, I suppose, could, like on answer
3 time and blockage, though, indicate that it would meet
4 a standard for accuracy even higher, so there could be
5 room for differentiation there.

6 Emergency operations, dealing with the
7 hurricanes and that sort of thing, there could be
8 differentiation there.

9 Service expansion, I think somebody
10 expressed earlier that that could well be pass/fail,
11 because basically what we're asking them to do is just
12 to be prepared to grow as the traffic volume grows.
13 And if they are meeting the blockage rates and
14 expected to meet the answer time standards, it just
15 goes with it that they will have to be expanding to do
16 that. So I think service expansion could be
17 pass/fail.

18 How they interact with consumers, I think
19 that's certainly an area for differentiation from
20 company to company.

21 And, likewise, how complaints are resolved.

22 Billing arrangements, I think a company
23 could have a better -- one company could have a better
24 proposal there than another, probably on end user
25 billing also.

1 Let's see. On relaying international calls,
2 let me see what the requirements are there. The only
3 thing that might distinguish a company there is
4 that -- of course, we don't regulate interstate and
5 international calls, so what we have said is that if
6 those calls are going to be relayed at a rate that is
7 higher to the end user than for a nonrelay call, that
8 they would quote the rate to the party before
9 beginning the call. It could be that one company
10 would come in and say, "We will give the 50% discount
11 on interstate calls," and another company might say,
12 "We will not." So there could be room for
13 differentiation there, I think.

14 End user selection of carrier. I think
15 certainly companies could differentiate there.

16 On long distance call billing, basically
17 what that calls for is certain information to be
18 captured so the billing is accurate. It asks bidders
19 to describe their billing system and how they will do
20 their billing, identifying subcontractors. So there
21 may be some room for differentiation there.

22 Transfer to a new provider I think is
23 probably a pass/fail item. I'm not sure that there is
24 a lot of room for differentiation there. There's
25 simply an absolute requirement that service be

1 transferred to a new provider at the end of the
2 contract. So these that we've looked at, quite likely
3 34 and 47 could be pass/fail.

4 **MS. LANGSTON:** Richard, I have a question.
5 Maybe it's just an interpretation, and certainly I'm
6 not someone that would be submitting a bid, so maybe
7 those types of potential providers are real clear on
8 this.

9 But Item No. 33 that you were just talking
10 about relaying interstate and international calls, the
11 way that the RFP is written, it basically just states
12 that if interstate or international calls are to be
13 billed by the provider at a rate higher than the rate
14 for a nonrelay call, the provider shall quote the rate
15 to the party to be billed before beginning the call.
16 If that's all the RFP is going to require, then how
17 are you making the provider aware that you might --
18 they might be eligible to receive additional points if
19 they offer some kind of a discount. It doesn't say,
20 "Describe how you will handle it, and what the rate
21 might be." It just said -- you know, it requires you
22 to inform the caller and that's all it requires. So
23 I'm not sure how a potential provider or a bidder
24 would know that they might be eligible to receive
25 different points because this doesn't give them an

1 opportunity, you know, to ask for additional
2 information.

3 **MR. TUDOR:** I would agree that probably what
4 we should do is expand the RFP to say, "Please
5 describe whether you will or what you will charge for
6 interstate calls."

7 **MS. LANGSTON:** Exactly. On those items that
8 it doesn't appear to give them some flexibility on
9 which it can be weighted, then it ought to be
10 pass/fail. But if they have an opportunity to
11 describe how they are going to do something that gives
12 you something to weight, then those certainly should
13 have points to them.

14 **MR. TUDOR:** Yes, and I think that would be
15 preferable to leaving it the way it is, and going
16 pass/fail is to keep points on it, but allow for
17 differentiation, if any, based on whether they plan to
18 charge more because we'd like to know that.

19 **MS. LANGSTON:** You know, that may be true of
20 some of these others that were thinking that there is
21 some room for them to describe a process that's better
22 than someone else's process, and it may not be clear
23 in here. I've not gone through all of those.

24 **MR. TUDOR:** I think the only other one we've
25 talked about is transfer to a new provider and service

1 expansion. And right offhand I think I would still
2 say that maybe there's not much of an opportunity for
3 differentiation there. But if any of the potential
4 bidders have a thought about where they might
5 differentiate there, we can leave that a point value.

6 **MR. GIUNTOLI:** Richard, if I may, I'd like
7 to go back to -- I need some clarifications on the
8 listing of the equipment that needs to be compatible
9 with the relay providers.

10 Will the committee be endorsing those
11 products that's on the list? For example, the 4425,
12 would it be compatible with all of its features like
13 the Turbo Code. And also you had said something this
14 morning, you mentioned avoiding endorsements of the
15 Turbo Code. So can I have some clarification, please?

16 **MR. TUDOR:** Yes, that's a good question. We
17 should address that.

18 We would not be endorsing equipment but
19 simply recognizing what FTRI has already chosen to
20 distribute. And we're just recognizing a fact of life
21 that that is what they distribute and, therefore, we
22 want the relay system to work with that.

23 In regard to your question about does
24 compatibility mean that the relay service can mimic or
25 respond to every feature of each of those pieces of

1 equipment, obviously on Turbo Code we have not done
2 that at this point in time, and, indeed, we're talking
3 about making that some kind of an optional feature.

4 Are there other -- and in response to that I
5 would say, no, not in terms of compatibility with
6 Turbo Code, but you would deal with that in the
7 particular item dealing with Turbo Code. Are there
8 other features of the equipment that's currently being
9 distributed that some relay providers might not
10 provide service that would be compatible with it, or
11 do you believe that probably any other feature other
12 than the Turbo Code is a feature that generally is
13 compatible with the equipment that FTRI currently
14 distributes? Can you think of any other examples?

15 **MR. ESTES:** Richard, let's take the
16 Ultratech 4425 for example. It has many features.
17 Like it has a voice and answer. In case a hearing
18 person calls the TDD number, it will say "This is a
19 deaf person. Use TDD." Things like that.

20 If an RFP says the relay will be compatible
21 with those features, you're making it impossible. I
22 think that you're concerned here mostly with the
23 faster product, and I think you should use those terms
24 in that instead of the feature product.

25 Also, I'd like to follow up with Robert was

1 just asking. If they are listed in the RFP, does that
2 amount to a de facto endorsement of a single product?

3 **MR. TUDOR:** Charles, we certainly want to
4 recognize that we want Florida's relay system to work
5 with the equipment that mostly is out there, which is
6 the equipment distributed by FTRI; FTRI has the
7 responsibility of selecting the equipment that they
8 will distribute. And once they have selected it, we
9 want to make sure that the relay system will function
10 with it.

11 I really believe that when FTRI chooses to
12 make an equipment change, or to add a new model in the
13 future, they would do that keeping in mind the
14 capabilities of the relay system that are in place at
15 that time. If we ran into a situation where we had a
16 relay provider and FTRI decided that they wanted to
17 distribute a piece of equipment that was incompatible
18 and simply would not work with the existing relay
19 provider, that would be a time for some sort of
20 negotiation to occur between FTRI, the relay provider
21 and the Commission. And the Commission would have to
22 make some kind of decision to either ask FTRI not to
23 distribute that equipment or to ask the relay provider
24 to change its system to be compatible. And all of
25 those decisions would have to be made taking into

1 account what the costs would be to everyone concerned
2 and who would pay those costs. And that's why we
3 would go into the contract period here taking into
4 account the equipment that's currently being
5 distributed by FTRI.

6 We certainly want the next contractor to
7 have equipment to be compatible with what FTRI has
8 distributed in the past and is distributing today.
9 And then if a year from now that changes, we would not
10 hold the relay provider responsible necessarily for
11 changing its system to incur some large new cost to be
12 compatible with something that FTRI has decided to add
13 to its distribution system. We would certainly have
14 to look at that and negotiate with the three parties
15 on how to best deal with it. But I think at the time
16 the contract is initiated, the relay service should be
17 compatible with whatever equipment FTRI distributes,
18 which at this time it is the Ultratech line. Does
19 that help?

20 MR. ESTES: Yes and no.

21 MR. TUDOR: Susan.

22 MS. LANGSTON: Richard, given your
23 discussion, explanation of these items on the
24 measuring equipment accuracy and on the transfer to
25 the new provider, I'd recommend that those be

1 pass/fail and not be -- not have a point system
2 attached to them.

