

ORIGINAL

**Proposal Response  
To  
State of Florida  
Florida Public Service Commission  
For  
Telecommunications Relay Service**

991222-TP

**Price Proposal**

FLORIDA

TRS



DOCUMENT NO.  
13822-99  
11-10-99

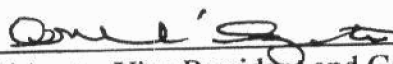


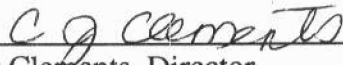


*Tony D'Agata*  
VP and General Manager  
13221 Woodland Park Road  
Herndon, VA 20171  
Tel: (703) 904-2003  
Fax: (703) 904-2612  
Mailstop: VAHRNA0615

November 8, 1999

I will be out of the office Monday, November 8 through Friday, November 12<sup>th</sup>. In my absence Cathy Clements is authorized to sign on my behalf.

  
\_\_\_\_\_  
Tony D'Agata, Vice President and General Manager

  
\_\_\_\_\_  
Cathy Clements, Director



*Tony D'Agata*  
*VP & GM of GSD*  
*13221 Woodland Park Road*  
*Herndon, VA 20171*  
*Tel: (703) 904-2003*  
*Fax: (703) 904-2612*  
*Mailstop: VAHRNA0615*

November 10, 1999

The Florida Public Service Commission  
Division of Records and Reporting  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

Attn: Mr. Richard Tudor  
c/o Ms. Blanca Bayo

Subject: Sprint's Proposal to Provide Florida TRS

Reference: Request for Proposal Docket No. 991222-TP

Dear Mr. Tudor:

Sprint Communications Company, L. P., (Sprint), is pleased to have this opportunity to submit our proposal to provide a Telecommunication Relay Service System in Florida. This proposal is in response to the Florida Public Service Commission's, (FPSC), Request for Proposal, (RFP), dated October 7, 1999.

Sprint is excited about the opportunity to provide the State of Florida with the nation's best Relay service, as is evidenced by the number of states that have selected Sprint to be their Relay provider. Sprint's Standard Relay Service Platform not only meets all of Florida's RFP requirements, but it offers a list of additional features that will be provided at no additional cost. Plus, we are able to provide the State of Florida with a host of optional features that could be mixed and combined to provide Florida's deaf, hard-of-hearing, and speech-impaired residents with at-or-near functional equivalency.

Our proposal consists of 20 copies of both our Technical and Cost proposals. Sprint provides these copies to the State of Florida for use in their evaluation process for the award of the resulting contract. While we are not taking exception to the State's intention on making this submitted information public, we urge the State to consider the intrinsic proprietary nature of the information being provided and request that dissemination of this information be limited to only those with a need-to-know.

Mr. Richard Tudor  
November 10, 1999  
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Sprint will comply with all requirements of the RFP. We have included in our proposal for the State's consideration, some administrative contract clauses that, should Sprint be awarded the resulting contract, we would like to have the ability to address during negotiations. These clauses are provided in the proposal in our response to Section B.42.f.

Sprint provides two individuals to serve as the Points of Contact for issues and questions relating to this proposal and a subsequent award. For proposal related issues including those pertaining to Sprint's Relay Platform and performance related issues, please contact Mike Ellis. His contact information is as follows:

Mike Ellis, Sprint Relay Sales  
Sprint  
Mailstop: CODENB1430  
1099 18<sup>th</sup> Street, Suite 1400  
Denver, CO 80202  
(303) 297-5268 Phone  
(303) 297-7951 Facsimile  
mike.j.ellis@mail.sprint.com

For contractual issues, those items that are administrative in nature or a matter of contractual interpretation, please contact Don Rawlings as provided below:

Don Rawlings, Senior Contracts Administrator  
Sprint  
Mailstop: VARHNA0608  
13221 Woodland Park Road  
Herndon, VA 20171  
(703) 904-2492 Phone  
(703) 904-2069 Facsimile  
don.j.rawlings@mail.sprint.com

This proposal shall remain valid for a period of 120 days from the date of submission.

I hereby certify that I, Tony D'Agata, am authorized to sign this proposal on behalf of Sprint.

