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BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. 20240043-TP

REQUEST FOR SUBMISSION OF
PROPOSALS FOR RELAY
SERVICE, BEGINNING IN
MARCH 2025, FOR THE DEAF,
HARD OF HEARING,
DEAF/BLIND, OR SPEECH
IMPAIRED, AND OTHER
IMPLEMENTATION MATTERS IN
COMPLIANCE WITH THE
FLORIDA TELECOMMUNICATIONS
ACCESS SYSTEM ACT OF 1991.

_____ /

PROCEEDINGS: BIDDERS CONFERENCE

STAFF
PARTICIPATING: CURTIS WILLIAMS
 ADRIA HARPER
 JACOB IMIG
 GREG FOGLEMAN

DATE: Tuesday, April 23, 2024

TIME: Commenced: 1:30 p.m.
 Concluded: 2:48 p.m.

PLACE: Telephone Conference

REPORTED BY: DEBRA R. KRICK
 Court Reporter and
 Notary Public in and for
 the State of Florida at Large

PREMIER REPORTING
TALLAHASSEE, FLORIDA
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1 APPEARANCES:

2 CURTIS WILLIAMS, PSC staff

ADRIA HARPER, PSC staff

3 JACOB IMIG, PSC staff

GREG FOGLEMAN, PSC staff

4 CECIL BRADLEY, FTRI

JEFF BRANCH, T-Mobile

5 JOHN MOORE, T-Mobile

BETH SLOUGH, Hamilton Relay

6 GARY LEWIEN, Hamilton Relay

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P R O C E E D I N G S

MR. WILLIAMS: Good afternoon. This is Curtis Williams, Senior Analyst with the office of Industry Development & Market Analysis here at the Florida Public Service Commission, and we will go ahead and convene the meeting at this time. I would like to first just go over some preliminary matters before we formally start the meeting.

First, I want to make sure that we ask all participants to state your name before you speak each time, and that's for the benefit of the court reporter so we can properly develop the record.

Secondly, when you are not speaking, please put your phone on mute to avoid background noise so we don't have disruption during the meeting.

With that said, at this time, we will have our attorney, Jacob Imig, read the notice.

MR. IMIG: By notices issued April 9th and April 12th, 2024, this time and place has been set for a bidders conference in Docket No. 20240043-TP. The purpose of this meeting is more fully set out in the notices.

MR. WILLIAMS: Thank you.

At this time, we will take appearances. When you take your appearance, please state your name

1 and the organization that you are representing.

2 Again, I am Curtis Williams, Senior Analyst
3 with the Office of Industry Development & Market
4 Analysis here at the Florida Public Service
5 Commission.

6 MR. IMIG: Jacob Imig, General Counsel's
7 Office, Florida Public Service Commission.

8 MR. FOGLEMAN: Greg Fogleman, Public Utility
9 Supervisor, Office of Industry Development & Market
10 Analysis?

11 MS. HARPER: This is Adria Harper with the
12 General Counsel's Office.

13 MR. WILLIAMS: So at this time, we will take
14 appearances from individuals on the call. Let's
15 start with FTRI.

16 FTRI, are you present?

17 MR. BRADLEY: This is Cecil. Yes, I am here.
18 Thank you.

19 MR. WILLIAMS: Okay. And that's Cecil Bradley
20 with the Florida Telecommunications Relay. Cecil,
21 do you have anyone joining you?

22 MR. BRADLEY: No. No. I am here just
23 listening. Thank you. Maybe later. Not right
24 now.

25 MR. WILLIAMS: Okay. And we will proceed with

1 any companies that are interested in possibly
2 submitting a proposal, so you guys can jump in.

3 MR. BRANCH: Yes. Okay. Great.

4 Hello. My name is Jeff Branch, and I am with
5 T-Mobile. And I am with sales and also customer
6 relationship manager for the State of Florida as
7 well. And then we also have John Moore.

8 MR. MOORE: Yes, good afternoon. My name is
9 John Moore. I am with T-Mobile. I am the sales
10 accounts exec support, and I am happy to be here
11 today. Thank you.

12 MR. WILLIAMS: Thank you.

13 MS. SLOUGH: Hello, my name is Beth Slough. I
14 work for Hamilton Relay. My title is Director of
15 Account Management and Compliance. And also with
16 me today is Gary Lewien.

17 MR. LEWIEN: Good afternoon. My name Gary
18 Lewien. My title is State Program Contact
19 Specialist for Hamilton Relay.

20 MR. WILLIAMS: Thank you.

21 Are there any additional companies that are
22 participating that are interested in submitting a
23 response to the Request for Proposals?

24 Are there any other individuals or
25 organizations participating on the call this

1 afternoon? Hearing none, we will proceed.