3 **MR. TUDOR:** Let's see, you said measuring
4 equipment accuracy, and I believe the one I talked
5 about was service expansion.

6 **MS. LANGSTON:** No, I think you also talked
7 about measuring equipment accuracy, because all the --
8 or maybe that was one that I noted. The way that it
9 is described here, it just requires the meter
10 recording and ticking device to be used and that it to
11 be 97% accurate and to be maintained in a good state
12 of repair. I don't see where someone could suggest
13 that they are going to do something more than what
14 you've required here. It seems to me that you're not
15 asking anything of them, to describe anything, as to
16 how they would be above this standard here. I would
17 think that the way this is written that that could be
18 a pass/fail.

19 **MR. TUDOR:** As I was talking through that,
20 I was thinking about, I thought, well, somebody could
21 say, "We'll be 99% accurate," and that could be a
22 differentiation.

23 **MS. LANGSTON:** Well, then again, in my mind,
24 at least, the statement here ought to be rewritten so
25 that someone understands that if they come up with a

1 commitment to do better than 97%, then that they can,
2 you know --

3 **MR. TUDOR:** We can certainly do that.

4 **MS. LANGSTON:** Yes, it seems to me that
5 either you're telling them that they are going to
6 adhere to a standard and a requirement and they commit
7 to doing that or else they know they have an
8 opportunity to do better than that and to say so in
9 the RFP.

10 **MR. TUDOR:** Okay. We can expand on that to
11 say -- it kind of goes without saying with all of
12 this, if you're going to do better than what we talk
13 about here, you certainly ought to tell us so, so that
14 we know that.

15 **MS. LANGSTON:** And I think everyone ought to
16 know that. You know, certainly the people that are in
17 this room and are hearing this discussion would know
18 that. But someone may -- who is picking up the RFP,
19 may not realize that they could do better in the final
20 outcome by offering up to do better on some of these
21 items. I think it ought to be abundantly clear to
22 them.

23 Having said that, then I would suggest or
24 move that the transfer to new provider be pass/fail.

25 **MR. TUDOR:** Is there a second to that?

1 **MS. RENZ:** I second that.

2 **MR. TUDOR:** All in favor of changing that to
3 pass/fail say aye. Okay. It's unanimous.

4 **MR. BROWN:** Richard, what is the list of all
5 of the items that are pass/fail right now?

6 **MR. TUDOR:** The ones we've changed?

7 **MR. BROWN:** Yeah.

8 **MR. TUDOR:** Confidentiality.

9 **MR. BROWN:** Because I can't recall having a
10 vote on anything except this last one. Did we vote on
11 them yet?

12 **MR. TUDOR:** Yes.

13 **MR. BROWN:** I think I was sleeping.

14 **MR. TUDOR:** I think there are three,
15 confidentiality, equipment compatibility, and transfer
16 to new provider.

17 **MR. BROWN:** Okay. My concern would be those
18 items that the increased benefit would be so small or
19 really nonquantifiable, I think should all go to a
20 pass/fail. For instance, you're talking about the
21 system accuracy. In reality is there any difference
22 between 97% and 98% accuracy as far as the general
23 public or the Public Service Commission would be
24 concerned? And if there's not, then that should
25 basically be a pass/fail. Again, just using Turbo

1 Code as an example, if the regular relay system
2 without the Turbo -- if the machine will only accept,
3 just throwing out a number, 80 words per minute and
4 someone can type a 100 words per minute, then that 20
5 words really has no value.

6 MR. TUDOR: What standard are you talking
7 about?

8 MR. BROWN: I'm just using that as an
9 example. If you exceed the standard but that standard
10 has no value because either the technology won't
11 accept it, or you get to some level and that's
12 acceptable, or more than acceptable, and anything more
13 really you get diminishing returns for additional --

14 MR. TUDOR: Okay. What I understand you're
15 saying is that on the issue of measuring equipment
16 accuracy that you believe that even though there might
17 be a minute differentiation between bidders, that it
18 is so insignificant that you believe it should be
19 better rated pass/fail?

20 MR. BROWN: Right. If somebody is at 98,
21 I'm not going to give them one more point than
22 somebody at 97? I mean, someone won't know how to
23 grade that. If we're saying 97 is acceptable, more
24 than acceptable, then you can only go up three more
25 points to 100%, which is probably not attainable. So

1 you really only have a couple of percentage points to
2 work with, and is there that much more benefit from
3 that 1% or that 2%?

4 **MR. TUDOR:** I understand your point. It's
5 something that could be differentiated, but to an
6 evaluator it may not be enough points to significantly
7 impact things and you'd rather see the point
8 evaluation process go to more important items.

9 **MR. BROWN:** Right. I'm just trying to --
10 let's close the thing up a little bit. If we don't
11 think there's that much difference where someone would
12 be able to quantify it, then let's just go with a
13 pass/fail.

14 **MR. TUDOR:** Is that a motion?

15 **MR. BROWN:** But what are those items?

16 **MR. TUDOR:** I don't know. I thought we were
17 just talking about the one.

18 **MR. BROWN:** We have to go back through them
19 again.

20 **MR. TUDOR:** Well, we're talking about a
21 specific one, measuring equipment accuracy. Is that
22 your recommendation, is that we change that one?

23 **MR. BROWN:** Okay. We've talked about
24 compatibility and we've agreed that's pass/fail,
25 correct?

1 **MR. TUDOR:** Yes.

2 **MR. BROWN:** Okay. And accuracy, we're
3 talking about doing that. And service expansion.

4 **MR. TUDOR:** Yes.

5 **MR. BROWN:** We're talking about doing that,
6 and transfer to new providers, so we're talking about
7 those four, or is there anything else?

8 **MR. TUDOR:** As far as I know, those are the
9 only ones we've discussed so far specifically.

10 **MR. BROWN:** Okay.

11 **MR. TUDOR:** And we have voted on three of
12 those, and the two that we have not changed yet are
13 measuring equipment accuracy and service expansion.

14 **MS. LANGSTON:** Richard, in a attempt to at
15 least deal with these issues one at a time, I think
16 that the point that Alan brings up on the equipment
17 compatibility, unless there is a good argument that 1
18 percentage point or 2 percentage points more makes a
19 major difference in the grand scheme of things, I
20 would move to make that a pass/fail at your current
21 requirement of 97%. As long as someone is obtaining
22 that, then that's acceptable. So, like I said, in a
23 attempt to deal with these one at a time, I'm going to
24 make that motion.

25 **MR. TUDOR:** Is there a second?

1 **MS. RENZ:** Second.

2 **MR. TUDOR:** All in favor of changing
3 measuring equipment accuracy to a pass/fail item say
4 yes. Okay. It's unanimous.

5 **THE INTERPRETER:** Richard, can I have an
6 interpreter clarification for those members who may
7 not be aware of the pass/fail ones, if we could
8 mention the numbers of all of those pass/fail that
9 we've done so far.

10 **MR. TUDOR:** If we use the check list, then
11 we would be talking about Item 29, which is equipment
12 compatibility; 31, which is measuring equipment
13 accuracy; 23, which is confidentiality; transfer to
14 new provider is Item 47. That's the four that we have
15 voted to change so far.

16 **THE INTERPRETER:** Thank you.

17 **MR. GIUNTOLI:** One more time, please, on the
18 numbers only.

19 **MR. TUDOR:** Yes, 23, 29, 31, and 47. The
20 only other one that I think we've discussed
21 specifically so far is the service expansion.

22 **MS. LANGSTON:** Richard, if I could comment
23 on that. I am not going to make a motion to have that
24 item become a pass/fail, because I think in the
25 explanation of service expansion you require the

1 bidder to provide a detailed plan of how that
2 expansion would be accomplished. And in my mind
3 there's a lot of options that could be put forward
4 there, and I think that is something, in fact, that
5 can be evaluated and given points to, depending upon
6 what they describe in their plan.

7 **MR. TUDOR:** Okay. Are there any other items
8 that anyone would like to suggest being converted to a
9 pass/fail basis? If not, are there any other items
10 that anyone would like to suggest changing the points
11 that are being awarded to increase or decrease those
12 points?

13 **MS. LANGSTON:** Richard, for the record, can
14 you refresh my memory on what happened on the
15 recommendation to increase the points for voice and
16 hearing carryover from the 25 to the 50?

17 **MR. TUDOR:** Yes, just a second. We
18 increased that from 25 to 50.

