

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 040763-TP

In the Matter of:

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



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PROCEEDINGS: RELAY BIDDERS' CONFERENCE

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

DATE: Friday, October 1, 2004

TIME: Commenced at 8:00 a.m.
Concluded at 8:30 a.m.

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

REPORTED BY: TRICIA DeMARTE, RPR
Official FPSC Reporter
(850) 413-6736

1 PARTICIPATING:

2 DIXIE ZIEGLER, representing Hamilton Relay.

3 JOHN GARRITY, representing AT&T Communications of the
4 Southern States, Inc.

5 STEVIE FENTON, Interpreter.

6 LISA STAFSLIEN, Interpreter.

7 RICK MOSES; BOB CASEY; JASON ROJAS, ESQUIRE,
8 representing the Florida Public Service Commission Staff.

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P R O C E E D I N G S

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2 MR. MOSES: Okay. We can get started. I'd like to
3 first introduce myself. I'm Rick Moses and to my right is Bob
4 Casey. Missing to our left, who will be right back, is Jason
5 Rojas. He's our attorney. Trish DeMarte is the reporter that
6 will be reporting today. And I'm sorry, I don't know the names
7 of our interpreters. I'll let them introduce themselves.

8 MS. FENTON: I'm Stevie Fenton.

9 MS. STAFSLIEN: I'm Lisa Stafslie.

10 MR. MOSES: Okay. And for those of you on the phone,
11 whenever you go to speak, if you would be so kind as to
12 identify yourselves and the company you're with for the
13 purposes of my short memory and also the court reporter, so she
14 can identify you correctly in the record, same thing with the
15 people here.

16 And with that, MCI yesterday submitted some written
17 questions of which as we get through the various sections where
18 they appear, we will address them at that time. And, MCI, if
19 you'll please keep me on target here, make sure that we do get
20 all your questions addressed.

21 And I think maybe the best way of going through this
22 is just go by section by section in the RFP, and then answer
23 the questions as you have them in there. So given that, we'll
24 start with Section A. Does anyone have any questions of
25 anything in Section A?

1 MS. ZIEGLER: This is Dixie at Hamilton Relay. Under
2 Section A, Number 5, the Certificate of Public Convenience and
3 Necessity and Registration, I just want to make sure that I
4 understand what this paragraph is saying.

5 If the company itself is not providing any of the
6 telecommunication service; for example, they're using another
7 carrier or whatever, does that mean that the company, the relay
8 provider itself does not need to be -- does not need to have a
9 certificate?

10 MR. MOSES: As long as you're using a carrier that
11 does have a certificate for Florida, then the relay service
12 itself would not have to have a certificate.

13 MS. ZIEGLER: Okay. Thank you.

14 MR. MOSES: You're welcome.

15 Any other questions in Section A? Okay. Hearing
16 none, we'll go to Section B. Any questions in Section --

17 MS. ZIEGLER: Rick, this is Dixie again. Can I ask
18 one more question in A? I'm sorry. I didn't get my pages
19 flipped fast enough.

20 MR. MOSES: Okay.

21 MS. ZIEGLER: In Section 25, we are pulling the
22 statutes, but I'm assuming that price information cannot be
23 kept confidential.

24 MR. MOSES: Well, it's confidential up to the point
25 to where the Commission makes a decision.

1 MS. ZIEGLER: Right. And at that point in time, then
2 that would be public information.

3 MR. MOSES: That's correct.

4 MS. ZIEGLER: And the current price today, we found a
5 number, but I just wanted to make sure that that was the
6 current price.

7 MR. MOSES: For the current price for the regular
8 relay service?

9 MS. ZIEGLER: Yes.

10 MR. MOSES: Seventy-three cents.

11 MS. ZIEGLER: Okay. And the current CapTel price, is
12 that public information?

13 MR. MOSES: Yes. Currently that's \$1.45 per minute
14 and then there's a breakdown. As the volume per month
15 increases, it reduces in price. I can get the specifics for
16 you if you need them.

