

**Shawna Senko**

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**From:** Beth Slough <beth.slough@hamiltonrelay.com>  
**Sent:** Tuesday, May 06, 2014 11:05 AM  
**To:** Filings@psc.state.fl.us  
**Subject:** Docket No. 140029-TP  
**Attachments:** 2014-05-06 Hamilton comments to Draft RFP FL.pdf

Dear Ms. Stauffer,

Hamilton Telephone Company respectfully submits the attached comments and questions for your consideration in regards to the Draft Request for Proposal to provide Telecommunications Relay Service in the State of Florida; Docket No. 140029-TP.

Sincerely,

Beth Slough, National TRS Contract Manager  
Hamilton Relay  
1001 12th Street  
Aurora, Nebraska 68818  
402.694.5101 Voice/TTY  
402.694.5037 Fax

On behalf of Dixie Ziegler, Vice President Hamilton Relay, Inc.

May 6, 2014

Ms. Carlotta S. Stauffer, Director  
Division of the Commission Clerk and  
Administrative Services  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Re: Docket No. 140029-TP

Dear Ms. Stauffer:

Hamilton Telephone Company respectfully submits the following comments and questions for your consideration in regards to the Draft Request for Proposal to provide Telecommunications Relay Service in the State of Florida; Docket No. 140029-TP.

- 1) Page 23, Section 22 states that, "No roaming or guest options are to be allowed." Will the FPSC consider amending this section to allow ANI based billing which would allow Captioned Telephone to be billed in the same manner as traditional relay and eliminates the need for roaming or guest options requirements?
- 2) Page 23, Section 22 also requires the provider to conduct monthly test calls on "live" captioned telephone calls. Will the FPSC please confirm that these live test calls are to be conducted in a testing environment (which includes a simulated captioned telephone call) and not on actual "live" consumer calls?
- 3) Page 34, Section 57 states that, "Liquidated damages shall accrue in amounts up to the following amounts per day of violation.
  - a) For failure to meet answer time requirements - \$5,000."

Vendor suggests that this read "Liquidated damages shall accrue in amounts of \$1,000 per day, up to a maximum of \$5,000 per month for failure to meet speed of answer requirements".

- 4) Page 34, Section 57. Will the FPSC please confirm that subsection (e) does not pertain to CapTel calls as the 60 wpm mandatory typing speed for CapTel CAs has been waived by the FCC.
- 5) Page 36, Section C-1-c states, "Each page of the entire proposal should be numbered at the bottom center of each page and each page should be consecutively numbered with no repetition of page numbers in the entire proposal. For example, there should only be one page 1, one page 50 and one page 500 in the entire proposal." Is it acceptable for the attachments supporting the information in the RFP to have their own numbering system? For example, a training manual, inserted as an attachment, might have its own page numbers and be labeled as A-1.

- 6) Page 37, Section 4 requires the submittal of audited financial statements. In order to protect the confidentiality of proprietary financial statements that is not available to the public, vendor provides online access to such information via a secure website. Will the FPSC add the following statement to this section?

To allow the FPSC to evaluate the financial responsibility of the bidding company, the following items shall be submitted with the proposal for the bidding company (and its parent company, if applicable). ***Online access via a secure website is an acceptable method to submit these items:***

Thank you for the opportunity to provide comments in regards to this Draft RFP. We look forward to participating in this process.

Sincerely,



Beth Slough, National TRS Contract Manager  
Hamilton Relay  
1001 12th Street  
Aurora, Nebraska 68818  
402.694.5101 Voice/TTY  
402.694.5037 Fax

On behalf of Dixie Ziegler, Vice President Hamilton Relay, Inc.

cc: Curtis Williams, FPSC's Proposals Review Committee (PRC) Chairman  
[cjwillia@psc.state.fl.us](mailto:cjwillia@psc.state.fl.us)

J. Jeffry Wahlen, Ausley & McMullen  
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