2 Before we proceed with going through the RFP,
3 staff would -- we would like to make it clear that
4 the -- and I need to say Draft RFP. I said RFP.
5 But at this point, the document is a draft. It's a
6 working document. So we want to make sure to make
7 that clear.

8 The purpose of the workshop, bidders
9 conference, today is to receive input from
10 potential bidders and any other interested persons,
11 and then also to address any questions or comments
12 regarding the RFP.

13 The first thing we would like to do is -- we
14 will go through to the Draft Request for Proposals
15 section by section, but first, I would like to give
16 an overview of the schedule is that we have at this
17 time.

18 The schedule is presented in the case schedule
19 which is in Docket 20240043. Of course, we are
20 currently conducting the RFP bidders conference, a
21 workshop. That date is for today, April 23rd,
22 2004.

23 The next key date is the -- we will have the
24 draft RFP workshop comments. So we are allowing
25 participants to provide comments and to ask

1 questions today, but comments will also be able to
2 be presented in writing, and the due date would be
3 May 7th, 2024.

4 We also have Draft RFP workshop reply
5 comments, which will be due on May 21st, 2024.

6 After all the comments have been filed, staff
7 will then start the process of developing a
8 recommendation, the staff recommendation to take to
9 the Commission to issue the formal RFP. And the
10 staff recommendation is scheduled to be filed on
11 June 27th, 2024.

12 Again, up to that point, it will remain a
13 Draft RFP. And we will present that Draft RFP to
14 the Commission at the July 9th, 2024, Commission
15 Agenda Conference.

16 At that time, the Commission will take into
17 consideration staff's recommendation and vote to
18 approve or make changes as the Commission
19 determines. And after that point, we will have the
20 formal Request for Proposal, or final Request for
21 Proposal that will be prepared to be posted on the
22 Florida Department of Management Services website,
23 which will -- is scheduled for July 16th, 2024.

24 And at that time, we will make the RFP -- it will
25 actually be the RFP at that point -- make it

1 available to all interested persons.

2 The technical and price proposals will be due
3 on August 19th, 2024. And at that point, staff
4 will start the valuation process of evaluating the
5 technical and price aspects of the proposals that
6 are submitted. And a staff recommendation to
7 select the actual provider of the service is
8 currently scheduled for October 24th, 2024, and to
9 be presented to the Commission at the Commission
10 Agenda Conference on November 5th, 2024. For
11 service to begin on March 1st, 2025.

12 Again, these are schedules that we have in our
13 case management system. We plan to proceed, but
14 there could possibly be some changes. If there are
15 changes, they will be reflected in the docket in
16 the case management system.

17 So at this time, are there any questions
18 regarding the schedule?

19 MR. BRANCH: Hey, this is Jeff Branch.

20 I do have one question in regard to the -- I
21 am reviewing my notes here, looking at the
22 proposal. Okay, the questions that are submitted
23 in writing to the PUC, and that is for July 23rd.
24 And so I see that. And could that potentially be
25 extended to give us more time to review the RFP? I

1 was just looking at the schedule, and it looks like
2 we would only have four working days to review, and
3 that would be excluding the weekend. So just
4 looking at those dates, and so it might be nice to
5 have two weeks to allow our team to review this
6 information, and provide feedback for questions and
7 then to be able to respond to the PUC chairperson.

8 MR. WILLIAMS: Okay. Those -- you are
9 referring to the clarifying questions regarding the
10 proposal after it has been released?

11 MR. BRANCH: Yes, I am. That's right.
12 Correct.

13 MR. WILLIAMS: And that's a -- we are
14 providing a week -- well, you are saying we are
15 providing seven days, but you are saying that
16 includes a weekend, and you are requesting some
17 additional time?

18 MR. BRANCH: That's correct.

19 MR. WILLIAMS: Okay. We will take that into
20 consideration. Thank you, Jeff.

21 MR. BRANCH: Thank you. I appreciate it.

22 MR. WILLIAMS: Any other additional questions
23 regarding the schedule?

24 Okay. We will, at this time, start to go
25 through the Draft RFP. What we will do is go

1 section by section.

2 MR. BRADLEY: Hey, this is Cecil Bradley --
3 sorry to interrupt --

4 MR. WILLIAMS: Yes, Cecil.

5 MR. BRADLEY: -- with FTI. I have one
6 question. Maybe I missed it somewhere in the
7 announcement, or whatever. I have a question. The
8 bidding -- the bidding for both relay -- for the
9 relay service and the text to speech, that will be
10 in the state, right, both of those?

11 MR. WILLIAMS: Can you clarify, when you say
12 in the state, what are you referring to?

13 MR. BRADLEY: Intrastate. Intrastate.

14 MR. WILLIAMS: Yes. Yes. Yes. This --
15 this -- yeah, these services are all intrastate
16 services as they currently are provided intrastate.

