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## **BOARD RESPONSES TO VENDOR QUESTIONS IOWA TELECOMMUNICATIONS RELAY SERVICE REQUEST FOR PROPOSALS JUNE 8, 2010**

The Board received questions from Sprint Relay (Sprint) and AT&T Operations, Inc. (AT&T), and received notifications from Sprint, AT&T, and Hamilton Telephone Company that they wish to receive notifications regarding this Request for Proposals. The Board thanks the companies for their interest in this Request for Proposals and thanks Sprint and AT&T for their questions. The Board provides the following responses.

### **Sprint Questions**

1. On Page 62, Section 5.4 – Payment Clause and its subsections. During the past contract term, TRS call volumes in Iowa, as well as in the country, have declined significantly. In fact from the 2003 RFP to the 2010 RFP, Iowa TRS billable minutes have declined 75%. In light of this, will the Board consider lowering the penalties in Section 5.4 by the same percentage?
  - We assume you mean page 6 of RFP Chapter 5. The Board will not lower the penalties in Section 5.4 by the same percentage. The listed penalties are intended to prevent the violations from occurring as well as to allow the Board to provide substitute service if needed.
2. On page, 69, Section 5.13 – Performance Bond. In order to minimize cost, will the Board consider adjusting the Performance Bond to correspond with the decline in billable minutes?
  - We assume you mean page 13 of RFP Chapter 5. The Board will not further adjust the Performance Bond. The Board already eliminated the requirement of a bid bond and already reduced the amount of the performance bond to reduce costs.

### **AT&T Questions**

1. Chapter 2, page 9, Section 2.8 Staffing: Since the requirements under this section are not included under the Minimum Qualifications for Communications

Assistants (Section C), please clarify if the requirement for ASL knowledge, learning timeline, and proficiency in ASL under this section are applicable to only supervisory, management or outreach managers.

- RFP Section 2.8.A applies to all staff, including CAs. This section also states that the vendor must identify the level of ASL required for employees to maintain employment. It is up to the vendor to identify how fluent in ASL a CA needs to be in order to perform the CA's job functions and comply with federal requirements. See, for example, RFP Section 2.8.C.1.e. As stated in RFP Section 2.8.C.1, CAs must meet the minimum qualifications required by 47 CFR § 64.604. These include relevant ASL knowledge in § 64.604(a)(1).
2. Chapter 2, page 24, Section H Project Manager: Will the State consider a project manager located in another state?
    - The vendor must maintain an office in Iowa. The Board would consider a project manager located in another state only if the vendor's outreach manager for Iowa is located and has an office in Iowa.
  3. Chapter 2, page 24, Section H Project Manager: Can the project manager and the outreach manager be the same person?
    - Yes, so long as the person is located and maintains an office in Iowa.
  4. Chapter 2, page 24, Section I Coordination with Dual Party Relay Council: What is the frequency and location of the dual party relay council meetings? Are they held monthly or quarterly?
    - Dual Party Relay Council meetings are held at the Board's office in Des Moines. The Council generally meets 3 to 4 times per year depending on the issues being considered.
  5. Chapter 5, page 12, Section 5.11 Insurance: Does the State require that we provide a Certificate of Insurance after the contract is awarded?
    - RFP Section 5.11.C requires the vendor to submit certificate(s) of insurance to the Board upon execution of the contract. Pursuant to RFP Section 1.3.F, the Board will send a letter to all vendors notifying them of the Board's intent to award the contract to a particular vendor. At that time, the Board and the successful vendor will negotiate the final contract. (See RFP Sections 1.3.G and Chapter 5.) The Board will send the final contract to the successful vendor for execution. The successful vendor must include the certificate(s) of insurance when it returns the executed contract to the Board. (See RFP Section 5.11.C.)
  6. Will the State please provide the current TRS rate per Conversation minute and/or the rate per Session Minute?

- \$0.875 per session minute
7. Will the State please provide traffic data by month, including: the number of billable minutes for Intrastate TRS calls, and the number of billable minutes for Interstate TRS calls?
- See table below

<b>RELAY IOWA</b>	Intrastate Billable Minutes	Interstate Billable Minutes
<b>2009</b>		
January	38,607	8,557
February	33,724	7,339
March	34,617	8,078
April	34,749	7,110
May	37,902	8,067
June	34,583	7,156
July	35,837	7,161
August	36,231	7,890
September	33,196	6,905
October	31,430	7,157
November	27,522	6,976
December	30,067	7,842
<i>Total Session Minutes</i>	<u>408,463</u>	<u>90,238</u>
<b>2010</b>		
January	39,865	12,803
February	32,920	10,158
March	34,231	11,227
April	33,184	10,397
<i>Total Session Minutes</i>	<u>140,200</u>	<u>44,585</u>

8. What is the current outreach budget utilized by the current provider?
- We do not know. The outreach budget is included in the price per minute.
9. Does the per-minute rate include the cost of supporting the outreach budget?
- Yes.