19 **MS. LANGSTON:** We did, that was adopted?

20 **MR. TUDOR:** Let me check my notes and make
21 sure we voted on it. Yes. LaRain made the motion on
22 that. And I believe that's the only one we've changed
23 the points on so far.

24 Alan, I believe in some of the thinking
25 process that you were going through, you were thinking

1 possibly about combining some things also, so we could
2 discuss that here also if you think it would be better
3 to combine, oh, for example, CA training and Staff
4 training into one item and give it some different
5 number of points, we could discuss that also.

6 **MR. BROWN:** Well, training is -- I haven't
7 had a chance to -- I did everything by hand, so I
8 haven't on the math. But the system requirements has
9 gone from 66 down to 62% and now you say everything
10 else comes up a little bit. But you're still talking
11 about -- your training is still about 23, 24% which is
12 probably adequate. And, again, we have a big problem
13 with the features because it's still around -- you
14 know, somewhere between 13, 14% of the weighting is
15 coming from the features. So even if we up VCO or HCO
16 by another 50 or another 25, we're still in the same
17 range. So maybe we can throw it out for discussion,
18 do we think that that particular feature's category
19 overall needs to be higher or what does it need to be
20 at?

21 **MS. LANGSTON:** Richard, I have a comment to
22 that, and it goes back to an item that I was concerned
23 about earlier and it's the new technology item.

24 I've read what is in the RFP here, and I've
25 also listened to the description that, well, the

1 provider should at least have a process for how they
2 are going to keep the Commission apprised of the new
3 technology. I think this is an area we ought to
4 revisit and discuss in a little bit further detail.

5 I think when you start looking at the
6 equipment that, down the road, may be made available,
7 that FTRI might look at providing as part of their
8 distribution program to look at new technology as
9 quickly as it is coming on line, I think there is room
10 to possibly enhance that section of the RFP. I think
11 it's important; it's critical. I think that relay
12 users are going to want to have access to new
13 technological advancements as they are developed out
14 there, and as we sit here today we don't even know
15 what those may be. But I think it's fair that those
16 users have access to it as do other users of
17 telecommunications services. And I would like to see
18 some way to maybe further elaborate on this category
19 and also to add more weight to it.

20 MR. TUDOR: Okay. Do you have suggestions
21 about how to expand the requirement?

22 MS. LANGSTON: I guess I'd probably look to
23 some of the providers to maybe offer some suggestions
24 in that area. Maybe it's a concern that I have that
25 is not a founded concern. But, you know, I'd just

1 like to see not only describing the way in which they
2 plan on keeping the Commission apprised of new
3 technological developments, but maybe how they could
4 be incorporated into the relay, what types of
5 additional or enhanced services that would be made
6 available as a result of new technology, and then
7 maybe what kind of costs would be incurred in order to
8 provide them. Maybe somehow expanding on this.

9 **MR. TUDOR:** Do any of the providers have
10 some thoughts on that?

11 **MR. ESTES:** If we're talking about new
12 technology here in general, then MCI or any of our
13 competitors can swamp the Commission with information
14 that they don't want. There are new things coming on
15 the market every day, so if we're talking about new
16 devices, new technology, one way to inform the
17 Commission is to watch the technology trials that
18 happen in other states. Two states come to mind, and
19 it's taking place now. They are pretty involved in
20 requirements to conduct technology trials in other
21 states. And I think that most states in the country
22 are watching those states, just to see what the
23 results are and what the costs are. That's one method
24 of keeping the Commission informed about the
25 development in TRS.

1 **MR. TUDOR:** Alan.

2 **MR. BROWN:** I think we have two different
3 things. We have hardware which, I guess, is what
4 Charles was talking about, but we also have things
5 that are out there that could be looked at and
6 discussed. For instance, there was mention of
7 computer-assisted note taking which some of the
8 services or which some of the people are talking about
9 as an option or a feature. These are things that are
10 available. I guess the hearing population, they don't
11 need that particular service, but those of us who
12 can't use a telephone and want to have a conference
13 call and know what is going on, obviously, something
14 has got to be done there.

15 So, as I was mentioned before, from what I
16 understand the state of Virginia has put together a
17 list of technological features or services that are
18 available, and have asked the bidders to provide
19 pricing or information on those particular features.
20 I don't know if we would want to do something like
21 that as an addendum or an attachment. Rather than
22 giving the providers the option of telling us what is
23 available, we tell them what we want pricing on
24 because then we're able to compare apples to apples
25 rather than having different people provide options or

1 provide pricing on different options.

2 **MR. TUDOR:** The problem with this particular
3 item in the RFP is that when we say new technology,
4 we're not talking about what's kind of state-of-the-
5 art current technology, because we expect that we'll
6 hear bidders offering to provide that. We're really
7 talking about things that the bidders themselves may
8 not have more than an inkling about right now. They
9 certainly couldn't offer it today, anyway. But we all
10 know that a year or two from now there may well be
11 something that presents itself and makes itself
12 available that we would really be very interested in
13 possibly buying, but we don't want to wait until we do
14 a new contract in order to incorporate it.

15 So it comes down to what features -- what is
16 it we can ask for in the RFP from a bidder to tell us
17 about things that they don't know much about
18 themselves, or they are mostly theoretical at this
19 point in time. You can't really deal with a specific
20 feature in a lot of cases. And so that's what makes
21 this particular item difficult. We all know that we
22 want that capability, whatever it is, which we can't
23 define, some day, whenever that is, that it becomes
24 available.

25 **MS. LANGSTON:** I think, Richard, what my

1 thought on it is, is that by only having 25 points
2 attached to new technology, and really it's almost
3 just an information-sharing type of requirement, is
4 that we seem to somehow be diminishing it or
5 something. I mean, and I'm not -- you're right, it's
6 hard to attach a description to it that may require
7 more points because you don't know what you're asking
8 them to really tell you. But it just concerns me that
9 we're only attaching 25 points to something that, I
10 think, in the long run, if we're talking three to five
11 years down the road in providing relay services, may
12 be a very important element of providing relay
13 services; is how do you incorporate new technologies
14 into the provision of relay service? And I don't know
15 how you quite write that up, but, you know, I think
16 there ought to be some way that some of these bidders
17 could be pretty creative about telling you what they
18 are going to do to incorporate new technology that
19 should be worthy of more than up to 25 points.

20 **MR. TUDOR:** Because it's such an abstract
21 concept, it's very difficult to, you know, imagine
22 what they could say that wouldn't sound kind of "Buck
23 Rogers-ish" and not be something that you could
24 enforce later on, I guess, is the point. If it's
25 nothing that you really require implementation of, I

1 don't know how much value it has. The arguments we're
2 making could argue for a lot more points or go into
3 pass/fail, either way.

4 Alan.

5 **MR. BROWN:** Again, I think I mixed some
6 things up a little bit, but new technology would
7 probably be the hardware, and I guess unsolicited
8 features would be the items that I was talking about.
9 Again, it's very difficult to wade through some of
10 these things.

11 New technology, since -- you know, who knows
12 what is available. My only concern with the RFP
13 process is we basically tie ourselves to a contract
14 for three years and technology is changing so fast, I
15 don't want to lock us out -- lock the people of
16 Florida out of an innovation that may be released next
17 year because we had to go through this process this
18 year. So whether it's in discussion form or whatever,
19 I'm not even sure, new technology can be properly
20 weighted. It might be just strictly in composition
21 form, and upping the weights of the unsolicited
22 features which are things that could be incorporated
23 now.

24 **MR. TUDOR:** Yes, I think that's a good
25 description of how you differentiate between new

1 technology and unsolicited features. New technology
2 is something that is in the future somewhere; whereas,
3 the unsolicited features are things the bidder is
4 offering today to really do.

5 Does anybody else have any other thoughts on
6 how to deal with that new technology? Does anybody
7 have any suggested changes to the weighting of either
8 of those items?

9 MR. BROWN: My only question is can we take
10 a short break?

11 MR. TUDOR: Sure.

12 MR. BROWN: Or I'm going to take one.

13 MR. TUDOR: Let's come back at 3:00.

14 (Brief recess taken.)

