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April 8, 2021

Curtis Williams  
c/o Mr. Adam J. Teitzman  
Commission Clerk  
Office of Commission Clerk  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

RE: Hamilton's Bidders' Conference Questions: Docket No. 20210049-TP

Dear Mr. Curtis

Hamilton Relay formally submits the following for consideration in the above mentioned docket in response to the draft RFP to provide Telecommunications Relay Service in Florida.

**1. RFP page 19, section A.34**

Due to declining relay usage, Hamilton respectfully requests this section be amended as follows:

**34. Liquidated Damages for Failure to Initiate Services on Time or to Provide Contracted Services for the Life of the Contract**

Implementation of the Florida Relay Service in a timely matter is essential. Failure by the provider to implement the service by March 1, 2022, shall be considered a significant and material breach of the Contract. For each day the service is delayed, the provider shall pay to the Administrator, for deposit in its operating fund, the sum of \$25,000.

Liquidated damages may accrue up to the following amounts for each breach. Liquidated damages for any particular **month day** may not exceed the **actual monthly** revenue **for that day** from the provision of services pursuant to this RFP. For failure to: Meet answer time requirements - \$5,000/day.

- a. Meet blockage rate or transmission level requirement \$5,000/day.
- b. Meet complaint resolution requirement - \$1,000/complaint.
- c. Provide timely reports - \$500/day.

- d. Meet minimum typing speed of 60 words per minute on live traditional relay calls - \$5,000/day.
- e. Provide contracted services for the life of the contract, the FPSC reserves the right to require the payment by the provider of liquidated damages in the amount commensurate with the duration and extent of the system deficiencies.

**2. RFP page 30, section B.33**

The ability to continue operating relay centers during power outages is critical. Since there are a variety of methods by which to accomplish this, such as battery power or generator power, Hamilton recommends that the first paragraph of this section be amended as follows which gives the Provider the flexibility to provide an uninterruptible power system that works best for their system.

**33. Emergency Operations and Uninterruptible Power**

The Provider shall provide an uninterruptible power system that is ~~In addition to a minimum of thirty (30) minutes battery capacity~~ sufficient to operate each relay center processing Florida relay traffic at busy season busy hour load, each relay center shall have installed emergency power generating equipment capable of maintaining the relay center's operations. The uninterruptible power system shall support the switch system and its peripherals, switch room environmental (air conditioning, fire suppression system, emergency lights and system alarms), operator consoles/terminals, operator worksite emergency lights, and Call Detail Record recording. Provisions shall be made to meet emergencies resulting from failure of power service, sudden and prolonged increases in traffic, storms, lightning, etc. Employees shall be instructed as to the procedures to be followed in the event of emergency in order to prevent or mitigate interruption or impairment of relay service.

**3. RFP pages 33 – 35, sections B.40 - 45**

On August 5, 2020, the FCC released a Report and Order (FCC 20-105) in which it repealed the equal access and billing option requirements for state program telecommunications relay services (TRS) providers. In light of this Order, will the State please amend the RFP as follows:

- Delete sections B.40-41
- Delete sections 43-44
- Change section 45 heading to Call Detail Records

**4. RFP pages 59 and 60, section E, Tables 1 and 2**

These tables contain summaries of minutes for the months of March 2020 through March 2021. Hamilton requests the RFP include summaries of the most recent two years of minutes. We also request that Table 1 be amended to provide separate data on Intrastate TRS Spanish and STS call volumes.

Sincerely,



Beth Slough  
Director of Account Management & Compliance Manager