17 MR. BRADLEY: Okay. Okay. Thank you.

18 MR. WILLIAMS: So that can -- that will lead
19 us into the Draft RFP.

20 And again, I just want to make it clear that
21 this is the Draft RFP. It's a working document.
22 Staff has not developed any position on service
23 offering, evaluation, methodology, pricing or
24 anything. What we wanted to do was to put the RFP
25 -- the Draft RFP out for comment, discussion and

1 input.

2 So we will proceed with going through the
3 RFP -- the Draft RFP. Everyone should have
4 received a copy. We provided copies to --
5 publicly, we filed the Draft RFP in the docket file
6 about a week ago, and we actually submitted it to
7 individuals upon request. So everyone should have
8 had sufficient time to review it and to develop any
9 questions or comments.

10 So what we will do is go ahead and start with
11 Section A, which is Administrative Requirements and
12 Procedures. This is more of the background of the
13 Draft RFP, including key dates, which we have
14 already gone through. It includes issues regarding
15 the term of the contract. Commencement date.

16 So at this time, we will entertain any
17 comments or any questions regarding Administrative
18 Requirements and Procedures.

19 MR. BRADLEY: This is Cecil Bradley again with
20 FTI. I would like to clarify. There is a lot of
21 discussion around counties, but my question is:
22 For the bids, do you require one provider to do
23 both services, or can you have more than one
24 provider? For example, one provider for relay, one
25 provider for speech capital. I just wanted a

1 clarification on that.

2 MR. WILLIAMS: Yes, Cecil, this is Curtis
3 Williams.

4 Staff interpretation, based on Florida
5 Statute, is that it's a sole source provider for
6 relay service in the state of Florida, meaning that
7 one provider will provide all services that are
8 presented in the request for proposals.

9 MR. BRADLEY: Okay. Thank you.

10 MR. WILLIAMS: So -- okay. Does that address
11 your question, Cecil?

12 MR. BRADLEY: Give my one moment. Yes, that
13 answers -- this is Cecil. That answers my
14 question. Thank you, sir.

15 MR. WILLIAMS: Okay. And let me point out
16 too, as we go through the Draft RFP, if you have
17 comments or questions, you can reference the page
18 number and the specific section. For example, in
19 Section A, it would be page 11, Section A,
20 specifically Section 16, so everyone can be on the
21 same page.

22 Are there any additional questions regarding
23 the Administrative Requirements and Procedures?

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

25 MR. WILLIAMS: Yes, Beth.

1 MS. SLOUGH: Beth speaking.

2 So on workshop Draft RFP, page 19, Section 34
3 discusses liquidated damages.

4 MR. WILLIAMS: Yes.

5 MS. SLOUGH: And one comment that Hamilton
6 Relay would like to share is due to shrinking relay
7 usage, the liquidated damages contained in this
8 section are high. And we would like to request
9 that the State amend this section by adding the
10 language at the end of this section, a simple
11 sentence such as, something like this: Under no
12 circumstances will the liquidated damages exceed
13 the revenue for the day. So on any given day, the
14 liquidated damages would not exceed the revenue for
15 that day.

16 And Beth still speaking. That's the only
17 comment that I have in Section A.

18 MR. WILLIAMS: Are there any additional
19 questions or comments in Section A? If not, we
20 will proceed to Section B, Service to be Provided.

21 Are there any comments or questions regarding
22 the workshop Draft RFP as it presents the service
23 to be provided?

24 MS. SLOUGH: Curtis, this is Beth.

25 MR. WILLIAMS: Yes, Beth.

1 MS. SLOUGH: I am looking at page 34, Section
2 44, titled Performance Bond.

3 MR. WILLIAMS: Performance Bond, okay.

4 MS. SLOUGH: Yes, correct. And this section
5 requires the provider to furnish an acceptable
6 performance bond, or a certified cashier's check,
7 or a bank money order on something that equivalent
8 to the estimated total first year price of the
9 contract. And Hamilton requests that the State
10 consider amending the RFP by either removing the
11 requirement, or making it a reduced cost, a reduced
12 amount of the bond; because there are two relay
13 providers who have been providing this service for
14 many, many years, and the volumes are decreasing,
15 it seems that perhaps the Commission could consider
16 reducing the performance bond in accordance to the
17 decrease in the program as well.

18 And that's the end of my question there.

19 Thank you.

20 MR. WILLIAMS: So is the performance -- just
21 as background, the performance bond has been put in
22 place to protect FTRI and the Commission in the
23 event of the need to go out and find an alternative
24 provider. And so I guess my question is: What
25 would you envision the FTRI or the Commission's --

1 you know, what vehicle would we use if we needed to
2 -- if, for whatever reason, the current provider
3 wasn't able to or willing to provide service, what
4 option would we have to quickly go out and secure
5 another provider and be able to compensate that
6 provider without a bond, without a performance
7 bond?