15 - - - - -

16 MR. TUDOR: Let's go ahead and get started
17 now.

18 Mr. Fleischman needs to leave in just a few
19 moments, about ten minutes, and I wondered if we could
20 perhaps go quickly to the issue of evaluators for the
21 Advisory Committee. What I'd like to see is if we
22 could get a couple of volunteers to serve as
23 evaluators from the Advisory Committee, first of All,
24 so let me just ask it --

25 THE INTERPRETER: Charles raised his hand.

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MR. TUDOR: Charles. Charles. Okay. We have Charles and Brandi. Okay. We have three. LaRain. LaRain has volunteered. We'll take those under consideration. Are there other volunteers that would be willing to serve as evaluators?

MR. FLEMING: You can appoint me because I would just be a volunteer.

MR. TUDOR: This is certainly a responsibility that will take some amount of time, but it is time that will be primarily in early October, mid-October. And as we were indicating earlier, it is something that can be done at your home or office. There's no requirement that you come to Tallahassee to do the evaluation process, go through that. We can deal with that all by mail or fax or whatever means of communication we use, but without necessarily needing to come to Tallahassee.

The statute does allow, and I think encourages, that members of the Advisory Committee serve on the evaluation team. So I think it would be good if we had Advisory Committee members to serve on that. And so I would ask if anyone is willing to serve in that role. I understand you all are volunteers and we appreciate what you already do

1 serving in that capacity, but at this point in time,
2 and this will come along every three, four, five
3 years, we do need someone to serve in that capacity.
4 Alex?

5 **MR. FLEISCHMAN:** For the sake of the deaf
6 community, I think I would like to volunteer for one
7 of those positions.

8 **MR. TUDOR:** Thank you, Alex. Are there
9 others that would be willing to serve on that?

10 Alan?

11 **MR. BROWN:** What? Yes, I would be willing
12 to serve on that Advisory Committee -- in that
13 capacity.

14 **MR. TUDOR:** Okay. Thank you. As an
15 evaluator. Are there others that would like to be
16 considered for that?

17 **MR. BRANT:** I know that I'm not an official
18 representative for the DSCA as of yet, but as an
19 alternative, can I express interest in this, in this
20 capacity as a volunteer?

21 **MR. TUDOR:** I would say this, that the DSCA
22 can recommend a permanent member for the Advisory
23 Committee. And upon receiving that request or
24 recommendation from the DSCA we will -- the Commission
25 Staff will ask the Commissioners to vote on a

1 permanent new committee member, and there would -- the
2 Committee, I think -- the Advisory Committee today,
3 could, if you anticipate that you would be that
4 person, take that into consideration and consider
5 having you serve as an evaluator subject to you being
6 named as a permanent member.

7 **MR. BRANT:** Okay.

8 **MR. TUDOR:** So given the situation we have
9 here with Alex and Alan, and Don in his capacity as a
10 substitute member today, have volunteered to serve, we
11 have two positions available. I guess I would ask
12 that someone on the committee make a recommendation as
13 to the two evaluators to use for the proposals
14 evaluation team.

15 **MS. LANGSTON:** Are you looking for a motion?

16 **MR. TUDOR:** Well, we do need a motion, yes.

17 **MS. LANGSTON:** And it's two people?

18 **MR. TUDOR:** Two, yes.

19 **MS. LANGSTON:** Okay. I would move then that
20 Alan and Alex be the Advisory Committee's two
21 evaluators on the evaluation committee.

22 **MR. TUDOR:** Okay. Is there a second on
23 that?

24 **MS. RENZ:** I'll second it.

25 **MR. TUDOR:** Okay. So all in favor of Alan

1 and Alex serving as the evaluators on behalf of the
2 Advisory Committee, say yes.

3 Okay. We appreciate you all volunteering to
4 do that, and we'll get in contact with you. But I
5 think particularly at this point in the process we
6 should remind you that you should do everything you
7 possibly can to avoid any appearance even of any
8 impropriety in terms of contact with potential bidders
9 and try to make all of your contacts concerning the
10 RFP through me if you would. We appreciate very much
11 you being willing to do that. And, Don, we appreciate
12 you're volunteering to do that, also. We thank you
13 for your interest in this and appreciate you being
14 here today, too.

15 So with that, we need to return to the point
16 evaluation system here and say goodbye to Alex.

17 **MR. FLEISCHMAN:** Goodbye.

18 **MR. TUDOR:** And decide what further we would
19 want to try to do with this point rating system, what
20 other changes we might want to make. Has anybody had
21 any further thoughts about other items they would like
22 to change or increase or decrease?

23 **MR. BROWN:** Well, if we're done with the
24 system requirements as far as all of those items that
25 can go pass/fail, then we can leave that alone as far

1 as I see.

2 The area that I think we need to look at is
3 the features and those are the items that everybody
4 wants to make sure we get covered.

5 There's five items out there: Languages
6 served, VCO/HCO, new technology, special needs, and
7 all unsolicited features, which is a big broad item.
8 But special needs, I want to go back to that because
9 Susan brought that up earlier.

10 But the FOP -- RFP, sorry about that --
11 different job, different hat. If the RFP says that
12 you don't need to take into consideration special
13 needs, either I don't think we need it, or even a 25-
14 point rating system should be adequate. Because, I
15 mean, we're telling them flat out they don't need to
16 provide it, so why are we even showing it?

17 **MR. TUDOR:** Alan, the answer to that is that
18 the language in the statute refers to giving
19 consideration to special needs in a proposal, and I
20 think, really, the only way you can give consideration
21 is to give some points to it. And so that's why it
22 has some points there.

23 **MR. BROWN:** Okay. Well, I can understand
24 that. The way I've looked at this, and I'm trying to
25 bring up the feature section up to 25 to 30% of the

1 weighting. So the biggest item that we have is all
2 unsolicited features, because we have no idea how many
3 that might include. So what I've got is I've got 400
4 points for that. I've got 25 for special needs. I'm
5 going backwards, by the way. New technology, I bumped
6 that to 100 points. VCO/HCO, I've got at 150 points,
7 and languages served stays at 50. And that brings it
8 up to 31.52% of the rating system is now features, and
9 I've readjusted the other ones. But I think that
10 would put everything more in line with what our
11 thoughts are as far as where the weighting needs to
12 be.

13 **MR. TUDOR:** Could you give me, once again,
14 the numbers, please?

15 **MR. BROWN:** Okay. What I have is -- I don't
16 know if you want to discuss them or just -- okay.
17 What I've got is languages served would be 50. VCO
18 and HCO is at 150. New technology is at 100. Special
19 needs is at 25, and all unsolicited features is at
20 400. Because the unsolicited features gives the
21 people the most room to maneuver, and I think that's
22 really where the bidding is going to make it or break
23 it. I mean, those people who want to provide more
24 features will probably be the most likely to get the
25 contract, just my general thinking.

1 **MS. MILLER:** Richard.

2 **MR. TUDOR:** Okay.

3 **MS. MILLER:** Could I just ask a question?

4 That would be within the price proposal; is that
5 correct? This would not alter the price, it would be
6 unsolicited features within the price?

7 **MR. BROWN:** Well, they would have to
8 determine for us whether those are included within the
9 price or if they want additional funds. Okay. The
10 other thing is on those features is if we could do
11 something like Virginia did and have a list of, at
12 least, all of the items that we know about in the RFP,
13 and then still give them the opportunity to pull
14 whatever they want out of their hat. I'm sure they
15 are working on separate things that only they know
16 about and if they want to make that offer, then that's
17 fine.

18 **MR. TUDOR:** Cindy, in response to your
19 question, the item here that is Item 46, is items that
20 are included in the basic price for relay. There is
21 another section that's not on these lists that's other
22 features that they could propose to offer but at a
23 separate price.

24 **MS. MILLER:** That sounds good. It's back to
25 the concern about apples and apples. And if you had

1 them coming in within their actual price proposal, I
2 don't I think you would have a problem on that. My
3 concern -- in such a heavy weighting like 400 points
4 you really want to be careful.

5 **MR. BROWN:** I didn't know there was another
6 part of this RFP that gives them the option to go into
7 their bag of tricks.

8 **MR. TUDOR:** Yes.

9 **MR. BROWN:** Is that weighted?

10 **MR. TUDOR:** In Item 39, which is on Page 29,
11 of the RFP, Item 39 is optional services. The bidder
12 receives no points for those items. They can propose
13 to offer them, but it would only come into play if the
14 company won the bid. Then at that point we would
15 negotiate with the winning bidder as to whether or not
16 for them to provide these additional services.

