

Sprint's Response to the  
Florida Public Service  
Commission's RFP  
for the Provision of  
Telephone Relay Services  
Docket No. 040763-TP

ORIGINAL



Price Proposal



One Sprint. Many Solutions.™

DN  
12245-04  
11.16.04

## D. THE PRICE PROPOSAL FORMAT

*Bidders shall submit their bids on the basis of a charge per billable minute for all services described with the exception of CapTel in item B.22 (or its equivalent) and those optional services described in items B.51-55. The prices per billable minute (or other basis) for items in B.22 and B.51-55 shall be separately stated. A format similar to that shown below should be used for the price proposal.*

**NOTE: THE PRICE PROPOSAL SHALL BE FILED IN A SEPARATE SEALED ENVELOPE MARKED: "SEALED – TO BE OPENED ONLY BY THE FPSC PROPOSAL OPENING OFFICER"**

### SERVICE PRICE PER BILLABLE MINUTE

#### 1. Basic Relay Service

*Bid price should be on a flat rate basis per billable minute for all billable minutes and not vary depending upon the volume of traffic.*

Type	Price-per-minute	Unit
Basic Relay Service	\$0.75	Per Session Minute

#### Notes

The FRS Price-per-minute includes all the features described in this Proposal offering including:

- TRS Center in Jacksonville dedicated to FRS Traffic.
- TRS Center in Miami supporting other Sprint TRS customers.
- Sprint Account Manager located in Florida.
- Sprint Quality Manager located in Florida.
- Third Party Independent Evaluation Service for Typing assessment.
- ◆ One-year SRCC Trial.
- Variable Typing Speed for the Visually-Impaired
- 60% LD Discount and 3 minutes free on all Intrastate LD calling.

#### 2. CapTel or Equivalent Service

*Bid price should be on a rate per billable minute for all billable minutes and may vary depending upon the volume of traffic.*

Type	Minutes Per Month	Price-per-minute	Unit
CapTel	Less than 100,000.01	\$1.40	Per Session Minute
CapTel	100,000.01 – 200,000	\$1.37	Per Session Minute
CapTel	200,000.01 – 300,000	\$1.33	Per Session Minute
CapTel	More than 300,000	\$1.30	Per Session Minute

#### Notes

The CapTel enhancement of Two-Line CapTel is included at no additional charge.



Pricing for CapTel will be determined based on the number of minutes generate each month. All minutes will be rated at the price shown for the applicable tier. E.G. 211,000 minutes will be rated at \$1.33 each.

### 3. Optional Features

#### a. Custom Calling Services

*\$.xx PER BILLABLE MINUTE (or other basis)  
(see RFP item B.51)*

Type	Price-per-minute	Unit
Custom Calling Services	Included in basic service	n/a

#### b. Video Relay Service

*\$.xx PER BILLABLE MINUTE (or other basis)  
(see RFP item B.52)*

Type	Price-per-minute	Unit
Video Relay Service	\$9.95	Per Conversation Minute

#### Notes

Pricing assumes shift of responsibility for VRS reimbursement from NECA to the State. Actual price may vary depending on final NECA/state reimbursement mix and/or revised FCC or State requirements.

#### c. IP-Relay

*\$.xx PER BILLABLE MINUTE (or other basis)  
(see RFP item B.53)*

Type	Price-per-minute	Unit
Internet -Relay	\$0.75	Per Session Minute

#### Notes

Pricing assumes shift of responsibility for internet relay reimbursement from NECA to the State. Actual price may vary depending on final NECA/state reimbursement mix and/or revised FCC, or State requirements.

