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## **SECTION 10 VALIDATION AND TRAFFIC ALLOCATION**

### **10.1. DEMONSTRATION OF REQUIREMENTS**

#### **10.1.1. General**

A demonstration prior to the conclusion of the final evaluation of vendors' proposals may be required. The demonstration is intended to afford the DDTP the ability to verify claims made by the proposal in response to the requirements, corroborate the evaluation of the proposal, and confirm that the vendor has the requisite experience and expertise with the services being proposed. It shall be the DDTP's option whether or not to require a demonstration from any bidder. See RFP Section 1.7., Vendor Key Action Dates for the anticipated schedule for possible demonstrations.

#### **10.1.2. Preparation**

If requested by the DDTP, the vendor must prepare and submit a proposed demonstration plan to the DDTP Procurement Officer listed in RFP Section 1.5. The plan must include a discussion of what will be demonstrated and how the services to be demonstrated differ from that proposed in response to this RFP, and must include at a minimum a demonstration of those requirements specifically requested to be demonstrated by the DDTP. The proposed demonstration plan must be approved by the DDTP Procurement Officer. If the plan is not approved, the DDTP reserves the right to develop its own plan, listing all RFP requirements that the bidder shall demonstrate. In any case, the DDTP evaluation team retains the right, even during the performance of the demonstration, to require that any RFP requirement germane to the CRS component bid (NS, CCS or NMS) must be demonstrated. The location of the demonstration will be determined by the vendor with the exception that if the demonstration plan is only for requirements that can be easily demonstrated at the DDTP's office in Oakland, then the demonstration will be held at the DDTP. The vendor must provide and make all necessary arrangements for the demonstration facilities at no cost to the DDTP. The demonstrations will be attended by the DDTP at the expense of the DDTP, i.e., travel and per diem costs of the DDTP evaluation team will be borne by the DDTP.

### **10.1.3. Demonstration Evaluation**

Because demonstrations, if required, are a part of the formal evaluation of bidders' proposals, demonstrations will be conducted in confidence, i.e., they will not be public. Failure of a vendor to demonstrate that it will be able to provide the services as required in this RFP or as proposed by the bidder, may cause the bidder's proposal to be deemed non-responsive or may otherwise affect the assignment of evaluation points. The DDTP reserves the right to determine whether or not the demonstration has been successfully passed and/or its effect upon the award of evaluation points.

## **10.2. ACCEPTANCE TESTING**

### **10.2.1. General**

The DDTP shall conduct acceptance testing of each awarded CRS vendor's services prior to the vendor's planned in-service/cutover date. Each awarded CRS vendor shall notify the DDTP Contract Manager when the vendor is ready for acceptance testing of their CRS services. Such notification shall be received by the DDTP at least by the dates indicated in RFP Section 1.7. Acceptance testing for any single vendor may be performed earlier than that shown in Section 1.7., if the vendor requests it and if the DDTP agrees to the request.

The DDTP shall have the right to require acceptance testing for any and all RFP requirements germane to the CRS component awarded (NS, CCS or NMS). The vendor shall perform the acceptance tests and the DDTP shall observe. The DDTP shall also have the right to be involved in the testing by placing live test calls, observing training, observing relay practices, reviewing hiring and testing practices and outcomes, inspecting systems, reviewing systems and procedures documentation, observing and/or measuring performance, etcetera.

### **10.2.2. Preparation**

A vendor's notification of readiness for acceptance testing shall include an acceptance test plan. The plan must include a discussion of what will be tested and how they will be tested. At a minimum the acceptance test plan must include all those areas assigned scored evaluation points by the DDTP evaluation team (see RFP Section 9.4.6.) The acceptance test plan must be approved by the DDTP Contract Manager. If the plan is not approved, the DDTP reserves the right to develop its own plan, listing all RFP requirements that the bidder shall demonstrate. In any case, the DDTP

retains the right, even during the performance of the acceptance testing, to require that any RFP requirement germane to the CRS component bid (NS, CCS or NMS) must be tested. Acceptance testing will occur at the vendor's CRS site(s). The vendor must provide and make all necessary arrangements for the acceptance testing facilities at no cost to the DDTP. Acceptance testing will be attended by the DDTP at the expense of the DDTP, i.e., travel and per diem costs of the DDTP evaluation team will be borne by the DDTP.

### **10.2.3. Acceptance Testing Evaluation**

Vendors who fail acceptance testing of any mandatory contract or RFP requirement may, at the sole option of the DDTP, have their ability to provide CRS services restricted, delayed, halted or discontinued in whole or in part until the vendor has demonstrated that the deficiency has been corrected. Acceptance testing may also effect the allocation of non-caller designated CCS traffic. For example, if a CCS vendor has committed in their proposal that they will perform certain CA training programs, and during acceptance testing it is determined that those training programs did not occur as promised and as had been evaluated by the DDTP proposal evaluation team, then the assignment of evaluation points associated with the Final Proposals, may be altered by the DDTP. Such changes in final evaluation point assignment may change the traffic allocation among the awarded CCS vendors.