17 MS. ZIEGLER: That would be helpful, if that's not
18 too much trouble.

19 MR. MOSES: Not at all.

20 MS. ZIEGLER: Thank you.

21 MR. MOSES: Also any information that we need to
22 provide that we can't provide you today, what I'll do is make
23 sure the entire question is written out with an answer and
24 e-mail it to all of the bidders. That way everybody's got
25 every question, every answer.

1 MS. ZIEGLER: Very good. Thank you.

2 MR. MOSES: Any other questions in Section A? Okay.
3 We'll go to Section B.

4 MS. ZIEGLER: This is Dixie at Hamilton again. And I
5 apologize. I feel like I'm dominating the call here.

6 Number 43, Item 43 in Section B, the last sentence of
7 that particular paragraph, I was just wondering if this is
8 something that's being done today because typically
9 measurements of this type begin at -- with answer supervision.
10 So, for example, a customer uses, let's say, AT&T or Sprint or
11 whatever as their long distance carrier through the relay
12 service and usually on their networks timing for long distance
13 purposes begins with answer supervision, and I was just curious
14 if this is something that's being done today, and if so, is
15 there a special manner that the carriers who are providing the
16 toll services know that billing is not to begin until a certain
17 time, recognize a certain signal or something like that not to
18 begin billing?

19 MR. MOSES: Well, if I'm understanding your question
20 correctly, you're wanting to know if the long distance carriers
21 know when to begin billing.

22 MS. ZIEGLER: I'm assuming if this is something
23 that's going on today, somehow the relay provider is sending
24 some kind of signal or something to notify to the carriers that
25 the billing should begin and that's fine. I'm just wondering

1 if all of the carriers recognize that timing, and what is the
2 signal that -- is there a universal signal that's being used
3 today so that the carriers know when to start billing, some
4 kind of a universal signal that the relay is sending to all the
5 carriers that are participating in Florida so that they know
6 when billing is to begin.

7 MR. MOSES: My understanding, and please, any of
8 these companies, if I'm incorrect, please correct me, but my
9 understanding is the SS7 network controls that, as far as when
10 the call is answered.

11 MS. ZIEGLER: Right. And I guess that's what I'm
12 thinking too. So if you've got both parties on the line and
13 you're explaining relay and if I understand -- is the time
14 that -- I'm assuming what you're saying there is, the time that
15 it takes to explain relay services is not billable time to the
16 end user for a long distance call; is that correct? Or maybe
17 I'm interpreting that sentence wrong.

18 MR. MOSES: Well, I think the call is kind of broken
19 into two parts. Florida is session minutes, so we're paying
20 for the entire time that the CA is on the call.

21 MS. ZIEGLER: Right.

22 MR. MOSES: So at the time the CA is setting up the
23 call, we're paying it through the TRS minutes.

24 MS. ZIEGLER: Right.

25 MR. MOSES: And then once the answer supervision

1 happens with the long distance carrier, then the long distance
2 carrier does the timing of that.

3 MS. ZIEGLER: And typically answer supervision takes
4 place as soon as the other party answers, which is why I was a
5 little bit confused by this sentence because it says, it shall
6 not include any initial time by the operator to explain how the
7 relay service works. Usually both parties are connected at
8 that point time; answer supervision has been given and billing
9 has begun.

10 MR. MOSES: Right. And then there's an adjustment
11 given to offset what the CA would set up.

12 MS. ZIEGLER: Based on the accounts that are listed
13 in this paragraph that the carriers --

14 MR. MOSES: Through a discount.

15 MS. ZIEGLER: Im sorry?

16 MR. MOSES: Through a discount, I believe.

17 MS. ZIEGLER: Through the discount. Okay. So
18 through the discounts that are set up here that the carriers
19 are to give to customers who are using TRS, that is how that is
20 handled.

21 MR. MOSES: Hang on one second and let me reread this
22 thing.

23 MS. ZIEGLER: Thank you.

24 MR. MOSES: All right. Tell you what, let me
25 research that question further, and then e-mail you the answer

1 on that rather than give you an incorrect answer today.