#### d. Account Manager

*\$ xx PER MONTH (or other basis)  
(See RFP item B.54)*

Type	Price-per-minute	Unit
Account Manager	Included in basic service	n/a

*e. Other Optional Features Not Included in Basic Relay (see RFP item B.55)*

Sprint offers a one-year RCC trial to the State at no cost. Sprint forecasts that FRS users will process less than 30,000 RCC minutes during the proposed FRS RCC Trial. Sprint will provide 30,000 minutes, or one-year of service, whichever comes first, free of charge. After the completion of the trial, if the FPSC selects RCC as a product under FRS, the following Pricing applies:

Relay Conference Captioning – Price Schedule – Florida			
Type of Service	(1) Real-time CART to Text Streaming Server	(2) Real-time Captioning to Text Streaming Server	(3) Relay Conference Captioning to Text Streaming Server
Description of Service	Live, on-demand, call and meeting support	Live, on-demand, call and meeting support	Live, on-demand, call and meeting support
	Using Real-time capable CART-skilled staff as used in conference calling & classroom. One-way text only, no Relay service	Using Real-time capable and broadcast quality Stenocaptioners as used in TV. One-way text only, no Relay service	Using Real-time capable and broadcast quality Stenocaptioners who will also “voice” on behalf of the participant
	Per Event Minute	Per Event Minute	Per Event Minute
1st 250 Event Hrs Per Mo.	\$ 1.50	\$ 2.40	\$ 2.80
2nd 250 Event Hrs Per Mo.	\$ 1.48	\$ 2.36	\$ 2.76
3rd 250 Event Hrs Per Mo.	\$ 1.46	\$ 2.34	\$ 2.74
4th 250 Event Hrs Per Mo.	\$ 1.44	\$ 2.32	\$ 2.72
Event Hrs Above 1000 Per Mo.	\$ 1.42	\$ 2.30	\$ 2.70

Sprint Relay will monitor monthly volume and invoice customer using volume tiers noted above. All minutes are counted for any and all categories. As an example, one minute of work in Item 3 will be billed using the 3rd pricing row if Customer achieves the threshold of event minutes during the month in the CART service area. Customer benefits from any work required by Customer with tiered pricing for all services performed.

a) Minimum Incremental Billing Unit: 15 minutes for Real-time Reporting/Streaming Services.

b) Minimum Fee for any Event: 30 Minutes for the Event.

c) Sprint will offer RCC at no charge for the first year of the basic TRS contract to a maximum of 30,000 minutes.

**FLORIDA RESULTS**

Sprint’s commitment to efficiency and quality is evident in both our Relay technology and practices. By processing the calls more quickly and providing better quality, customers are more likely to utilize the relay service for quicker calls at a greater frequency.



When Sprint began processing FRS calls in 1999, the average session minutes per call for the Florida Center was approximately 403 seconds. With the technical and operational improvements made in the last four and a half years, the average session minute per call for 2004 is approximately 339 seconds per call for the Florida Center. **By processing these calls more efficiently, Sprint has created a total savings of almost 16%.**

In addition to these savings, as TTY users shift to internet technology, traditional Relay minutes for all States are decreasing at a rate of approximately 6% annually. Sprint, unlike some TRS providers, does not market this decline as a cost savings that can be attributed to the efficiencies of the provider. Instead, Sprint believes this is a natural evolution to the expanding technology.



Sprint encourages the FPSC to closely view the cost-per-minute differences and the total efficiencies of providers. As a result of Sprint's commitment to controlling costs, Sprint is able to offer a very competitive rate. Sprint offers an additional benefit of call handling efficiencies that decrease the number of billable minutes and quality controls making Sprint the best value provider.

#### **BEST VALUE PROVIDER**

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Sprint is the best value provider by combining extraordinary quality and efficiency. As State funding requirements are critical, Sprint continually works to ensure that each facet of Relay is examined to determine where cost effectiveness measures can be implemented which do not negatively impact the FRS user's Relay experience.