8 MS. SLOUGH: Beth here.

9 I think that, you know, it would be important
10 to look at the contractual obligations for a
11 provider's ability to stop providing the service,
12 what the Commission has for recourses of what
13 action.

14 Also, it's important to understand that for
15 TRS services, it takes 60 days to transition that
16 service from one provider to another. So at the
17 very least, the Commission would need 60 days if
18 one provider did, for whatever reason, say, I
19 cannot provide this service any longer. It would
20 take 60 days to transition the service fully
21 resport of telephone numbers and profile data, and
22 the like. There could be something done faster,
23 but to actually fully resport the numbers
24 appropriately, and move the profile data, would
25 take 60 days.

1 And, you know, I -- one of the things that I
2 would say is I wouldn't request that the Commission
3 completely remove to the performance bond. I
4 understand the intent of it, and the importance of
5 it. And when -- you know, as a provider in a state
6 business, and trying to project the costs over
7 shrinking volume, any extra cost can inflate those
8 rates for the State.

9 And so maybe even if the Commission were able
10 to look at a smaller, maybe for a six-month period
11 instead of the whole -- the value of the entire
12 first year of the contract, maybe that would be a
13 different way to look at it.

14 MR. WILLIAMS: Yes. Okay. Understood.
15 Understood. We will take that into consideration.

16 MR. FOGLEMAN: This is Greg Fogleman.

17 T-Mobile or Jeff, do you have any comments
18 regarding the performance bond?

19 MR. MOORE: This is John with T-Mobile.
20 We have no questions related to the bond.

21 MR. FOGLEMAN: Very good. Thank you.

22 MR. WILLIAMS: Okay. Thank you, Beth, for
23 that input.

24 Are there any additional comments or questions
25 in Section B?

1 MR. MOORE: Yes. This is John here.

2 Page 27, I believe, Captioned Telephone Voice
3 Carry-Over, Section 20 down -- let me find the
4 right page. Let me scroll down -- 27. Let me know
5 when you see that, related to captioned tel.

6 MR. WILLIAMS: Yes, we are there.

7 MR. MOORE: Thank you.

8 What's the State's position related to
9 captioned telephone services? Is this a -- as you
10 know, T-Mobile will no longer be a captioned
11 telephone service provider on any State future
12 contracts. And is this particular bid requiring,
13 or will there be separate bids, or will the State
14 not continue to offer captioned telephone services
15 as it's not a FCC standard requirement for or state
16 requirement under the state jurisdiction. It's as
17 considered a voice carry-over, which we do provide.
18 I wanted to get an understanding, what's the
19 State's position related to captioned telephone
20 services?

21 MR. WILLIAMS: In regards to the workshop
22 Draft RFP, we have not made a determination. That
23 is the purpose of today's workshop, and the
24 comments that will be filed. That's something that
25 we -- of course, we are aware of T-Mobile's

1 position going forward to not provide captioned
2 telephone service, and that is something that we
3 are evaluating and determining how we want to move
4 forward -- and when I say we, I am referring to
5 staff -- as we develop the Draft RFP, and
6 subsequently the draft recommendation to take to
7 the Commission.

8 The ultimate decision will be decided by the
9 Commission. You know, staff, we can't present you
10 with a position on that, because, again, that has
11 to be something that the Florida Public Service
12 Commission votes on and determines. But we will --
13 we will be developing a recommendation based on
14 input from T-Mobile, and from any other interested
15 persons regarding which services will be provided.

16 Of course, historically, the RFP has been
17 presented and requested that traditional
18 telecommunications relay service, captioned
19 telephone service and speech-to-speech be provided.

20 We understand that the numbers -- usage is
21 declining for all of those services, all three of
22 those services, and particularly captioned
23 telephone services seeing steep declines. So
24 that's something, again, that we are taking into
25 consideration.

1 Let me ask T-Mobile, do you have current data
2 on the number of CapTel -- captioned telephone
3 users in the state of Florida as of today?

4 MR. MOORE: This is John here. We do have
5 that on the invoices that we provide. I am
6 referring to reference to the invoice. I can
7 provide you after the call, or tomorrow, Jeff and I
8 can respond to you with the number of users.

9 MR. WILLIAMS: Well, you can include that in
10 your -- again, we are developing a formal record,
11 and so if you don't have that information today,
12 you can include it in the comments that we went
13 through as far as the Commission schedule, you can
14 include those in your postworkshop comments and
15 provide that data to us.

