



ORIGINAL

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November 24, 2004

Mr. Rick Moses, FPSC Proposals Review Committee Chairman
c/o Ms. Blanca Bayó, Director of the Division of Commission Clerk and Administrative Services
The Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

**RE: HAMILTON'S CLARIFICATION OF PROPOSAL
AS CONTAINED IN RFP DOCKET No. 040763-TP**

RECEIVED FPSC
04 NOV 29 PM 2:45
COMMISSION CLERK

Dear Mr. Moses,

Hamilton Telephone Company respectfully submits the enclosed documents in response to your email and appreciates the opportunity to clarify its proposal.

Enclosed you will find a revised Filing Checklist that specifies Hamilton's company name as requested. Hamilton has submitted one original and twenty copies of the Filing Checklist. This document should replace the document contained on pages 7 through 12 of Hamilton's proposal.

The Bid Security Deposit as contained in Attachment 10 of Hamilton's proposal remains intact to ensure that Hamilton can deliver a performance bond in compliance with RFP and contract requirements. In addition, Hamilton is submitting the enclosed cashier's check in the amount of \$500,000.00 to clearly fulfill the requirement for the Bid Security Deposit. Please insert the enclosed cashier's check and text at the beginning of Attachment 10.

As a result of submitting a cashier's check, Hamilton has also enclosed revised language in response to RFP Section C item 7. Please replace pages 307 and 308 of Hamilton's proposal with the enclosed pages.

- CMP
- COM
- CTR
- ECR
- GCL *1*
- OPC
- MMS
- RCA
- SCR
- SEC *1*
- OTH

Sincerely,

John Nelson
John Nelson
Vice President of Operations
On behalf of Hamilton Telephone Company

DOCUMENT NUMBER-DATE

12638 NOV 29 04

FILING CHECK LIST

Check List Item No.	Initials of Bidder's Contact Person	Hamilton Telephone Company d/b/a Hamilton Telecommunications HAMILTON RELAY Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Maximum Points
1.	<u>AB</u>	Format (RFP ref. Section C-1 and D)	N/A	N/A
2.	<u>AB</u>	Transmittal Letter, Address, contact Person, Tel. and Fax No., Legal Name of Bidder, and Statement of Compliance with or lack of Compliance with RFP requirements (RFP ref. C-2)	<u>1</u>	P/F
3.	<u>AB</u>	Check List (RFP ref. C-8 and E)	<u>7</u>	P/F
4.	<u>AB</u>	Certification by FPSC and FCC (RFP ref. A-5)	<u>13</u>	P/F
5.	<u>AB</u>	Conflict of Interest (RFP ref. A-28)	<u>14</u>	P/F
6.	<u>AB</u>	Commencement Date (RFP ref. B-2)	<u>55</u>	P/F
7.	<u>AB</u>	Term of Contract and Location of Relay Center (RFP ref. B-3)	<u>58</u>	P/F
8.	<u>AB</u>	Scope of Service (RFP ref. B-4)	<u>65</u>	P/F
9.	<u>AB</u>	Access Numbers (RFP ref. B-5)	<u>73</u>	P/F
10.	<u>AB</u>	Availability of System to Users (RFP ref. B-6)	<u>74</u>	P/F
11.	<u>AB</u>	Minimum CA Qualifications and Testing (RFP ref. B-7)	<u>74</u>	100
12.	<u>AB</u>	CA Training (RFP ref. B-8)	<u>85</u>	100
13.	<u>AB</u>	Staff Training (RFP ref. B-9)	<u>111</u>	100

Florida Relay Service
Section E

Check List Item No.	Initials of Bidder's Contact Person	Hamilton Telephone Company d/b/a Hamilton Telecommunications HAMILTON RELAY Brief Title	Page No. of Bidder's Proposal	Pass/Fail Or Maximum Points
14.	<u>JA</u>	Counseling (RFP ref. B-10)	<u>118</u>	25
15.	<u>JA</u>	Procedures for Relaying Communications (RFP ref. B-11)	<u>120</u>	100
16.	<u>JA</u>	Languages Served (RFP ref. B-12)	<u>128</u>	P/F
17.	<u>JA</u>	Additional Languages Served (RFP ref. B-13)	<u>132</u>	25
18.	<u>JA</u>	Shift Advisor/ Consultant (RFP ref. B-14)	<u>132</u>	P/F
19.	<u>JA</u>	Confidentiality of Calls (RFP ref. B-15)	<u>133</u>	P/F
20.	<u>JA</u>	Types of Calls to be Provided (RFP ref. B-16)	<u>138</u>	P/F
21.	<u>JA</u>	Call Release Functionality (RFP ref. B-17)	<u>139</u>	50
22.	<u>JA</u>	Speed Dialing (RFP ref. B-18)	<u>140</u>	50
23.	<u>JA</u>	Three-Way Calling Functionality (RFP ref. B-19)	<u>140</u>	50
24.	<u>JA</u>	Voice Mail and Interactive Menus (RFP ref. B-20)	<u>140</u>	50
25.	<u>JA</u>	Voice and Hearing Carry-Over (RFP ref. B-21)	<u>143</u>	100
26.	<u>JA</u>	CapTel or Equivalent Voice Carry-Over (RFP ref. B-22)	<u>147</u>	100
27.	<u>JA</u>	Turbocode™ (RFP ref. B-23)	<u>150</u>	100
28.	<u>JA</u>	Speech to Speech (RFP ref. B-24)	<u>151</u>	100
29.	<u>JA</u>	Access to Pay Per Call Services (RFP ref. B-25)	<u>159</u>	100
30.	<u>JA</u>	Caller ID (RFP ref. B-26)	<u>160</u>	100
31.	<u>JA</u>	Last Number Redial (RFP ref. B-27)	<u>161</u>	25