2 MS. ZIEGLER: Okay. Thank you. I appreciate that.

3 MR. MOSES: Okay. Anyone else have any questions?

4 MR. GARRITY: This is John Garrity from AT&T.

5 MR. MOSES: Yes.

6 MR. GARRITY: On Number 8 in Section B for CA
7 training, is it acceptable to provide a CA training manual,
8 given the amount of material that could be provided in that
9 section?

10 MR. MOSES: Just giving them a manual and nothing
11 else? Is that your question?

12 MR. GARRITY: Yeah. In order to address all the
13 items, I believe, requested under CA training, is it possible
14 to in addition to answering the question, provide the CA
15 training manual to be comprehensive?

16 MR. MOSES: All right. So what you're saying is
17 submit a copy of the training manual to us as far as answering
18 the question in 8? Is that what you're asking?

19 MR. GARRITY: Yes, as an addendum to the proposal.

20 MR. MOSES: Yes, that would be fine. I think that's
21 your training plan. How you carry out that manual is up to
22 you, but that would give us an outline of your plan, yes.

23 MR. GARRITY: Okay. Thank you.

24 MR. MOSES: Next question.

25 MS. ZIEGLER: This is Dixie at Hamilton. And I had a

1 question on Number 56 about the performance bond. Is it an
2 option if financial information shows that the company has more
3 than enough -- all of the things that are needed to show that
4 it has the wherewithal to provide the service, can that be used
5 rather than a performance bond, or is the performance bond,
6 cashier's check, or something similar to that required?

7 MR. MOSES: Well, in the first sentence of it, it
8 says, be required to furnish an acceptable performance bond,
9 certified or cashier's check, or bank money order equal to the
10 estimated total first year price of the contract.

11 MS. ZIEGLER: Yes. I was wondering if the state
12 would look at if -- financial information as one of the options
13 in the first sentence, and you're saying, no, not at this --
14 no, not now?

15 MR. MOSES: That's correct.

16 MS. ZIEGLER: Okay.

17 MR. MOSES: Next question. It helps to get the
18 coffee down the right pipe there. Anyone else have another
19 question?

20 MCI, I think you had one. Section B.61 of the RFP
21 addresses the transfer of a customer service number to the new
22 provider. Does the state presently have a toll-free customer
23 service number that will be ported to the provider under these
24 same parameters? And I believe the answer to that is yes.

25 Are there any other questions for Section B? Okay.

1 Section C.

2 MS. ZIEGLER: This is Dixie from Hamilton. In Number
3 1, Format, Item D under Number 1, the page numbering, is it all
4 right if the attachments to support the information in the RFP
5 itself have their own numbering system so that the RFP itself
6 has -- you know, is all consecutively numbered 1, 2, 3, 4,
7 5 all the way through, but is it all right to have the
8 attachments -- for example, like a training manual might have
9 its own page numbers or something like that already on it, is
10 that all right if the attachments are not consecutively
11 numbered?

12 MR. MOSES: I don't see why not.

13 MS. ZIEGLER: Thank you.

14 MR. MOSES: The main thing we were looking for is in
15 the proposal, making sure that all of the numbers there are
16 consecutively numbered.

17 MS. ZIEGLER: Okay. Great. Thank you. That sure
18 makes it easier to put the bid together. We appreciate that.

19 MR. MOSES: Any other questions for Section C? You
20 guys are too easy. Section D. No questions?

21 MS. ZIEGLER: This is Dixie at Hamilton. Do you want
22 the same amount of copies of the price proposal as the RFP
23 itself?

24 MR. MOSES: Yes.

25 MS. ZIEGLER: Okay.

1 MR. MOSES: Any other questions for Section D? Okay.
2 Section E.

3 MS. ZIEGLER: Rick, this is Dixie at Hamilton. In
4 the example on Page -- it's on Page 46 if everybody's printed
5 the same of the RFP, under the CapTel price evaluation, I think
6 the numerator and the denominator are flip-flopped because the
7 highest points in your example went to the highest price. It's
8 different than what's under, like, the traditional TRF.