16 MR. MOORE: Okay. Thank you very much. Thank
17 you.

18 MR. WILLIAMS: And let me also ask you, do you
19 have, or are you willing to share the cost to serve
20 those customers? I mean, obviously, there -- the
21 numbers have reduced, and there are a limited
22 number of customers. Do you kind of have a per
23 cost number that you could share on how much it
24 costs to serve that limited number of customers?

25 MR. MOORE: This is John with T-Mobile.

1 There is a formula we could potentially use
2 based on the number of minutes and then the number
3 of users. We do know that the minutes of use is
4 the best way to calculate it, and so I could
5 certainly provide that information. It is
6 available if you look at the current invoices, and
7 -- but I would be happy to provide that to staff as
8 well.

9 MR. WILLIAMS: That would be helpful. Thank
10 you.

11 MR. FOGLEMAN: John, this is Greg Fogleman.
12 Just for clarification, it's T-Mobile's
13 position that you would like to see Section B 20,
14 captioned telephone carry-over, removed from the
15 RFP; is that correct?

16 MR. MOORE: This is John with T-Mobile.

17 That is correct. We are no longer a service
18 provider going forward for captioned telephone
19 services. Thank you.

20 And I just wanted to add, you know, we do
21 offer, of course, voice carry-over, which is the
22 standard of the TRS -- that's the standard
23 services. Captioned telephone is considered to be
24 an enhanced service to DCO, and that is not
25 necessarily a requirement per the FCC or the state,

1 and that is obviously available on the internet or
2 apps that are submitted to the RO FCC program.

3 MR. FOGLEMAN: John, this is Greg again.

4 To the extent you can provide that
5 information, you know, with the written comments,
6 as far as substitute services, that would be
7 helpful in developing the record.

8 Follow-up for Beth. What does -- does
9 Hamilton have a position relating to CapTel?

10 MS. SLOUGH: This is Beth Slough with Hamilton
11 Relay. Thank you for the opportunity to speak
12 here.

13 I put together some data looking at the
14 current landscape of our state programs and changes
15 within the industry that I would like to share
16 today.

17 Over the past several decades, relay services
18 have continued to evolve to meet the changing needs
19 of users. As you all know, we have seen a rapid
20 transformation in these state programs,
21 particularly driven by analog to digital transition
22 within the telecom industry.

23 The transition poses many challenges for
24 people who rely on analog forms of relay,
25 particularly captioned telephone services, and

1 especially people without access to broadband due
2 to financial constraints, or other reasons, but
3 maybe broadband isn't available in the area that
4 they live in.

5 There could also be other challenges. Maybe a
6 lack of awareness, or education on how to utilize
7 the digital technology amongst certain
8 demographics. I have seen the response to these
9 challenges varying widely across states with
10 decisions ranging in a variety of states. Maybe
11 some states will have multiple contracts for
12 inclusion of captioned telephone. Maybe they will
13 make it a mandatory or an optional service in their
14 RFP.

15 I would like to acknowledge the importance of
16 supporting all traditional relay users, including
17 analog-based captioned telephone users. I think
18 it's evidenced by significant usage statistics that
19 were shared in Florida's Draft RFP. On page 58 is
20 where we were looking at our data.

21 The intrastate and interstate in the past
22 12-month period, there was over 200,000 captioned
23 telephone minutes of usage. Of course, the State
24 is -- the State of Florida is responsible for just
25 the intrastate portion of that. But at the same

1 time, it's those same consumers that have utilized
2 more than 200,000 minutes of service.

3 I think about Florida presenting a unique
4 landscape for relay services. There is a large
5 population of seniors and veterans in Florida. I
6 wanted to share a statistic.

7 According to the Florida Department of
8 Veterans Affairs, the state boasts the third
9 largest military veteran population, with over 1.4
10 million veterans, and more than half of those are
11 age 65 and older.

12 Similarly, Florida has a substantial senior
13 population. It outnumbers the senior populations
14 of 20 other states combined. And that's
15 highlighted -- my source there was the State Plan
16 on Aging.

17 So if you think about these demographics, it
18 really underscores the critical need for accessible
19 communication services to all people. But the
20 prevalence of hearing loss in Florida is estimated
21 at 15 percent of the population. And that really
22 emphasizes the importance of relay services, and
23 facilitating communication for people with a
24 variety of disabilities, including hearing loss.

25 And, you know, something else, when you think

1 about the broadband adoption remaining a challenge.
2 Data from the American Community Survey indicates
3 that approximately two million households in
4 Florida have not yet adopted broadband wireless
5 services, with seniors being nearly nine percent
6 less likely to have broadband access, compared to
7 the younger population.