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32.	<u>JA</u>	Obscenity Directed at the Operator (RFP ref. B-28)	<u>161</u>	P/F
33.	<u>JA</u>	Emergency Calls (RFP ref. B-29)	<u>161</u>	100
34.	<u>JA</u>	Blockage (RFP ref. B-30)	<u>166</u>	200
35.	<u>JA</u>	Answer Time (RFP ref. B-31)	<u>167</u>	200
36.	<u>JA</u>	Equipment Compatibility (RFP ref. B-32)	<u>171</u>	P/F
37.	<u>JA</u>	Transmission Levels (RFP ref. B-33)	<u>173</u>	P/F
38.	<u>JA</u>	Measuring Equipment Accuracy (RFP ref. B-34)	<u>173</u>	P/F
39.	<u>JA</u>	Emergency Operations and Uninterruptible Power (RFP ref. B-35)	<u>174</u>	100
40.	<u>JA</u>	Intercept Messages (RFP ref. B-36)	<u>180</u>	P/F
41.	<u>JA</u>	Service Expansion (RFP ref. B-37)	<u>180</u>	50
42.	<u>JA</u>	New Technology (RFP ref. B-38)	<u>183</u>	50
43.	<u>JA</u>	Consumer Input and Participation in Advisory Committee and FPSC Proceedings (RFP ref. B-39)	<u>186</u>	100
44.	<u>JA</u>	Complaint Resolution (RFP ref. B-40)	<u>191</u>	200
45.	<u>JA</u>	Charges for Incoming Calls (RFP ref. B-41)	<u>198</u>	P/F
46.	<u>JA</u>	Billing Arrangements (RFP ref. B-42)	<u>198</u>	50
47.	<u>JA</u>	End User Billing for Intrastate Calls (RFP ref. B-43)	<u>200</u>	50
48.	<u>JA</u>	Relaying Interstate and International Calls (RFP ref. B-44)	<u>204</u>	50

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49.	<u>AS</u>	End User Selection of Carrier (RFP ref. B-45)	<u>204</u>	50
50.	<u>AS</u>	Recipient of toll revenues (RFP ref. B-46)	<u>221</u>	P/F
51.	<u>AS</u>	Long Distance Call Billing (RFP ref. B-47)	<u>221</u>	50
52.	<u>AS</u>	Special Needs (RFP ref. B-48)	<u>224</u>	25
53.	<u>AS</u>	Unsolicited Features in Basic Relay Service (RFP ref. B-49)	<u>227</u>	200
54.	<u>AS</u>	FPSC Optional Services Not Included in Basic Relay Service but Available to Provide at Additional Cost (RFP ref. B-50)	<u>254</u>	Optional 0 Points
55.	<u>AS</u>	Custom Calling Services (RFP ref. B-51)	<u>255</u>	Optional 0 Points
56.	<u>AS</u>	Video Relay (RFP ref. B-52)	<u>255</u>	Optional 0 Points
57.	<u>AS</u>	IP-Relay (RFP ref. B-53)	<u>262</u>	Optional 0 Points
58.	<u>AS</u>	Account Manager (RFP ref. B-54)	<u>264</u>	Optional 0 Points
59.	<u>AS</u>	Other Optional Features Not Included in Basic Relay (RFP ref. B-55)	<u>265</u>	Optional 0 Points
60.	<u>AS</u>	Performance Bond (RFP ref. B-56)	<u>266</u>	P/F
61.	<u>AS</u>	Submission of Monthly Invoice (RFP ref. B-57)	<u>266</u>	P/F
62.	<u>AS</u>	Travel (RFP ref. B-58)	<u>267</u>	P/F
63.	<u>AS</u>	Reporting Requirements (RFP ref. B-59)	<u>267</u>	P/F
64.	<u>AS</u>	Liquidated Damages (RFP ref. B-60)	<u>274</u>	P/F

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65.	<u>AS</u>	Transfer to New Provider (RFP ref. B-61)	<u>275</u>	P/F
66.	<u>AS</u>	Insurance Coverage (RFP ref. B-62)	<u>276</u>	P/F
67.	<u>AS</u>	Public Entity Crimes (RFP ref. C-3)	<u>279</u>	P/F
68.	<u>AS</u>	Financial Information (RFP ref. C-4)	<u>279</u>	P/F
69.	<u>AS</u>	Experience and Customer References (RFP ref. C-5)	<u>281</u>	200
70.	<u>AS</u>	Subcontractors (RFP ref. C-6)	<u>300</u>	P/F
71.	<u>AS</u>	Bid Security Deposit (RFP ref. C-7)	<u>308</u>	P/F
72.	<u>AS</u>	PRICE PROPOSAL (RFP ref. Section D) Must be filed in a separate sealed envelope marked: "Sealed - To Be Opened Only By the FPSC Proposal Opening Officer."	<u>separate</u> document	See RFP Sec. D & E.
73.		MAXIMUM TOTAL POINTS	<u> </u>	2950