9 MR. MOSES: Hang on a second, Dixie. Your page
10 numbers and ours are a little bit different evidently. Okay.
11 It's Page 40, I believe, in the -- well, wait a minute.
12 Page 41.

13 MS. ZIEGLER: That's under the evaluation example,
14 and then you've got the assumptions listed, and then it says,
15 "The technical evaluation is as follows." The price evaluation
16 is as follows, that makes sense, and then the price evaluation
17 for CapTel service.

18 MR. MOSES: So which figures are you saying are
19 incorrect?

20 MS. ZIEGLER: I was just wanting to make sure that
21 your numerator and, I think, denominator are flip-flopped
22 because right now the \$1.50 price got the most points, and the
23 math is done differently than what it is under the price
24 evaluation. You can see the lowest price is the first number
25 in that example where it's flip-flopped in the CapTel example,

1 or maybe I'm not following the math right.

2 MR. MOSES: No, I think it's correct. Yeah, it's
3 correct the way it is.

4 MS. ZIEGLER: So --

5 MR. MOSES: If you want to go ahead and explain.

6 MR. CASEY: We have it as --

7 MR. MOSES: It's not on.

8 MR. CASEY: Are you on now?

9 MR. MOSES: Here, use this.

10 MR. CASEY: Cut me off. They don't want me to speak.

11 This is Bob Casey with the PSC staff. Under CapTel there,
12 Bidder A is the one that would be recommended by the PSC. Do
13 you have a little asterisk after Bidder A?

14 MS. ZIEGLER: No. Oh, on the bottom I do. Yes, I
15 see that.

16 MR. CASEY: You see that. And then it says,
17 "Recommended." So Bidder A would be the winner in that case.

18 MS. ZIEGLER: Okay. I guess I was just curious why
19 under the price evaluation the calculation is made in one
20 manner, and you can see that the numerator is the lowest price
21 and then the denominator -- I think the denominator is the
22 bottom number, if I'm saying my math right.

23 MR. MOSES: Dixie, if you'll look up at the examples
24 up above it at the very -- the one right above the CapTel, it's
25 the same thing.

1 MS. ZIEGLER: And I'm wondering if we don't -- if
2 we're not looking at that same thing that you're looking at.
3 We will follow up with you, Rick, on that. Well, what I think
4 I'll do is I'll send you this particular page out of our RFP
5 and see if we've got something -- a wrong version or something
6 like that so that I can show you what we're looking at. But
7 we'll follow up with you on that separately.

8 MR. MOSES: You should have the exact same version
9 everyone else does.

10 MS. ZIEGLER: That's what I'm thinking too.

11 Does anybody else have it where the -- that in the
12 first example in the RFP it's all 50 cents, and then it's
13 divided by the different rates of the vendors and then for
14 CapTel it's flip-flopped? Is that -- or --

15 MR. GARRITY: This is John Garrity at AT&T. I see
16 the same thing.

17 MR. MOSES: All right. Let us look into it, and then
18 we will e-mail you the answer on it.

19 MS. ZIEGLER: Thank you.

20 MR. GARRITY: Okay. Thanks.

21 MR. MOSES: I think I see what they're saying.
22 There's \$1.50 stated here. Okay. I see what you're saying
23 here now.

24 MS. ZIEGLER: Okay.

25 MR. MOSES: I was focussed on the numerator instead

1 of the denominator. The denominator is -- okay.

2 MS. ZIEGLER: Thank you for looking at that. We
3 appreciate it.

4 MR. MOSES: Okay. Sure. I knew something was going
5 to be wrong in this thing.

6 MS. ZIEGLER: For the amount of questions that you're
7 getting, there must not be a lot wrong.

8 MR. MOSES: Okay. Is there any other questions for
9 this section? Okay. Now, you can continue to ask questions of
10 us. Let me get the dates here in front of me, make sure I
11 don't make a mistake on giving you the dates.