8 So given the demographic diversity, and these
9 technological challenges present in Florida, I
10 think it's critical to continue supporting the
11 analog-based captioned telephone program. This
12 program serves as a lifeline for many residents,
13 particularly senior citizens and individuals with
14 hearing loss who may face barriers to accessing
15 digital communication services.

16 So by preserving and enhancing your state's
17 captioned telephone program, we can ensure
18 affordable access to communication for all people
19 in Florida, regardless of their location, their
20 financial status or their technological
21 proficiency.

22 I think that is a commitment to inclusivity
23 and accessibility. And it's just a -- it's a need.
24 I think until every household has access to
25 broadband, I think that there is a need here for

1 this captioned telephone service.

2 So thank you for the opportunity to share what
3 Hamilton's perspective is on the landscape and the
4 importance of captioned telephone within the State
5 programs today.

6 MR. FOGLEMAN: Thank you.

7 I am just asking, to the extent that you can
8 provide that information in your written comments,
9 that would be very helpful.

10 I also wanted to follow up on something you
11 had mentioned regarding -- you know, I think I
12 heard you say something about optional service, and
13 I wanted to get maybe T-Mobile's thought, or maybe
14 your thought on this as well.

15 What if the captioned service was an optional
16 service that could be at the discretion of the
17 bidder bid on for bonus points, for lack of a
18 better term, what are your thoughts on that?

19 (Multiple speakers.)

20 MR. WILLIAMS: John -- yes, John, you can --
21 you can go ahead and respond.

22 MR. MOORE: Okay. Thank you. This is John
23 Moore with T-Mobile.

24 Yes, as far as the contract, and, you know, if
25 the state wishes to keep captioned telephone, we do

1 have some states that separate for TRS and then a
2 separate contract for CapTel. That's something we
3 could certainly pursue, a TRS contract.

4 I do point out, as someone with hearing loss
5 myself with captioned telephone services, and I
6 think that we have -- a number of states are
7 transitioning away from the landline-based because
8 of the changes that are affecting in states with
9 analog technology transitioning to digital. We do
10 know there are some technical challenges. But we
11 also know that the importance for senior citizens
12 to be engaged and able to make phone calls on the
13 go.

14 Captioned telephone, you have to go home and
15 make a phone call. We really believe in the equity
16 of our customers to go out and to use what the
17 mainstream to keep moving forward to the direction
18 society has -- an arm of society, what they are
19 using the tools today be engaged. And one of the
20 things with captioned telephone is you have to
21 remember two sets of phone numbers. They have to
22 call -- they have to give a family member a second
23 set of 10 digit numbers. When you use all the
24 other tools that are available, you don't need to
25 do that. They could certainly use the phone number

1 on their wireless or their home.

2 We are seeing a transitioning of those
3 customers. We have not seen any complaints or
4 issues at all related to that transitioning. In
5 fact, we are finding people who didn't realize that
6 their landline, they had internet at home, they
7 didn't know they could use, or switch to an IP or
8 840i. Those are all available to them. They just
9 -- they are very unaware of all the new technology
10 out there.

11 So they are reeducating, moving people in the
12 direction where you can use a wireless device on
13 the go. You can use -- you don't need to have that
14 second number to call; because what we do know, is
15 they are not calling their parents, or making phone
16 calls to someone with a captioned telephone because
17 they can't remember two sets of phone numbers.
18 It's too difficult. Because when they make a call,
19 they just press the name on the phone.

20 And so we are seeing this whole evolution of
21 change in technology that the majority are seeing,
22 and we want to keep more customers, all customers,
23 to keep moving in that direction so they can be
24 engaged with the younger generation as we are
25 seeing today.

1 Thank you.

2 MR. FOGLEMAN: John, I am going to try to
3 redirect you.

4 Do you have a position on making CapTel an
5 optional service as far as the RFP? I mean, I know
6 you are not interested --

7 MR. MOORE: Yes.

8 MR. FOGLEMAN: -- in providing CapTel. I get
9 that. But to the extent that we develop an RFP
10 that makes CapTel an option, maybe where -- I don't
11 know. Pick a number. 100 points. 500 points.
12 Whatever. How do you feel about that?

13 MR. MOORE: I am not following pick a number.
14 Could you elaborate? Option, you mean -- we can
15 only -- we don't have any capability to offer
16 captioned telephone, an option could be a separate
17 contract if you wish to keep the captioned
18 telephone service in the state of Florida.

19 MR. FOGLEMAN: I am thinking more of how we
20 are scoring a contract out. So to the extent --
21 let's say, the RFP is structured so that CapTel is
22 an option. You don't have to offer it. So if
23 T-Mobile wanted to participate in the RFP, it just
24 wouldn't get the points. It wouldn't be that
25 T-Mobile wouldn't be able to bid on it, because if

1 it was a required service, simply by not offering
2 it, your bid would be rejected. I am suggesting,
3 just like there are points for having a call center
4 in Florida, if the RFP was structured in the same
5 way, it was just bonus points.