Sincerely,

*C J Clements for Tony D'Agata*

Tony D'Agata  
Vice President and General Manager



The point of contact™



## Filing Check List

Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Maximum Points
1.		Format (RFP ref. Section C-1 and D)	N/A	N/A
2.	CC	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)	Transmittal Letter	P/F
3.	CC	Check List (RFP ref. C-8 and E)	7 & 8	P/F
4.	CC	Certification by FPSC and FCC (RFP ref. A-5)	9	P/F
5.	CC	Conflict of Interest (RFP ref. A-28)	9	P/F
6.	CC	Can provide by June 1, 2000 (RFP ref. B-3)	11	P/F
7.	CC	Term of Contract (RFP ref. B-4)	12	P/F
8.	CC	Access Numbers (RFP ref. B-5)	13	P/F
9.	CC	Location of Relay Center (RFP ref. B-6)	13	P/F
10.	CC	Availability of System to Users (RFP ref. B-7)	13	P/F
11.	CC	Minimum CA Qualifications and Testing (RFP ref. B-8)	14	100
12.	CC	CA Training (RFP ref. B-9)	16	100
13.	CC	Staff Training (RFP ref. B-10)	21	100
14.	CC	Counseling (RFP ref. B-11)	23	25
15.	CC	Procedures for Relaying Communications (RFP ref. B-12)	24	100
16.	CC	Interaction with Answering Machines and Voice Response Units (RFP ref. B-13)	28	25
17.	CC	Languages Served (RFP ref. B-14)	29	P/F
18.	CC	Additional Languages Served (RFP ref. B-15)	29	25
19.	CC	Shift Advisor/Consultant (RFP ref. B-16)	29	P/F
20.	CC	Confidentiality (RFP ref. B-17)	30	P/F
21.	CC	Voice and Hearing Carryover (RFP ref. B-18)	32	50
22.	CC	Obscenity (RFP ref. B-19)	39	P/F
23.	CC	Emergency Calls (RFP ref. B-20)	41	50
24.	CC	Blockage (RFP ref. B-21)	42	200
25.	CC	Answer Time (RFP ref. B-22)	44	200
26.	CC	Equipment Compatibility (RFP ref. B-23)	44	P/F
27.	CC	Transmission Levels (RFP ref. B-24)	45	P/F
28.	CC	Measuring Equipment Accuracy (RFP ref. B-25)	46	P/F
29.	CC	Emergency Operations (RFP ref. B-26)	46	50
30.	CC	Intercept Messages (RFP ref. B-27)	50	P/F
31.	CC	Service Expansion (RFP ref. B-28)	51	50
32.	CC	New Technology (RFP ref. B-29)	52	50
33.	CC	Consumer Input (RFP ref. B-30)	54	100
34.	CC	Complaint Resolution (RFP ref. B-31)	57	200
35.	CC	Charges for Incoming Calls (RFP ref. B-32)	59	P/F
36.	CC	Billing Arrangements (RFP ref. B-33)	59	50
37.	CC	End User Billing (RFP ref. B-34)	65	50
38.	CC	Relaying Interstate or International (RFP ref. B-35)	66	50
39.	CC	End user Selection of Carrier (RFP ref. B-36)	67	50
40.	CC	Recipient of Toll Revenues (RFP ref. B-37)	68	P/F
41.	CC	Long Distance Call Billing (RFP ref. B-38)	68	50
42.	CC	Special Needs (RFP ref. B-39)	70	25
43.	CC	Custom Calling Type Features (Speed Dialing & Last Number Redial) (RFP ref. B-40)	71	25
44.	CC	All Unsolicited Features in Basic Relay Service Price Proposal (RFP ref. B-41). Optional Services Not In Basic Relay Service Price Proposal	72	200
45.	CC	a. Other Custom Calling Type Services (RFP ref. B-42 a)	74	Optional/0 Points
46.	CC	b. 900/976 Services (RFP ref. B-42 b)	75	Optional/0 Points

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Check List Item No.	Initials of Bidder's Contact Person	Brief Title	Page No. of Bidder's Proposal	Pass/Fail or Maximum Points
47.	CC	c. Enhanced Transmission Speed and Interrupt Capability (RFP ref. B-42 c)	76	Optional/0 Points
48.	CC	d. Video Relay (RFP ref. B-42d)	76	Optional/0 Points
49.	CC	e. Speech to Speech Service (RFP ref. B-42e)	77	Optional/0 Points
50.	CC	f. Other Optional Features Not Included in Basic Relay (RFP Ref. B-42f)	77	Optional/0 Points
51.	CC	Submission of Monthly Invoice (RFP ref. B-44)	80	P/F
52.	CC	Travel (RFP ref. B-45)	81	P/F
53.	CC	Reporting Requirements (RFP ref. B-46)	81	P/F
54.	CC	Liquidated Damages (RFP ref. B-47)	83	P/F
55.	CC	Transfer to New Provider (RFP ref. B-48)	83	P/F
56.	CC	Insurance (RFP ref. B-49)	84	P/F
57.	CC	Public Entity Crimes (RFP ref. C-3)	86	P/F
58.	CC	Financial Information (RFP ref. C-4)	86	P/F
59.	CC	Experience and customer references (RFP ref. C-5)	86	200
60.	CC	Bid Security Deposit (RFP ref. C-6)	87	P/F
61.	CC	Subcontractors (RFP ref. C-7)	89	P/F
62.	CC	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"	Price Proposal	See RFP Sec. D & E
		<b>MAXIMUM TOTAL POINTS</b>		<b>2125</b>

# Florida TRS Pricing Quotation

## Sprint Relay



### 1. Basic Relay Service

90/10 Monthly Service

#### Price Per Session Minute

\$0.720

### 2. Optional Features

- a. Other Custom Calling
  - 1. Three-way Calling
  - 2. Last # Redial
- b. Access to 900 service
- c. Turbo Code
- d. Video Relay
- e. Speech to Speech
- f. Caller ID

#### Pricing

LEC Feature

Price Waived

PPM 900 Service Only: \$0.99

\$0.01 per all basic relay minute increase

TBD

PPM S2S Service Only: \$3.13

\$0.05 per all basic relay minute increase

### 3. Optional Outreach

Relay Ambassador Program

#### Annual Recurring

\$100,000.00

#### Notes:

- Pricing flat-rated for term of the contract: 3 years.
- All quotes are in Session Minutes.