

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: April 6, 2021

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Curtis J. Williams, Public Utility Analyst IV, Office of Industry Development & Market Analysis ^{CH}

RE: Docket No. 20210049-TP - Document Filing

Please file the attached email from Beth Slough representing Hamilton Relay in Docket No. 20210049-TP. The email presents questions/comments regarding staff's Draft Request for Proposals to Provide Relay Service.

Please let me know if you have any questions.

Thank You.

Attachment

From: Beth Slough <Beth.Slough@hamiltonrelay.com>
Sent: Monday, April 05, 2021 12:27 PM
To: Curtis Williams <CJWillia@PSC.STATE.FL.US>
Cc: Gary Lewien <Gary.Lewien@hamiltonrelay.com>; Dixie Ziegler <Dixie.Ziegler@hamiltonrelay.com>
Subject: RE: DRAFT 2021 Request for Proposals to Provide Relay Service - Docket No. 20210049-TP

Hi Curtis,

Below are the questions that Hamilton Relay would like to discuss at tomorrow's Bidders' Conference.

1. RFP page 19, section A.34: Liquidated Damages

Due to declining relay usage, Hamilton suggests that this section be amended as follows:
Liquidated damages may accrue up to the following amounts for each breach; however, under no circumstances will the liquidated damages exceed the revenue for the day. Liquidated damages for any particular month may not exceed the actual monthly revenue from the provision of services pursuant to this RFP.

2. RFP pages 33 – 35, sections 41 - 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On August 5, 2020, the FCC released a Report and Order (FCC 20-105) in which it repealed the equal access and billing option requirements for state program telecommunications relay services (TRS) providers.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, Hamilton suggests sections 40 – 45 be revised accordingly.

3. RFP pages 59 and 50, 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

Beth Slough | Director of Account Management/Compliance Manager | Hamilton Relay
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