There are several factors which contribute to Sprint's claim that we are the best value provider including:

-  **Efficient Deployment of Resources** – As outlined in Section 31, Sprint, unlike other TRS providers, is able to minimize its operational costs while still exceeding customer expectations in regards to speed-of-answer by employing an intelligent call routing system that does not rely on human intervention to react to traffic spikes. Sprint's robust Intelligent Call Router (ICR), combined with the nation's largest TRS network, allows Sprint to maintain a very competitive price-per-minute as seen above.
-  **Accurate Measurement** – Sprint precisely captures and reports billable minutes. Timestamps in the Call Detail Record are rounded to the nearest second. Billable minutes in the invoice are computed to a 100<sup>th</sup> of a minute. No network transport time or time associated with calls waiting in queue is included in Sprint's invoice.

 **Call Processing Efficiencies** – Sprint has implemented numerous time saving features as a part of our standard feature offering including:

- **ANI Temporary Branding** – When a user dials FRS, the Relay platform automatically searches its files to determine the communication mode of the last call to the Relay service and connects the user using the same communication mode. If it is the users' first time dialing Relay or if a new communication mode is used, the Relay platform will automatically update its files based on the communication mode detected. This is activated automatically without human intervention. This feature may be turned on or off per toll-free number. In addition, a customer may turn this feature off by registering a permanent communication mode.
- **Dedicated Toll Free numbers** – Sprint recognizes there are some households with multiple Relay users. For this reason, Sprint has implemented dedicated toll-free numbers which automatically connect the user in the appropriate communication mode.
- **ANI based Customer Profile information** – Many features implemented as a part of Sprint's customer profile are intended to allow FRS users to process their call more efficiently including:
  - **Frequently Dialed Numbers** – allows customers to 'speed dial' registered numbers by providing the name of the person/business they are calling.
  - **Preferred Carrier-of-Choice** – for InterLata and Intralata toll calls.
  - ◆ **Preferred Billing Methods**
  - **Customer Notes** – allows the FRS user to customize how their call should be handled, including preferences for call announcement, background noises, tone of voice, etc.

 **Call Set up** – When a call arrives at the CA position, the terminal provides all necessary information for the CA to process the call including:

- **Inbound ANI**
- **Originating line information digits** – indicating the type of phone the call is originated from (e.g. restricted, payphone, wireless, correctional facility)
- **City and State - of both the calling - and called-party**
- **'Calling-To' Number** – when customer transmits using E-Turbo



**☎ Outbound Call Connection** – Sprint’s relay platform has been designed to quickly detect the called party’s communication mode. When the CA dials an outbound call, the inbound user (if voice) has the ability to hear the call progression. If the called party answers the phone using text based communication, the system automatically connects without manual intervention.

**☎ Intelligent CA software** – Sprint’s CA application has been designed to promote efficiency in call processing including:

- **Extensive spell check library** – Containing 1,000 entries.
- **Automatic Expansion of Commonly-Used Abbreviations**
- **Substantial List of System-Generated and CA-Initiated Macros (pre-programmed commonly used phrases)**
- **CAs Able to Handle All Call-Types From Any CA Position** – Including TTY, Voice, VCO, HCO, Speech-to-Speech, Spanish language and combinations of these call -types.
- **Recording feature** – Captures and replays messages at a slower speed allowing the CA to type recordings on the first attempt without multiple redials.

**☎ Operational Practices** – Operational practices are in place to ensure that both high quality and efficiency is maintained including:

- **Monthly individualized surveys** – Addressing quality Relay performance, appropriate grammar, spelling, voice clarity and articulation, typing speed and accuracy, TTY-ASL interpretation, etiquette, language and cultural understanding.
- **60 Words-Per-Minute Typing Tests**
- **Florida Quality Manager** – Sprint will provide a Florida Quality Manager who will reside in the State of Florida to ensure all operational issues are understood and addressed quickly. The in-state Florida Quality Manager will be located in the Jacksonville Relay Center and will be available to work directly with the FPSC and the Community.
- **Independent Evaluation** – Sprint will engage a 3rd party company that specializes in assessing CA performance in accuracy, productivity and quality, to conduct an independent audit of our typing speed and accuracy.