17 Item 38 is the item that you have listed
18 there which shows currently 100 points. These are the
19 features that would be included in the price for basic
20 relay. And if a bidder wanted to offer those as a
21 part of their basic relay package and for which they
22 would be evaluated against the other bidders, those
23 would go into this classification.

24 **MR. BROWN:** Okay. Well, my logic still
25 follows, maybe the weighting system -- mine was just

1 as arbitrary as yours was, unfortunately. I don't
2 know if there's a logical way to do this. I just
3 thought that the features portion has the most room
4 for play and the weighting should reflect that.
5 Whereas, the other items -- I mean, the training,
6 everybody needs training in accordance with the RFP.
7 How they get there, I'm not all that certain. We will
8 be able to quantify. You know, the differences and
9 that's all I'm concerned with is if I can't tell why
10 one should be a 30 and one should be a 28, you know,
11 how am I going to do that?

12 **MR. TUDOR:** Of course, we can't answer that
13 until we actually see the proposals. And once we see
14 them, we may be able to see distinctions between them.
15 And if you get them and don't see any distinction,
16 then you would rate them all the same.

17 **MS. LANGSTON:** Richard.

18 **MR. TUDOR:** Yes.

19 **MS. LANGSTON:** To comment and respond to
20 that, I think Alan's point is a point well-taken.
21 This may be one of those limited number of areas that
22 providers can really distinguish themselves, and if
23 they are willing to provide more services and more
24 options at the same rate that somebody else is willing
25 to provide, then I think that should be fairly heavily

1 weighted. I think it should be weighted at least as
2 much as some of the other features are weighted being,
3 you know, at 200. I don't know if it's so much more
4 important than the other things that it should be 400
5 and I don't know how you decide that, but I would
6 think it should be weighted at least as heavily.

7 **MR. TUDOR:** We could go through each of
8 those items and see if we want to take Alan's
9 suggestion as a motion and see if we have a second on
10 each of them as we go through. Or a substitute. Let
11 me try that approach.

12 Languages served, Alan suggested leaving
13 that at 50. So, I guess, is there a motion to make a
14 change or to leave that where it is?

15 **MS. LANGSTON:** Is Alan's laying this out
16 considered a motion?

17 **MR. BROWN:** Leave it where it's at.

18 **MS. LANGSTON:** If what he has laid out here
19 is his motion for consideration, I would second
20 leaving languages served at 50.

21 **MR. TUDOR:** Okay. Everyone agree with that,
22 no change?

23 Okay. The next item.

24 **MR. BROWN:** Is there a motion on the floor
25 or no?

1 **MR. TUDOR:** I was taking that as a motion
2 and we had a second to leave the languages served at
3 50.

4 **MR. BROWN:** Okay. Are we going to vote on
5 it.

6 **MR. TUDOR:** Okay. Everyone that's in favor
7 of leaving languages at 50, raise your hand. Okay.

8 The next item was VCO. We had previously
9 increased that from 25 to 50. Alan has suggested 150.
10 I take that as a motion from Alan to increase that to
11 150. Is there a second on that? Is there an
12 alternative anyone would like to suggest?

13 **MS. RENZ:** Richard, I'd like to just suggest
14 keeping it, I think, at the 50, being relative to
15 everything else. I don't see that it's that high in
16 importance compared to like experience and customer
17 references.

18 **MR. TUDOR:** Okay. Do we have a second to --
19 Well, I guess it's at 50. We've already moved it to
20 50. So, I guess, is there a second to leave it at 50?

21 **MS. LANGSTON:** I think there's no second to
22 moving it to 150.

23 **MR. TUDOR:** Right. There is also no second
24 to leaving it at 50.

25 **MR. BROWN:** Just if I can make a comment.

1 The user for VCO right now, I guess, is not where
2 everybody thinks it's going to be. But in talking
3 with James and talking with people at the SHHH
4 convention, that seems to be where all of the activity
5 was as far as request for information. So I don't
6 know if James would want to make a comment on that, on
7 just some of the activity he got at the convention.
8 But it's really more of, I guess, an education in
9 letting people know what the service is all about in
10 order to get the usership up. And even the technology
11 is going that way with the Ultratech uniphones and the
12 new VCO phone from Ameriphone. I mean, it all seems
13 to be going that way. That's the only reason that I
14 weighted it that heavily is because within the next
15 four years or five years, or however long we're in
16 this current RFP, the usership in VCO should -- you
17 know, I can't say it's going to double or triple, but
18 I think it's going to be the single most -- the single
19 area that has expanded on the service.

20 **MR. TUDOR:** Well, certainly in Florida I
21 think we're going to -- yes, with our generally older
22 population, I would suspect that we will see growth
23 there in Florida that we might not see in other
24 states. And with the introduction of the new VCO
25 phone being distributed, that will certainly increase

1 usage to some extent.

2 I don't know to what extent -- for example,
3 in states that have perhaps been offering VCO for a
4 pretty good while, what percentage of total traffic
5 VCO calls are. That would probably enter into how
6 much weight you'd want to place on that or even where
7 you think VCO might be a year or two from now, because
8 I suspect it will grow as Alan says.

9 MS. LANGSTON: Richard, I think I would have
10 a question on that. And, again, it goes to the how
11 the RFP is written.

12 As I read Item No. 16 on Page 21 dealing
13 with voice and hearing carryover, it really just
14 requires the provider to provide it and to provide the
15 two-line voice carryover. And I guess, again, going
16 back to the point I've raised several times, I'm not
17 sure that I see an opportunity for one provider to
18 really distinguish itself over another one in this
19 area that would require it to have a real heavy weight
20 to it, unless I'm missing something here.

21 MR. TUDOR: No, I don't think you're missing
22 anything, and I was trying to think what else could be
23 added even to --

24 MS. LANGSTON: This doesn't mean that VCO is
25 not important. It just appears to me that all this is

1 asking is all of the providers to state that they are
2 going to provide it and provide for the two lines and
3 so forth.

4 **MR. TUDOR:** You're right, simply -- the RFP
5 basically just says we expect that to be a part of the
6 basic relay, and we expect every provider to provide
7 it, and we haven't asked for any particular
8 information that would probably allow for
9 differentiation. And, you're right, that doesn't mean
10 that it's not important. Just like confidentiality is
11 probably a premier -- of great importance to users,
12 but it's a pass/fail item because it's just a
13 requirement. It has to be done.

14 **MR. BROWN:** I agree. The only thing they
15 might do is some of them may offer to have a VCO
16 exclusive access number, or something like that. Now,
17 whether that's over and above what would be required
18 by the RFP and worth weighting, I don't know. I was
19 just trying to get the features item up, and if we
20 start pass/failing them, then it drops again, so --

21 **MS. LANGSTON:** I'm not suggesting pass/fail.
22 But unless this is written in such a way, again, going
23 back to my earlier point, that a provider knows that
24 they can get extra points by offering to do something
25 more than what is listed here, it seems to me that 50

1 is reasonable for this particular item.

2 **MR. BROWN:** That might be part of the
3 unsolicited features.

4 **MS. LANGSTON:** Uh-huh.

5 **MR. TUDOR:** Do I take that, Susan, as a
6 second to LaRain's motion to leave it at 50?

7 **MS. LANGSTON:** Yes, if LaRain made such a
8 motion.

9 **MR. TUDOR:** She did. Okay. Well, then,
10 those in favor of leaving it at 50, if you would raise
11 your hand. Okay.

12 **MS. LANGSTON:** So does it pass or fail?

13 **MR. TUDOR:** It was three to zero.

14 **MS. LANGSTON:** Okay.

15 **MR. TUDOR:** Alan suggested, and I'll take
16 this as a motion, to increase new technology from 25
17 to 100. Is there a second on that?

18 **MR. BROWN:** Richard, what would you be
19 expecting the bidders to provide in the way of backup?

20 **MR. TUDOR:** We had some discussion about
21 this one earlier, and I'm not sure what they could
22 tell us. If it's state-of-the art current technology,
23 I would expect to see it show up in an unsolicited
24 feature that they could offer today.

25 The new technology section really speaks to

1 how the bidder or the ultimate winner, the contractor,
2 would relate to the Commission and bring to us
3 information about new technology that we don't even
4 really know about today or don't really have the
5 capability of offering today.

6 As we talked about it earlier, I was pretty
7 much in agreement that there wouldn't be a lot of ways
8 to differentiate on this one.

