

**Pennsylvania Public Utility Commission
Request for Proposal
PUC RFP 2024-1
Captioned Telephone Relay Services
Questions and Answers
May 7, 2024**

1. In light of the intricate nature of the Request for Proposal (RFP), Hamilton respectfully requests that the Commission consider extending the deadline for proposal submissions to June 15, 2024.

Answer: Granted.

The deadline for proposal submissions is now Monday, June 17, 2024, at 3 p.m.

2. RFP page 6, Section I-15: Prime Contractor Responsibilities, states that the selected Offeror must perform at least 50% of the total contract value. During the 2019 RFP process, the Commission stated that this requirement was removed “if and only if the Vendor will assume performance and contractual responsibility for the subcontractor.”

Will the Commission please confirm their 2019 clarification response to this section is still valid?

Answer: Yes.

3. RFP pages 15-17, Sections III-1.A.1, 3, 6, and 17 refer to Appendix D as the applicable service level agreement (SLA). During the 2019 RFP process, the Commission stated the reference to “Appendix D for the applicable service level agreement (SLA)” was included by inadvertence, that it was not part of the RFP and should be ignored.

Will the Commission please confirm this requirement should once again be ignored?

Answer: Yes.

4. RFP page 15, Section III-1.A.2 references Appendix E – Certification Relative to Business Continuity. During the 2019 RFP process, the Commission stated the reference to “Appendix E – Certification Relative to Business Continuity” was included by inadvertence, that it was not part of the RFP and should be ignored.

Will the Commission please confirm this requirement should once again be ignored?

Answer: Yes.

5. RFP page 16, Section III-1.A.5 states that CTRS users should be able to place all network call types supported by TRS which would, e.g., include time division multiplexing or TDM-based calls as well as Internet Protocol or IP-based calls.

During the 2019 RFP process, the "Internet Protocol or IP-based" part of this requirement was removed. Will the Commission please confirm that their 2019 response to this section is still valid and that this part of the requirement will be removed?

Answer: Yes.

6. RFP page 16, Section III-1.A.6 required that Providers should make available to users the opportunity to speak with a Communication Assistant's (CA) supervisor in the event of an issue with service.

During the 2019 RFP process, this requirement was removed. Will the Commission please confirm that their 2019 response to this section is still valid and that this part of the requirement will be removed?

Answer: Yes.

7. RFP page 16, Section III-1.A.7 requires a single toll-free access telephone number for CTRS users, that all calling party calls to the call center should be toll-free, and references an Appendix C – Outsourcing Programs Using 800 Service.

During the 2019 RFP process this section was removed in its entirety. Will the Commission please confirm that their 2019 response to this section is still valid and is once again removed in its entirety?

Answer: Yes.

8. RFP page 17, Section III-1.A.19 requires Providers to:

Maintain an average speed of answer of ten (10) seconds or less for 85% of the calls on a daily basis. Provide sufficient call center capacity such that abandoned or lost calls do not exceed two (2) percent of total call volume. These standards

apply separately to calls in queue for party-to-party calls and to calls in queue for a supervisor. Two-line calls and single-line calls should be measured separately unless they are in the same queue.

During the 2019 RFP process this requirement was revised to the FCC compliant standard. Will the Commission please confirm that their 2019 response to this section is still valid?

Answer: Yes.

9. Non-Compensable Minutes

a. RFP page 16, Section III-1.A.6 requires that “Minutes spent talking with supervisors are not compensable as CTRS minutes even if CTRS services are required to handle the communication.”

b. RFP page 18, Section III.1-A.21 requires that “Minutes spent talking with this point of contact and in escalation activities are not compensable as CTRS minutes even if CTRS services are required to handle the communication.”

c. RFP page 18, Section III.1-A.22 requires that “CTRS minutes spent talking/communicating with a user or potential user in accessing such information are not compensable as CTRS minutes even if CTRS services are required to handle the communication.”

During the 2012 RFP process the Commission was asked to remove these requirements as, to the best of our knowledge, the technology to separate call minutes is not available. The Commission responded with:

“For clarification, the Communication Assistant should not place parties on hold while they converse with their supervisor. However, calls made directly to discuss issues such as a complaint is compensable.”

During the 2019 RFP process the Commission confirmed that the 2012 clarification response to these sections is still valid. Will the Commission please reconfirm their 2012/2019 clarification response to these sections is still valid?

Answer: Yes.

10. RFP page 21, Section III-1.D.3 requires Providers to “Provide CTRS access in high traffic or public access areas such as airports, shopping malls, and other areas where public telephones are located. Proposers shall explain how they would accomplish this.”

In the 2012 RFP process the Commission was asked to consider removing this requirement as today's technology does not allow for CTRS access on pay phones. The Commission responded with:

"The bidder should add the provision that should the technology become available, vendor will consider this aspect."

During the 2019 RFP process the Commission confirmed that the 2012 clarification response to this section is still valid. Will the Commission please reconfirm their 2012/2019 clarification response to this section is still valid?

Answer: Yes.

11. RFP page 25, Section III-1.L.9 states that the contractor should be able to separate its capital investment, revenues, and operational costs and expenses for its Commonwealth-specific CTRS operations. During the 2019 RFP process, the Commission removed this requirement as it is not applicable to a competitive bid process and relay costs are not tracked in this manner.

Will the Commission please confirm that their 2019 response to this section is still valid and that it removes this requirement in its entirety?

Answer: Yes.