12 Okay. Up until October 8th we will be glad to answer
13 questions. And as we get questions from you, like I said
14 before, I'll make sure all of you get the questions and get the
15 answers so everybody has got the same information. We will get
16 you the answers to the questions that we could not answer
17 today. I will have those probably by this afternoon.

18 And the transcripts, if you want a copy of the
19 transcripts, since this has been fairly short, Trish, can you
20 tell us a date when you can have these available?

21 THE COURT REPORTER: Wednesday at the latest.

22 MR. MOSES: And if you want a copy of the transcript,
23 if you'll contact our records department and give them the
24 docket number and just tell them you want a transcript of the
25 bidders' conference, they will provide you that.

1 MS. ZIEGLER: I'm sorry, Rick. What was the date
2 that we could do that by?

3 MR. MOSES: Next Wednesday will be the time that
4 those transcripts will be available.

5 There was a couple of other questions here that MCI
6 had submitted in writing. I'd like to go ahead and give an
7 answer for those. One of them was, presently not all relay
8 providers have an established agreement to provide CapTel
9 service. Would the Florida Public Service Commission be
10 willing to work with a selected provider to develop an
agreement with Ultratec for the provision of CapTel for the
FRS?

I'm not sure exactly what you're looking for for us
14 working with you on that. That's really a contractual
15 agreement between the provider and Ultratec. We would look to
16 you to do that on your own. I don't see us being involved in
17 that. We've put in there the requirement of CapTel as a
18 service. We've presently got customers using it, and we
19 certainly don't want to go back in time and take it away from
20 them.

21 The next question was, does the state have a
22 preference regarding the location of the in-state call center?
23 Conversely, are there any specific locations where the state
24 does not wish to have the in-state call center located?

25 We don't have a preference. If you've got a crystal

1 ball and can figure out where all the hurricanes are going to
2 hit and avoid those, we would appreciate it, but I don't think
3 you could do that. But, no, we do not mandate what city it has
4 to be in or anything like that. That's up to you.

5 The other question is, what is the per minute
6 reimbursement rate under the existing contract?

7 I think we answered that. Seventy-three cents for
8 the regular TRS service and \$1.45 for CapTel with a breakdown
9 on volume.

10 And it says, are there any additional costs such as
11 outreach support, CapTel, VRS, and et cetera?

12 VRS we've put in there just as an optional service
13 looking for a price for it. We're not mandating that VRS be
14 provided. CapTel, we've got that already in the RFP. Outreach
15 support, that is something that FTRI does as far as outreach.
16 That doesn't mean FTRI couldn't contract with a provider to do
17 additional outreach, but it's really not an additional cost.
18 And that's all of the questions they have here on this page.

19 Does anyone have any other questions? And again,
20 we're available to answer your questions up until October 8th.
21 Please don't hesitate. If you've got any questions at all,
22 we'll be more than happy to work with you on them. With that,
23 with no other questions -- hold on one second.

24 MR. CASEY: This is Bob Casey again. On
25 communications now we just want to make sure that everybody

1 understands that from now on written correspondence regarding
2 the contract will be to the PRC Chairman and that is Mr. Rick
3 Moses. Okay. Anybody have any questions on that? Okay.
4 Thank you.

5 MR. MOSES: Okay. If there are no other questions,
6 we're adjourned. Thank you.

7 (Relay Bidders' Conference concluded 8:30 a.m.)

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

3
4 I, TRICIA DeMARTE, RPR, Official Commission Reporter,
do hereby certify that the foregoing proceeding was heard at
the time and place herein stated.

5
6 IT IS FURTHER CERTIFIED that I stenographically
reported the said proceedings; that the same has been
transcribed under my direct supervision; and that this
7 transcript constitutes a true transcription of my notes of said
proceedings.

8
9 I FURTHER CERTIFY that I am not a relative, employee,
attorney or counsel of any of the parties, nor am I a relative
or employee of any of the parties' attorneys or counsel
10 connected with the action, nor am I financially interested in
the action.

11
12 DATED THIS 4th DAY OF OCTOBER, 2004.

13
14 *Tricia DeMarte*

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