Florida Relay Service
Section E

**HAMILTON TELEPHONE COMPANY
D/B/A HAMILTON TELECOMMUNICATIONS
ATTACHMENT 10 CERTIFICATE OF INSURANCE,
PERFORMANCE BOND AND BID SECURITY DEPOSIT**

Relay Your Way®

Hamilton is submitting a cashier's check payable to the Florida Telecommunications Relay, Inc. as its Bid Security Deposit. This cashier's check is a part of Hamilton's original proposal. Copies of the cashier check have been included in each copy of Hamilton's proposal. The cashier's check is valid through at least February 28, 2005. Hamilton has also included a bid bond, which secures Hamilton's ability to obtain a performance bond upon contract award.

**Florida
RELAY SERVICE™**

Relay Your Way®

- *The total duration of the [SUBCONTRACTOR'S] contract.*

The term of the most recent contract with Hamilton Telecommunications is through January 31, 2007 with the possibility of two one-year renewals. Please see previously in this Tab for detailed information regarding Hamilton's contract with the State of Wisconsin Division of Enterprise Technology.

Contracts with State or District agencies

- State of WI-Dept of Workforce Development, since 2000, providing Pathways to Independence services;
- State of WI-Dept of Health and Family Services, since 1979, providing independent living services to Racine, Walworth, Kenosha, Jefferson and Rock Counties in Wisconsin;
- State of WI-Dept of Health and Family Services, since 1991, providing assistive technology services for people with disabilities;
- State Outreach Line, 1985 through 1992, provided TRS on a local and state level;
- State of WI-Dept of Administration, Bureau of Information and Telecommunication, from 1992 to 1997, was a co-prime contractor with MCI, provided TRS to the State of Wisconsin. In 1997, MCI became the prime contractor and SAI became a subcontractor to MCI to continue to provide TRS to the State of Wisconsin. Services were provided from 1997-1999. Subsequent to the subcontract with MCI, SAI became the subcontractor for TRS services to Hamilton Telecommunications. Services provided from 1999 – present.

Captioned Telephone, Inc.

Hamilton will subcontract all aspects of CapTel including the technology, equipment, and needed captionists to Captioned Telephone, Inc. (CTI) of Madison, Wisconsin.

As stated earlier in this section, Hamilton is the prime contractor. Please see Tab B Section 22 for detailed information regarding Hamilton's provision of CapTel. Please see Attachment 14 for a detailed description of CTI.

Birnbaum Interpreting Services

Hamilton provides Video Relay Service together with Birnbaum Interpreting Services (BIS), who provides interpreters. Please see Tab B Section 52 for Hamilton's provision of Video Relay Service. Please see Attachment 14 for a detailed description of BIS.

Relay Your Way®

7. Bid Security Deposit

A \$500,000 bid security deposit shall be furnished to the FPSC with the original of the proposal. The bid security deposit shall be in the form of a bond, a certified or cashier's check, or bank money order that is valid through at least February 28, 2005 and is payable to the Florida Telecommunications Relay, Inc. The bid security deposit will be held without cashing.

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

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

Hamilton understands and will comply with RFP requirements regarding the Bid Security Deposit. The Bid Security Deposit as contained in Attachment 10 of Hamilton's Master proposal remains intact to ensure that Hamilton can deliver a performance bond in compliance with RFP and contract requirements. In addition, Hamilton is submitting a cashier's check in the amount of \$500,000.00 to clearly fulfill the requirement for the Bid Security Deposit. This cashier's check is valid through at least February 28, 2005.

8. Check List of Proposal Content

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

Hamilton understands and has complied. The evaluation check list can be found immediately after the transmittal letter in Tab A. John Nelson has initialed each item on the check list indicating that each item is contained in the proposal and in the same order as the item appears on the check list. Mr. Nelson has also indicated beside each item the page number in which the item can be found in the proposal.



Pinnacle Bank

P.O. Box 229
Aurora, Nebraska 68818-0229
Member FDIC

116409

76-1391/1049

REMITTER HAMILTON TELECOMMUNICATION

DATE NOVEMBER 24, 2004

PAY TO THE ORDER OF **FLORIDA TELECOMMUNICATIONS RELAY, INC. \$ 500,000.00

PINNACLE BANK **500000 DOLS 00 CTS**

DOLLARS

CASHIER'S CHECK

TWO SIGNATURES REQUIRED OVER \$5000.00

Tom [Signature]

MP
AN AUTHORIZED SIGNATURE

Michelle [Signature]

MP
AN AUTHORIZED SIGNATURE

UNITED STATES *