6 MR. MOORE: I see what you are saying. So I
7 would have to evaluate that and get back to you.

8 MR. FOGLEMAN: Okay. That's fine.

9 And, Hamilton, do you have a position or
10 thoughts on that?

11 MS. SLOUGH: This is Beth. I too would need
12 to sit down and think about, you know, what might
13 make sense from a scoring perspective.

14 MR. FOGLEMAN: Okay. That would be great if
15 you --

16 MS. SLOUGH: I hadn't considered that, but
17 yeah. Sure.

18 MR. FOGLEMAN: If you could think about that
19 and maybe include that in your written comments,
20 that would be helpful. And again, the model would
21 be just like we have points associated with a
22 Florida call center.

23 I guess my last question is actually for
24 Cecil, if you are still on the line, do you have
25 any of thoughts regarding CapTel?

1 MR. BRADLEY: This is Cecil. I am so sorry, I
2 was writing notes. I was taking some notes down.

3 Yeah. So just thinking about that, so that is
4 something that the PSC would need to decide in
5 relations to the score, and also with the cryptics
6 messaging -- the critiques. I am so sorry -- with
7 the critiques in relation to the messaging for the
8 sole score, and then, you know, I see a problem
9 here.

10 It's possible -- I am trying to use my words
11 right -- that one bid could be disqualified. So I
12 think it has to -- you know, like, we would have to
13 figure out how not to block possibilities, you
14 know, to one provider or one service compared to a
15 different provider and service, because for the PS
16 -- I think it's up to the PSC to decide for the
17 points.

18 MR. FOGLEMAN: Okay. Thank you very much.
19 That's all I had.

20 MR. WILLIAMS: Are there any additional
21 comments regarding captioned telephone service?

22 Any other comments or questions regarding any
23 of the sections in major heading Section B, Service
24 to be Provided?

25 If not, we will proceed to Section C, major

1 heading, Technical Bid Proposal Format. We have
2 discussed some of that here in reference to
3 captioned, but are there any questions regarding
4 the format of the technical bid proposal?

5 Hearing none, we will proceed to Section D,
6 the Price Proposal Format.

7 Currently, we have basic relay service and
8 captioned telephone. Again, we are, based on what
9 has been clearly discussed this afternoon, that
10 that's something that staff is working through and
11 considering in this workshop draft proposal. So we
12 would like to have any additional input, comments
13 at this time. If not, we will look forward to
14 written comments based on the schedule that has
15 been presented.

16 MS. SLOUGH: Curtis, this is Beth Slough with
17 Hamilton Relay.

18 MR. WILLIAMS: Okay.

19 MS. SLOUGH: I have a comment on -- I believe
20 it was on RFP, page 43, Section B, Price Proposal.

21 This section requires that bid prices be on a
22 flat rate per available minute for all billable
23 minutes. And so, you know, we have been talking
24 about the decrease in volumes and spreading these
25 costs over decreasing volumes, and inflation, and

1 all the different things that are occurring within
2 the industry to keep the state programs viable, and
3 to reduce risk for both the State and the provider,
4 we have been looking at some different pricing
5 models that many states have, in fact, adopted.
6 And so there is several options that we wanted to
7 talk to you about for consideration in your RFP
8 there in Florida.

9 So one of the structures would be a permanent
10 rate -- a per session minute rate that has a
11 monthly minimum. And so that the monthly minimum
12 is set no matter how much the volume would decline,
13 the relay provider would still have enough revenue
14 coming in to cover those overhead costs that we
15 have to discuss.

16 And another scenario that some states are
17 looking to adopt is a monthly recurring charge with
18 overages. So that pricing structure includes a
19 maximum number of minutes per month, and then a
20 price per minute for any minutes that would go in
21 excess of what that monthly allocation is. And we
22 think that model is pretty cost-effective. There
23 is less risk for both the provider and the State
24 there.

25 And then there is also some optional services

1 that the State might want to consider adding to
2 their state programs. One is the remote conference
3 captioning, similar to the CART that is being
4 provided by the court reporter on today's call.

5 There is also a visual component of
6 speech-to-speech services called visually assisted
7 speech-to-speech. And along with that is a
8 speech-to-speech user either training line.

9 So we wanted to share our feedback on
10 different ideas that the State might consider
11 regarding pricing structures.