9 MR. BROWN: But in the RFP they only have
10 the requirement to advise the Commission of the new
11 technology, not to incorporate it.

12 MR. TUDOR: Correct.

13 MR. BROWN: Okay.

14 MR. TUDOR: Yes.

15 I don't believe there's a second. Do we
16 have an alternative?

17 MS. LANGSTON: I'd like to make a substitute
18 motion. It goes back to some of my comments earlier
19 in terms of the perceived importance of this area.
20 And given the discussion that we just had on the VCO
21 and some of the other items, that they are really not
22 submitting something that can be weighed with one
23 provider getting more points than another possibly,
24 but to be -- to give a little bit more weight to it, I
25 would move that we move new technology from 25 up to

1 50 points.

2 MR. TUDOR: Is there a second to move that
3 from that 25 to 50?

4 MS. RENZ: I second.

5 MR. TUDOR: Would those in favor of
6 increasing new technology from 25 to 50 raise your
7 hand? Four to zero.

8 MR. BROWN: What number we pull out, it
9 really doesn't matter.

10 MR. TUDOR: Okay. So that's four, zero.

11 And then unsolicited features, Alan, we'll
12 take this as a motion to increase it from 100 to 400.
13 Is there a second on that? Excuse me, let me back up.
14 I skipped an item.

15 Special needs, Alan suggested, and I'll take
16 this as a motion, to decrease that from 50 to 25. Is
17 there a second on that?

18 MS. RENZ: I second.

19 MR. TUDOR: Okay. Would those in favor of
20 dropping that from 50 to 25 points raise your hand?
21 That's three to zero to change that from 50 to 25.

22 And then all unsolicited features, Alan's
23 suggestion to increase that from 100 to 400. Is there
24 a second on that? And this is the unsolicited
25 features that would be included in the basic relay

1 price. I don't have a second. Is there an
2 alternative?

3 **MS. LANGSTON:** I move to go to 200 on that.

4 **MR. TUDOR:** We have a motion to increase it
5 from 100 to 200. Is there a second on that?

6 **MS. RENZ:** I bid 200.

7 **MR. TUDOR:** So we have a second. Anybody in
8 favor of increasing that from 100 to 200, would you
9 raise your hand. We have two votes. Okay. We have
10 three votes. Three to zero.

11 Okay. Let me summarize where I think we got
12 to there. Languages served we're going to leave at
13 50. VCO we're increasing from 25 to 50. New
14 technology we're increasing from 25 to 50. Special
15 needs we're reducing to 25. And all of those
16 unsolicited features to 200.

17 Okay. Are there other items that you would
18 like to change the point value for?

19 If there are no other suggested changes to
20 the point weighting system, let me just remind you
21 that these points will be used to come up with a total
22 technical score which will be weighted at 60% with the
23 price being weighted at 40%.

24 Are there other items that the Advisory
25 Committee would like to discuss concerning the RFP

1 itself? Or the industry? LaRain.

2 **MS. RENZ:** Richard, is there a possibility
3 to release the RFP, or could it be available on a disk
4 for bidders?

5 **MR. TUDOR:** Sure.

6 **MS. RENZ:** The RFP itself. I'm sure you
7 already have that.

8 **MR. TUDOR:** Yes.

9 **MS. RENZ:** Okay. That would be very helpful
10 to have that. Thank you.

11 **MR. TUDOR:** Yes. It's done in WordPerfect
12 format.

13 **MR. ESTES:** WordPerfect, you mean in Word.

14 **MR. TUDOR:** No, we try to use a better
15 system than that. You can search on it in any word
16 processor, probably.

17 Were there any other comments perhaps from
18 the industry about the RFP that you'd like to make
19 today?

20 James, is there anything from FTRI's
21 viewpoint that would be helpful to add? If you would
22 send me that model number on the VCO phone, I will
23 incorporate that.

24 **MR. FORSTALL:** I'll get that to you.

25 **MS. RENZ:** Richard, I have one other

1 question.

2 MR. TUDOR: Yes.

3 MS. RENZ: On Page 33 there is an Item 44
4 for liquidated damages. Basically I think these are
5 penalties for not meeting the contract.

6 Has the current relay provider been assessed
7 any of these penalties? Was this section in the
8 previous RFP?

9 MR. TUDOR: This section was in the previous
10 RFP, but we did not have -- I believe we did not have
11 the specified levels in the contract that we entered
12 into with MCI. We specified, and I believe these
13 levels are the ones that we specified in the contract,
14 the 5,000, 1,500. Because what we had in the RFP
15 itself was just the maximum of 25,000 per day. In
16 entering into the contract, we tried to specify some
17 for various specific violations, like in terms of
18 answer time versus report, tried to differentiate
19 those.

20 MS. RENZ: So were there any penalties
21 assessed?

22 MR. TUDOR: No.

23 MR. BRANT: Okay.

24 MR. TUDOR: The next possible occasion I
25 think for the Advisory Committee to meet would be, if

1 you would like to do so, or -- let me suggest that you
2 might just want to leave this open at this point in
3 time, but you may want to make a decision. Let me
4 just say that on August 13th, the Commission will meet
5 to consider Staff's recommendation on the RFP. We may
6 make some additional changes from what we've made
7 today, but we'll issue a Staff recommendation in the
8 -- probably the next couple of weeks. Probably
9 towards the end of next week, and that will be for the
10 Commissioners to consider on August 13th.

11 The Advisory Committee is -- and everyone is
12 welcome to make presentations there, either as
13 individuals or as members of the committee or members
14 of the industry. That's an open meeting and anyone
15 can speak there. And if you would like to have input
16 at that time in terms of what Staff has recommended in
17 order to ask the Commissioners to either support or to
18 change something, you're very much free to do that.

19 As a committee, you could assemble together
20 either the afternoon before that or the day before, or
21 the morning of if you would like to do so. At that
22 point in time you could discuss whether you wanted to
23 make any particular kind of point or presentation to
24 the Commission. Once you have seen the Staff's
25 recommendation, you may not want to do that, but you

1 may. You may have something that you would still like
2 to recommend a change on. And I want to give you the
3 opportunity to do that or to make facilities
4 available. If you think you'd like to have a room
5 reserved, those sorts of things, we could go ahead and
6 set up a meeting preliminarily if you would like to do
7 that.

8 **MS. LANGSTON:** Richard, I have a question.
9 You comment that there may be additional changes made
10 to the RFP that go beyond what we discussed here
11 today. Will we be sent a copy of the revised RFP or
12 will that be part of the Staff recommendation, and
13 will we receive a copy of it well in advance of the
14 agenda conference?

15 **MR. TUDOR:** Okay. The revised RFP,
16 including everything we have talked about today and
17 any other -- and to a question that you didn't ask was
18 I don't anticipate any significant changes, but we
19 may -- I know there are some typos in here and I know
20 there are some formatting things we need to do, and
21 that sort of thing, and that's really all I anticipate
22 probably doing.

23 Alan had asked for information from the
24 Virginia RFP, and we've requested it, but it was just
25 issued Wednesday and we have not gotten it yet. In

1 the unsolicited feature section we might, for example,
2 include something that says, "All unsolicited
3 features," we might say, "for example," or something
4 like that and list something out of the Virginia RFP,
5 if we see some things that we might think we would be
6 interested in or just to give a flavor for what we're
7 asking for there. I don't expect any really
8 significant changes in the RFP. But if we can better
9 describe something -- I don't think it will change the
10 flavor particularly of anything, but if we think we
11 can better describe something, we may try to clarify.

12 But to answer your question, the Staff
13 recommendation that will go out towards the end of
14 next week it will say, "Commissioners, we recommend
15 that you issue the attached RFP," and it will have
16 attached to it the RFP we will be recommending they
17 vote on. And, yes, all of the Advisory Committee will
18 get copies of that, yes.

19 I asked earlier this morning if any
20 potential bidders would send to me a contact name and
21 address, and to the extent we receive those, we'll
22 send copies of the recommendation to those, also.
23 That will be to motivate you to send me that letter.

24 So, you will receive that. And you may not
25 see a need or desire to be at the agenda because you

1 are comfortable with what is being recommended, you
2 may have suggested changes, or you may just want to be
3 there just in case something comes it, and I want you
4 to feel free to be there, and invited and welcome to
5 come. As always, the Commission will cover the
6 certain Advisory Committee members' travel expenses.
7 And if you have a desire to be here, we want you to be
8 here, we just need to make arrangements ahead of time
9 if you would like to meet as a committee. And perhaps
10 you might want to do that after you've seen the
11 recommendation, that may be the fair thing to do
12 rather than try to make a decision now.

