

REDACTED

Florida Relay

Relay Your Way

Request for Proposal to Provide
Telecommunications Relay Service
Document No. 110013-TP
Florida Public Service Commission
Submitted By: Hamilton Telephone Company d/b/a Hamilton



Price Proposal
Redacted Copy

DOCUMENT NO. DATE

04834-11 7/14/11
FPSC - COMMISSION CLERK

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In accordance with bid specifications Section D – The Price Proposal Format, Hamilton has filed the below section in a separate sealed envelope.

- Section D – The Price Proposal Format

Hamilton believes that information contained in Section D – Pricing Proposal Format is 'proprietary confidential business information' within the meaning of Section 364.183, Florida Statutes. Hamilton is filing this section with the Clerk's office under a separate (from Hamilton's other confidential material) claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. Accordingly, Hamilton has filed one highlighted and two redacted copies of this information with the Clerk's office.

Hamilton derives economic value from the information contained on these pages because it is not known to others, including Hamilton's competitors. Hamilton maintains the secrecy of the confidential and proprietary information by retaining sole possession and control of such information, and by not disclosing such information to others. Hamilton respectfully requests that the FPSC designate the confidential and proprietary information in its proposal as confidential trade secrets.

Hamilton is filing this information with the Clerk's office under a claim of confidentiality pursuant to Section 364.183(1), Florida Statutes, and Rule 25-22.006(5), F.A.C. One highlighted version and two redacted copies have been filed in accordance with Rule 25-22.006(5), F.A.C.

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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 Captioned Telephone in item B.22 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.

Hamilton has complied with all price proposal requirements and has used a format similar to that in the RFP.

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

Hamilton does comply. Hamilton has filed its Price Proposal in a separate sealed envelope and has marked it according to the RFP requirement stated above.

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.

Hamilton will operate the Florida Relay Service for a fixed rate of **\$0.79 per billable minute.**

Hamilton has identified a per billable (**session**) minute rate to be utilized throughout the term of the contract for purposes of calculating its due compensation for traditional Telecommunications Relay Service. Hamilton understands that its sole reimbursement for TRS will be calculated by taking the actual number of monthly session minutes per month multiplied by Hamilton's session minute price for traditional telecommunications relay service. A session minute is defined as the elapsed time between the time the incoming call enters Hamilton's relay center switch and the completion of relay service.

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2. Captioned Telephone

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

CapTel Pricing Option 1

Hamilton will operate the Florida CapTel Service for a fixed rate of **\$1.75* per billable minute.**

Hamilton will establish and maintain a Florida CTS Customer Profile Database of call setup and handing preferences of Florida CTS users and called parties for a fixed rate of **\$0.025 per billable minute.**

*The CapTel rate above does not include the contractual provisions for liquidated damages

CapTel Pricing Option 2

Hamilton will operate the Florida CapTel Service for a fixed rate of **\$1.78** per billable minute.**

Hamilton will establish and maintain a Florida CTS Customer Profile Database of call setup and handing preferences of Florida CTS users and called parties for a fixed rate of **\$0.025 per billable minute.**

** The CapTel rate above includes the contractual provisions for liquidated damages

Hamilton has identified a per billable (**session**) minute rate to be utilized throughout the term of the contract for purposes of calculating its due compensation for Captioned Telephone Service. Hamilton understands that its sole reimbursement for CapTel will be calculated by taking the actual number of monthly session minutes per month multiplied by Hamilton's session minute price for Captioned Telephone Service. A session minute is defined as the elapsed time between the time the incoming call enters Hamilton's relay center switch and the completion of relay service.

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3. Optional Features

- a. *Custom Calling Services*
\$.xx PER BILLABLE MINUTE (or other basis)
(see RFP item B.51)

Hamilton will provide the below services at no charge. Relay users pay their LEC for any of these desired features.

LEC Calling Services

- True Caller ID (SS7)
- CID Per Line (Global) Block / CID Per Call Block
- Call Screening (Call Rejection) (Call Block)
- Call Acceptance
- Anonymous Call Rejection
- Preferred Call Forwarding
- Unique Flash
- Three-Way Calling
- Call Forwarding

As stated in Tab 2 Section B.49, Hamilton will provide the following features as part of the base price.

- Visually Assisted Speech to Speech
- Speech to Speech User Training Line
- 625 hours of RCC (over the life of the contract)

- b. *IP Relay*
(See RFP item B.53)

Hamilton will provide Internet Relay for the State of Florida for the TRS rate above or the then current TRS or Internet Relay Interstate rate, whichever is higher.

- c. *Other Optional Features Not Included in Basic Relay*
(see RFP item B.54)
Florida Relay Service

Remote Conference Captioning (RCC) Rates (Years 2011-2014)

For RCC hours over 625, over the life of the contract, the following rates apply:

- RCC \$138 per hour²
- RCC 8 hour daily rate \$1000 per day¹
- Spanish RCC (requires full 24 hour notice) \$182 per hour²
- Transcript of a real-time event (rough edit) \$15 per hour

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- U.S. Telephone Charges. \$5 per hour per line
- International Telephone Charges \$10 per hour per line
- Weekend Surcharge. Base Fee + 15%
- U.S. Holiday Surcharge Base Fee + 30%
- Emergency Surcharge Base Fee + 35%

Minimums and Cancellation Deadlines

RCC is billed for a minimum of one hour.

Cancellation deadline for RCC is at least one hour prior to the scheduled time. If a call is scheduled to last longer than 1 hour, than the cancellation deadline is half the schedule time, i.e. scheduled call is 4 hours, cancellation deadline is 2 hours.

If the cancellation deadline is not met, the fee will be one-half of the scheduled time, using the hourly rates that follow, with a minimum charge of at least one hour.

NOTES

1. Four-hour minimum
2. One-hour minimum

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Additional Information to Hamilton's Pricing Proposal

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