12 MR. FOGLEMAN: Beth, this is Greg.

13 With those different pricing structures, would
14 you be proposing particular rates for discussion
15 purposes?

16 MS. SLOUGH: Beth here.

17 No, we wouldn't. We would save a particular
18 rate for when we were doing our actual bidding.
19 You know, once we know what the final RFP looked
20 like, what all the components of it is are, the
21 requirements and volumes, that we would use all of
22 those factors to determine our final pricing to
23 submit in our bid, so I would not have actual
24 samples of prices to give to you. Just the
25 structure.

1 MR. FOGLEMAN: Right. So to the extent that
2 they have -- these types of structures have been
3 adopted by other states, is that publicly
4 available?

5 MS. SLOUGH: Beth here.

6 I think some are and some are confidential.
7 So I could need to do a little bit of research on
8 that. I could certainly share what's public and
9 what's confidential. I can certainly share with
10 you the public information, but not the
11 confidential information is what I am vying trying
12 to say.

13 MR. FOGLEMAN: I understand. Yeah, if you o
14 could provide, to the extent there is publicly
15 available information with these types of
16 structures, that would be helpful.

17 MS. SLOUGH: Okay. You bet.

18 MR. MOORE: This is John Moore from T-Mobile.
19 The price is referenced to captioned
20 telephone?

21 (Multiple speakers.)

22 MS. SLOUGH: This is Beth --

23 MR. WILLIAMS: This is Curtis Williams. Yes,
24 Beth, you can go ahead and respond. My
25 understanding is that you are referring to both

1 services, though. Not just captioned service, but
2 also all services that would be included in the
3 request for proposal, but if you can clarify, Beth,
4 that would be helpful.

5 MS. SLOUGH: This is Beth. Absolutely.

6 I was referring to TRS and captioned telephone
7 services to be included in that rate structure.
8 The same challenges occur in both TRS and captioned
9 telephone for all of the challenges that I had
10 talked about, with decreasing volumes, and
11 inflation and, you know, are increasing our flat
12 rate costs over declining volume. So it provides
13 them something besides just that per minute rate as
14 a cushion. So, yes, definitely both services,
15 including speech-to-speech.

16 MR. MOORE: And this is John Moore with
17 T-Mobile.

18 Thank you. That clarifies it for us. Thank
19 you.

20 MS. SLOUGH: Okay. You are welcome, John.

21 MR. WILLIAMS: Any other questions regarding
22 the Price Proposal Format, Section D? If not, we
23 will proceed to Section E, The Evaluation Method to
24 be Used. We have discussed that quite a bit, but
25 if there are any additional questions, we can

1 address those now, or comments.

2 All right. Hearing none, that pretty much
3 concludes the Draft RFP.

4 Are there any additional questions, any
5 follow-up regarding the Draft RFP?

6 Again, we've gone through all the major
7 sections in the Draft RFP and the schedule. At
8 this time, we will just allow any general follow-up
9 or comments.

10 Okay. Hearing none, let me just go -- before
11 we adjourn, I just want to be clear and go back
12 over what the next major events would be.

13 After we conclude today's workshop, again, we
14 have the court reporter on, and we will use all the
15 comments here and take those into consideration for
16 draft and drafting staff's recommendation and
17 finalizing the RFP.

18 The next step will be to receive Draft RFP
19 workshop comments. And those comments, again, will
20 be due on May 7th, 2024, and will need to be filed
21 in the docket file with the Commission Clerk. And
22 the docket number, in case you don't have it, is
23 20240043.

24 I think everyone on this call -- I am pretty
25 sure everyone on this call, as far as the

1 organizations, T-Mobile, Hamilton and FTRI, are --
2 you have been added as interested persons to the
3 docket, so you should be receiving all
4 correspondence and notices regarding this docket.

5 But again, the comments will be due on May
6 7th, 2024, filed with the Commission clerk. And
7 the reply comments will be due on May 21st, 2024;
8 again, filed directly with the Commission Clerk.

9 Any questions? If not, we want to thank
10 everyone for your participation, and thank you for
11 your patience earlier when we had some technical
12 difficulties with the call-in, but we were able to
13 get that resolved. So thank you for your patience.
14 And if there aren't anymore questions, we look
15 forward to receiving the written comments, and the
16 meeting is adjourned.

17 Thank you.

18 (Proceedings concluded.)
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CERTIFICATE OF REPORTER

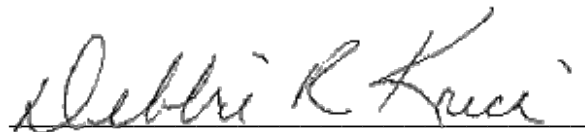
STATE OF FLORIDA)
COUNTY OF LEON)

I, DEBRA KRICK, Court Reporter, do hereby
certify that the foregoing proceeding was heard at the
time and place herein stated.

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

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

DATED this 8th day of May, 2024.



DEBRA R. KRICK
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