When acceptance testing results in deficiencies or failures regarding any specific requirement, the DDTP shall promptly inform the vendor of the significance of the failure in terms of the DDTP's determination of its effect upon the vendor's ability to provide CRS service and its possible effect upon evaluation points, and shall state what is required in order for the requirement to be deemed passed without deficiency and/or effect.

The DDTP reserves the right to determine whether or not a requirement has been successfully passed during acceptance testing, its effect upon the capacity to perform the contracted CRS services, and its effect upon the award of evaluation points and resulting changes in traffic allocation.

## **10.3. INITIAL CCS TRAFFIC ALLOCATION**

### **10.3.1. Tentative Allocation Resulting from Proposal Evaluation**

Callers to CRS may reach their CRS CCS provider of choice by directly dialing toll-free numbers provided by the CCS providers, or by dialing 711 or the DDTP's existing toll-free numbers if the caller has established a caller

profile that indicates their CCS provider of choice. Calls placed via 711 or to the DDTP's existing toll-free numbers where the callers have not established caller profiles that indicate their CCS provider of choice shall be initially allocated among the awarded CRS CCS providers based on the providers' standing as a result of their proposal evaluation and acceptance testing.

For example, if after proposal evaluation, including demonstration if any, vendors A, B, C and D have earned the following scorable points (see RFP Section 9.4.6.), then the non-caller designated CRS traffic would be tentatively allocated as follows:

<u>CCS Vendor</u>	<u>Points Earned</u>	<u>Ratio of Earned Points to Total Points</u>	<u>Vendor's Percent of Total Points</u>	<u>Percent of Non-Designated CCS Traffic</u>
A	740	$\frac{740}{2635}$	28.08%	28.1%
B	870	$\frac{870}{2635}$	33.02%	33.0%
C	435	$\frac{435}{2635}$	16.51%	16.5%
D	590	$\frac{590}{2635}$	22.39%	22.4%
Total Points:	2,635	Total Percents:	100.00%	100.0%

This tentative allocation will be included in the recommendation for award forwarded to the CPUC for approval.

**10.3.2. Final Initial Allocation Resulting from Acceptance Testing**

The above initial allocation is, however, tentative because it has the potential of being modified if, after review of the results of acceptance testing prior to the planned in-service/cutover date, some vendors have their earned points adjusted for not providing the level of service promised in their proposals.

For example, acceptance testing might result in the CCS vendors A, B, C and D in the example immediately above having their earned scores adjusted as depicted below, with correlating adjustments to their allocation of non-designated traffic as follows:

<u>CCS Vendor</u>	<u>Points Earned</u>	<u>Ratio of Earned Points to Total Points</u>	<u>Vendor's Percent of Total Points</u>	<u>Percent of Non-Designated CCS Traffic</u>
A	730	$\frac{730}{2545}$	28.68%	28.7%
B	805	$\frac{805}{2545}$	31.63%	31.6%
C	435	$\frac{435}{2545}$	17.09%	17.1%
D	575	$\frac{575}{2545}$	22.59%	22.6%
Total Points:	2,545	Total Percents:	99.99%	100.0%

The traffic allocation percentages adjusted after acceptance testing shall be the percentages used by the DDTP for initial allocation of CRS calls to CCS providers for those CRS calls that have not been designated by the callers for any specific CCS provider. This initial traffic allocation shall be further modified over time as a result of periodic quality measurement of CCS vendor CRS performance, as discussed in RFP Sections 10.4. and 10.5., below.

**10.4. PERIODIC QUALITY MEASUREMENT OF CCS VENDORS**

**10.4.1. Quality Measurement Factors**

The DDTP shall periodically at a time to be determined by the DDTPAC, such as quarterly, measure the quality of CCS vendor CRS services. Such measurements shall be comprised of the following evaluative factors:

- a. ASA history since last quarterly measurement..... 10%
- b. Blockage rate history since last quarterly measurement10%
- c. Consumer test calls..... 50%
- d. Consumer complaints compared to traffic volume ..... 10%
- e. Providing new technologies and services..... 10%
- f. Other possible monitoring (including on-site monitoring and vendor supplied data, such as typing speed, CA training, etc.)10%

Total ..... 100%

**10.4.2. CRS Quality Measurement Team**

The CRSAC shall recruit and/or retain CRS consumers to be a CRS Quality Measurement Team (QMT). QMT members shall not be associated with the DDTP or with any CRS vendor, nor shall they be serving on any DDTP committees. The CRSAC shall develop the rules and criteria for QMT membership, which shall include the periodic rotation of team members off of the team with new members coming on to the team.

