

**ORIGINAL
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State of Florida

Susan F. Clark
Chairman



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2540 Shumard Oak Boulevard
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Public Service Commission

December 16, 1996

Ms. Belle Marzell
2015 Farnham North
Deerfield Beach, Florida 33442

900598-TP

Dear Ms. Marzell:

Thank you for your letter regarding the selection of MCI as Florida's relay service provider. I would like to begin by providing some information on the selection procedure. On August 14, 1996, the Commission issued its Request for Proposal (RFP) for relay service. The RFP described the relay service that should be provided beginning June 1, 1997. Each bidder was required to submit its bid on the basis of a three-year contract. Bids were received from 1) AT&T Communications of the Southern States, Inc. (AT&T), 2) MCI Telecommunications Corporation (MCI), and 3) Sprint Communications Company, Limited Partnership (Sprint).

A point system was used for evaluating the proposals. A weight of 60% was given to the technical aspect of the proposal and a weight of 40% was given to the price aspect of the proposal; thus, the technical aspect received a 50% greater weight than price. The Proposals Review Committee (PRC), consisting of three FPSC staff members and two Advisory Committee members, evaluated each technical proposal. The price proposals were submitted in sealed envelopes separate from the company's technical proposal and were opened on November 18, 1996. This arduous review process took some six weeks to complete.

Based on the evaluation by the PRC of the technical proposals and the results of the price proposals, staff recommended that a letter of intent be issued notifying all bidders that MCI should be awarded the contract as Provider of the Florida Telecommunications Relay System. The letter of intent was sent by certified mail on December 3, 1996.

Thank you again for your letter. I hope the above information is helpful in understanding how MCI was selected. If you have any questions or concerns, please contact Mr. Richard Tudor of my staff at 904-413-6516.

Sincerely,

Susan F. Clark
Susan F. Clark
Chairman

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November 25, 1996

Susan Clark, Chairperson
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Ms Clark:

I am dismayed to learn that the Public Service Commission has selected MCI as the preferred candidate for another three year contract to provide telephone relay services for hearing impaired people in Florida. I had assumed that the PSC had received sufficient feedback from Florida consumers to understand that MCI services are simply inadequate. I guess I did not scream loud enough. Now I am going to.

I am irked that some other states have seen fit to award contracts to SPRINT, even though its costs are not the lowest. Other states have shown more sensitivity to the needs of deaf people by giving them the best possible services, not the cheapest. One should heed to the deaf people of California who are now suffering from the switch from SPINT to MCI. A copy of a letter from one California consumer accompanies this letter.

I find it very inconvenient to have to put up with poor spelling and typing of a goodly number of Communication Assistants employed by MCI. While we may tolerate questionable service when we are having social phone chats, it is embarrassing when we find sensitive business calls screwed up.

I implore the Commission to reconsider--or, better, reject--its decision to go with MCI. Deaf people deserve the same respect as hearing people when it comes to providing communication services so important in our every day lives.

Sincerely,



Belle Marzell
2015 Farnham N
Deerfield Beach, FL 33442

cc:Commissioners Deason, Johnson, Kiesling
Enclosure (California letter)

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Florida Public Service Comm.
Commissioner Clark