13 **MR. BROWN:** The only other thing that I
14 would like to do, I didn't -- we just kind of went
15 from the point system to -- I don't know if you were
16 doing a closing.

17 But the only thing that I wanted to discuss
18 is really expanding -- for the relay provider to
19 expand their caller profile. Right now they are
20 allowed to tell whether the caller wants VCO or HCO.
21 So when I call, they automatically know it's a VCO
22 call. But I've asked for other features that they've
23 said I can't get in there. Like I don't want any
24 background noises, so each time I have got to tell the
25 CA, "Don't bother giving me background noises." Also,

1 as I was talking earlier about the calling card, if I
2 could get my calling card into the system so that when
3 I ask for my calling card and I verify the number,
4 that I don't have to go through the time for them to
5 verify it. It's already been done and they are just
6 -- I'm just confirming to them that I'm who I say I
7 am.

8 Now, we have caller of choice or carrier of
9 choice, these kind of options should already be built
10 into a profile. It would save a lot of time. Again,
11 I don't know whether that can be established by the
12 RFP, whether that is an unsolicited item or how they
13 do it, but I think there's a lot of room to make
14 things a lot smoother in the relay process.

15 **MR. TUDOR:** Okay. We could try to identify
16 or leave open to the bidder what things go into a
17 caller profile. We would also need to decide whether
18 we want to put that into the basic features of relay,
19 included as one of the nonpoint evaluated items as an
20 option, or whether to just, as suggested, as a
21 possible unsolicited feature in basic relay. So we
22 can certainly do that and incorporate that into the
23 RFP, though.

24 **MR. BROWN:** Well, again, it depends who it
25 is. For me it's very, very important. For somebody

1 else it might not be important at all. So how you
2 want to weigh that or if you want to weigh that, I
3 don't know, or what area it even falls into. Again,
4 it might be an unsolicited feature. But I think it
5 needs to be defined somewhere, because for the people,
6 especially like me who use VCO all the time and make
7 long distance calls and whatever, it would speed up
8 the process on both ends.

9 **MR. TUDOR:** Okay. I take that as a request
10 that we include that in the RFP. And I guess I would
11 ask the question of the Committee whether you feel
12 like that would better be an optional item or a
13 mandatory item, and whether it should have points
14 assigned to it?

15 **MR. BROWN:** Well, I'd like to see it in the
16 feature section, or since we're not breaking them out
17 the way I've defined it, I don't know whether you
18 would want to consider changing the order of the items
19 listed. I don't know how big a task that would be,
20 just so that it's -- you know, right now they are
21 scattered. I've attempted to categorize them. But I
22 would like to see that added to the features portion
23 because, again, I think it's extremely helpful.

24 **MR. TUDOR:** Okay. Would you see that in
25 your mind as being an item that should be -- receive

1 points or simply be an item that would be an optional
2 feature that they could propose or not propose as they
3 choose? If I hear you correctly, you're suggesting --

4 **MR. BROWN:** Well, If you include -- when you
5 put together your list of additional unsolicited
6 items, I mean, you can put that in that item. But,
7 unfortunately, we've limited unsolicited items. It's
8 what, 200 points now?

9 **MR. TUDOR:** Yes.

10 **MR. BROWN:** Okay. Well, that should cover
11 it if you put it within there. And, again, in
12 unsolicited items you're defining certain items, but,
13 I guess, you're going to give the bidders the
14 opportunity to list anything else they want to include
15 free of cost or within the cost.

16 **MR. TUDOR:** Within the cost. Okay. So what
17 I hear you saying is that the RFP in the unsolicited
18 features section should include customer profile as an
19 example of something --

20 **MR. BROWN:** I'm thinking. I'm thinking it
21 might need its own category, because it's probably
22 going to have a very -- it might have a drastic range
23 of difference.

24 **MR. TUDOR:** It could be treated like special
25 needs which is not required to be provided but for

1 which points can be awarded.

2 **MR. BROWN:** The reason we have special needs
3 is because the statute requires it. It mentions it,
4 so we've mentioned it. This has never been mentioned
5 in that vein. But I'll leave it up to Staff to figure
6 out where to put it and how to put it. But I just
7 think it needs to be -- I would probably like to see
8 it stand alone with its own weighting system.

9 **MR. TUDOR:** Give me an idea of the point
10 value.

11 **MR. BROWN:** A million or two.

12 **MR. TUDOR:** One million. (Laughter)

13 You could suggest that.

14 **MR. BROWN:** I say probably somewhere -- We
15 don't have a 75, let's make it 75. I mean, I don't
16 know. It's all arbitrary.

17 **MR. TUDOR:** I think the key is whether we
18 want to make it a mandatory requirement that a
19 customer profile be available for any customer that
20 wishes to have one established. So I think we should
21 decide that first, whether we want that to be a
22 mandatory requirement of the program. And then the
23 points would be awarded based on how many features are
24 included in the customer profile, and how user
25 friendly it might appear to be.

1 I don't know how many of the states offer
2 some kind of customer profile. Is that in 90% of the
3 states or 50% or 10%?

4 **MR. BROWN:** Well, I heard Texas has a full
5 profile, and that's where I got the idea. Because I
6 was talking with somebody and just telling them what
7 all I can get as VCO, and he said, "We can get all
8 these other items." I don't know who does Texas, but
9 maybe they can comment.

10 **MR. TUDOR:** That would be Sprint.

11 **MS. RARUS:** What was the question exactly?

12 **MR. TUDOR:** How many of the states around
13 the country do you think offer a customer profile as
14 one of their features?

15 **MS. RARUS:** Basically, every state that
16 Sprint has won since last year is part of our current
17 package. So I guess that would be Texas, Colorado,
18 Minnesota, Missouri. There's five total, about five,
19 perhaps six. But every state that we currently have
20 bid for that's included in what we call our
21 customer database, which is the same thing that you
22 are referring to.

23 **MR. TUDOR:** LaRain, do you have any idea how
24 many of your states you offer a customer profile in?

25 **MS. RENZ:** No, I don't know exactly, but

1 just -- I think in most cases it's kind of an option
2 left up to the -- that it's available type of thing
3 and its left up to the consumer. A lot of people have
4 this fear of, you know, "big brother watching over me
5 and I don't want you to have all of this information."
6 So, you know, I don't know how many users like that
7 type of thing.

8 So to me I was looking at that as perhaps
9 not a mandatory, but an optional type feature.

10 **MR. TUDOR:** Charles, do you know from MCI's
11 perspective how many of the states offer some kind of
12 customer profile?

13 **MR. ESTES:** All MCI states that we work with
14 since June the 1st, 1992, offer a callers profile as
15 an option.

16 **MR. TUDOR:** Did you say all MCI states?

17 **MR. ESTES:** All MCI states offer caller
18 profile as an option.

19 **MR. TUDOR:** Okay.

20 **MR. BROWN:** It's just a question of what is
21 included within the profile.

22 **MR. TUDOR:** Right. I'm not sure there's a
23 variation.

24 **MR. BROWN:** As I said before, if it was part
25 of unsolicited items, that's fine. We can just weight

1 it within that category. I just think it needs to be
2 listed so that, at least, we have an understanding of
3 what they are asking to be included.

4 **MR. TUDOR:** Okay. So what we'll do in the
5 unsolicited feature section is we'll specifically
6 mention that as an example of unsolicited features.
7 Just as an example, it wouldn't be mandatory that it
8 be provided or even responded to, but we'll list it as
9 an example.

10 Okay. Are there -- Susan.

11 **MS. LANGSTON:** Yes, I guess I have a
12 question about that, listening to Alan's concern and
13 the comments made by some of the industry folks.

14 Alan, is your question whether you want to
15 know -- or is your issue whether you want to know
16 whether they are at least going to offer it as an
17 optional service, or is your issue that you would like
18 the bid, or the RFP, to include a requirement that the
19 relay provider offer it as an optional service?

20 I think I'm hearing two different things.
21 One being that at least the RFP would require the
22 provider to at least offer a customer profile as an
23 optional service that they wanted. And I think what
24 you're suggesting is that it be listed under the
25 features so that at least you know whether they are

1 going to offer it or not, but it wouldn't be a
2 required feature -- or am I confused?

3 **MR. TUDOR:** The optional, as you were using
4 that word in the beginning, you were just talking
5 about the customers' option to have a profile.

6 **MS. LANGSTON:** Right.

7 **MR. TUDOR:** But that would carry with it the
8 idea that the state requires it as an option.

9 **MS. LANGSTON:** Right.

10 **MR. TUDOR:** As an option to the customer.

11 **MS. LANGSTON:** Right.

12 **MR. TUDOR:** I think wherever you have it
13 it's an option to the customer whether he'll take
14 advantage of it.

15 **MS. LANGSTON:** Right. And that's what my
16 question is, is do we want it, and was Alan's issue
17 was that he wanted it as part of the RFP, that whoever
18 receives the bid would offer a customer profile as an
19 optional service. It sounds like other states are at
20 least requiring that as part of the bid; that the
21 provider of relay offer it, at least, as an optional
22 service.

23 **MR. TUDOR:** I believe the way Alan left it
24 was that it would not be mandated to be a feature but
25 it would be an unsolicited feature for which points

1 could be awarded.

2 **MS. LANGSTON:** And is that -- I guess that's
3 how he wants to leave it. It sounds like to me a lot
4 of other states are now requiring that as part of
5 their bid, you know, as part of the RFP process, and I
6 wonder if that's not something we should --

7 **MR. BROWN:** They are providing it. MCI
8 provides it, but they only provide it for VCO or HCO
9 service, am I correct, Charles?

10 **MR. ESTES:** For a number of features, yes.

11 **MR. TUDOR:** Brandi.

12 **MS. RARUS:** Yes, I just want to clarify that
13 in every RFP that I've received in the past several
14 months this has never been a requirement. This is
15 just something that has been brought to upgrade our
16 current technology, our technical platform, to make
17 our services better for our customers, but it's never
18 been a requirement within the RFP.

19 **MR. TUDOR:** Russell.

20 **MR. FLEMING:** I also want to add that moving
21 into the future relay, we want to have that option
22 there. It seems that everyone wants something for the
23 future, so --

24 **MR. TUDOR:** You know, whenever you're
25 dealing with any feature you always want to think

1 about whether you want to make it mandatory or
2 optional and how that might affect whether some bidder
3 may bid. I don't know if this particular feature is
4 one that would keep any one bidder from being
5 qualified to bid or not, but that's certainly a
6 consideration. You could have a nonprofit corporation
7 out there that is planning to bid on this RFP and for
8 whatever reason they may not be able to do that. But
9 if you think it's important enough that you don't
10 worry about excluding someone, then you would
11 possibly, if it's an important feature to you, want to
12 make it mandatory.

13 **MR. BROWN:** We can have for them to
14 define -- ask them to define their features for caller
15 profile, or something of that nature, then you would
16 have them give us a list of what is to be included.
17 No, how much you weigh it, I have no idea. I mean, is
18 it a 25, equal to special needs or is it a 50, equal
19 to new technology or a 50 equal to HCO? I mean, I
20 don't know.

21 If I could be assured that whoever gets the
22 contract is going to provide me a caller profile the
23 way I want it, I wouldn't need it.

24 **MR. TUDOR:** Right. What we're going to have
25 in the unsolicited feature section is one company may

1 offer no unsolicited features, another one may offer
2 only one and that's caller profile, that's just
3 exactly the way you think the public would most prefer
4 it. And then another bidder may offer no caller
5 profile but may offer 12 nice little bells and
6 whistles as unsolicited features. And all of those
7 have to be taken into consideration and one company
8 weighed against the other in terms of, you know, how
9 you feel you should allocate those 200 points.

10 **MR. BROWN:** Well, I want everything now, so
11 they'll all be weighted accordingly.

12 **MR. TUDOR:** Just making sure we've resolved
13 the question that Susan raised, is the way you think
14 it would be best to approach it is to not mandate it
15 but leave it as an unsolicited feature to be
16 considered in terms of weighting some number of those
17 200 points for that feature. Okay. That's the way
18 we'll do that then. And if in the Virginia RFP, if we
19 get it back and we see some features that look like
20 good ones to, at least, list as examples, we'll list
21 those, also. But those should not be taken as
22 necessarily the ones that would be preferred or
23 anything else, just as examples.

24 Shall we leave open the issue of whether you
25 would like to have a meeting as a committee prior to

1 the Commission's agenda meeting on August 13th?

2 **MR. BROWN:** Getting back to the other thing,
3 you just might want to indicate it should include but
4 not be limited to, you know, the following. I don't
5 know what language you want to use, so --

6 **MR. TUDOR:** Yes, good. We'll do that.

7 Does anyone know what Harry's schedule is?
8 I'm not sure exactly when he plans to be back in St.
9 Augustine, and I don't know exactly how to contact him
10 other than trying perhaps through his office to get a
11 number. Okay.

12 Well, I'll just leave it, then, that we will
13 be issuing a Staff recommendation. The Commissioners
14 tentatively will vote on August 13th on that. All the
15 dates, of course, in the current RFP are subject to
16 change, but I expect that we'll try to follow that
17 schedule pretty closely. Is there any other business
18 you'd like to take up today?

19 **MS. RENZ:** Richard, I have just a couple of
20 other comments.

21 Perhaps the evaluators could be given like
22 an opportunity to try live the relay -- the relay
23 bidders making a test call; that they'll be wading
24 through reams of paper, but also they may not have
25 experienced all of the providers and you may want to

1 suggest that in there, also.

2 **MR. TUDOR:** Perhaps what we could do in the
3 customer -- experience and customer references area,
4 is we could ask the providers to give us a telephone
5 number that could be used to dial their service from
6 Florida, and then evaluators could utilize that -- to
7 the extent that the company has a system in place,
8 they could use that to evaluate the quality of the
9 service.

10 We'll add that as an item that bidders could
11 provide to us to help the evaluator, try out the
12 system.

13 **MS. LANGSTON:** Are there points attached to
14 that?

15 **MR. TUDOR:** Well, the customer experience
16 section does have points attached to it, so what the
17 evaluator could consider is not only references but
18 also just a statement of where service is already in
19 place, for how many years, and so forth, and then they
20 could do their own test. And all of that together
21 would be how they come up with their points in that
22 area.

23 Okay. Any other --

24 **MS. RENZ:** My last comment is just that I'd
25 like to commend the Staff for taking so much time to

1 put this all together and making this service possible
2 for Florida.

3 MR. TUDOR: Again, let me reiterate that we
4 do appreciate the input both from the Advisory
5 Committee members and the industry members. It's a
6 lot of work, and I know today has been a long day and
7 anytime you sit down and deal with something that is
8 fairly tedious, it is tiring. But we do appreciate an
9 awfully lot you all being willing to do that. And we
10 are all trying to do this to put together a better
11 telecommunications system in Florida. And we do
12 appreciate your work on that and we thank you.

13 With that, if there's nothing else,
14 anticipate the Staff recommendation and the
15 Commission's vote on August 13th, and then following
16 that we'll get together with the evaluators. There
17 will be an opportunity for a bidders' conference, and
18 we'll also get together with the evaluators just to
19 follow up how the system works. And we thank you for
20 your time today. We'll be adjourned. Thank you.

21 (Thereupon, the Advisory Committee meeting
22 was concluded at 4:00 p.m.)

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1 STATE OF FLORIDA)
2 COUNTY OF LEON)

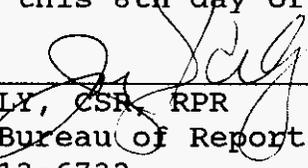
CERTIFICATE OF REPORTER

3 I, JOY KELLY, CSR, RPR, Chief, Bureau of
4 Reporting, Official Commission Reporters.

5 DO HEREBY CERTIFY that the Advisory Council
6 Meeting in Docket 960598-TL, was conducted by the
7 Staff of the Florida Public Service Commission at the
8 time and place herein stated; it is further.

9 CERTIFIED that I stenographically reported
10 the said proceedings; that the same has been
11 transcribed under my direct supervision; and that this
12 transcript, consisting of 150 pages, constitutes a
13 true transcription of my notes of said proceedings.

DATED this 8th day of August, 1996.

11 
12 _____
13 JOY KELLY, CSR, RPR
14 Chief, Bureau of Reporting
15 (904) 413-6732

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