**10.4.3. Quality Measurement and Reporting**

The primary purpose of the CRS Quality Measurement Team shall be to perform the consumer test calls (item “c” in 10.3.1., above.) The QMT may also be used to assess consumer complaints (item d, above) and used to perform all or portions of other possible monitoring (item f, above.) CRSAC shall develop measurement and testing guidelines. Not all CCS RFP relay call requirements need be tested in each periodic measurement. It shall not be required that the number of test calls carried out guarantee statistically assured results. It shall not be required that all test calls are measured in a purely objective manner; in fact some measurement criteria will need to be subjective. However, in all cases all CCS vendors shall be equally treated using the same measurement and test criteria during the same period. The DDTP shall develop test call plans and measurement criteria, together with call scripts. The CRSAC shall approve the test call plans and measurement criteria prior to their use. The measurement criteria shall be of CCS vendor’s CRS performance, especially the procedures for relaying calls as identified in RFP Sections 6.3.32 and 6.3.33.(4.), including but not limited to such areas as typing speed and errors, professional attitude of the CAs (e.g., respect vs. rudeness), changing of CAs during a conversation, honoring carrier-of-choice, garbling, relay delay or lag time, etcetera.

If notified at least three days in advance by the DDTP Contract Manager, the CCS vendor shall make available to member(s) of the CRS Quality Measurement Team, the DDTP Contract Manager, or others designated by the DDTP temporary on-site office space with desk, chair, telephone and TTY for exclusive use by the DDTP’s representative(s) at any of the CCS vendor’s sites that relay CRS calls (including specialized subcontracted services such as operator services, etcetera) for the purpose of monitoring or auditing CRS vendor performance. Such advance notice shall not be required for monitoring or auditing access or activities, but shall only be required to

guarantee the availability of usable on-site office space for the DDTP's representatives.

CRS Quality Measurement Team results shall be submitted to the DDTP CRS Contract Manager who shall incorporate the results into a report that includes the other periodic quality measurement factors and a recommendation for reallocation of CRS traffic among CRS CCS vendors for that traffic that is not selected by CRS consumers (callers) to be directed to a specific CRS CCS provider, as specified in RFP Section 10.5., below. The DDTP Contract Manager shall submit the report to the CRSAC and to the CCS vendors. The CRSAC shall review the report and recommendation, and shall forward the report's findings and recommendations with any amendments made to it by the CRSAC, to the DDTPAC for action. Due to obvious conflict of interest, no CRS vendor on the CRSAC shall vote on any issue pertaining to periodic quality measurement or traffic allocation. The DDTPAC shall have the authority to act on the report as presented by the CRSAC, including reallocation of CRS traffic to CCS vendors as specified in RFP Section 10.5., below. In all of the above recommendations and actions, the DDTP Contract Manager and the CRSAC shall have the latitude to modify their recommendations to take into account any unusual circumstances or conditions that might have been beyond the reasonable control of the vendor. The DDTPAC shall have the same the latitude in its ability to determine the periodic traffic reallocation. Due to obvious conflict of interest, no CRS vendor on the DDTPAC shall vote on any issue pertaining to periodic quality measurement or periodic traffic reallocation. Vendor challenges to CRSAC and DDTPAC actions and resolutions concerning report findings and traffic reallocation shall be limited to presentation and discussion within the associated CRSAC and DDTPAC meetings, opportunity for which shall be assured to the extent that time is available within the normal CRSAC and DDTPAC meeting process as determined by the meeting chairperson.

## **10.5. PERIODIC CCS TRAFFIC REALLOCATION**

### **10.5.1. Reallocation Period**

The DDTPAC may, at any time, order a reallocation of non-caller-designated traffic among CCS vendors as a result of periodic or ongoing quality monitoring, except not more frequently than every ninety (90) days, and not until at least ninety (90) days after the In-Service/Cutover date listed in RFP Section 1.7. Such order shall not be effective for at least 45 days after the DDTPAC's resolution. The reallocation shall be within the bounds of the reallocation formula shown in RFP Section 10.5.2., below.

**10.5.2. Reallocation Formula**

The purpose of this allocation ratio is to assure that reallocations are gradual over a significant period of time in order to:

- Protect the CCS vendors’ initial investment in CRS,
- Minimize the impact of having to increase or decrease staffing requirements, and
- Give vendors adequate opportunity to improve their performance over time.

Allocation of non-consumer designated CRS traffic will be based on a percentage-weighting factor applied to the proposal evaluation as modified by acceptance test results, and a percentage weighting factor applied to the Periodic Quality Measurement results:

<u>After Each</u>	<u>Proposal Evaluation &amp;</u>	<u>Periodic Quality</u>
<u>Reallocation</u>	<u>Acceptance Test Results</u>	<u>Measurement</u>
0 .....	100%.....	0%
1 .....	80%.....	20%
2 .....	70%.....	30%
3 .....	60%.....	40%
4 .....	50%.....	50%
5 .....	40%.....	60%
6 .....	30%.....	70%
7 .....	20%.....	80%
8 .....	10%.....	90%
9 .....	0%.....	100%
subsequent periods .....	0%.....	100%

During the first three-plus (3+) months of CRS service the allocation of non-designated traffic shall be completely according to the allocation that resulted from proposal evaluation as further modified by acceptance testing, as stipulated above in RFP Section 10.3.1. After that, the traffic allocation will be based on a mixture of that initial allocation and results of the periodic quality measurement. Note that any CCS providers awarded CRS services by the DDTP after the In-Service/Cutover Date in RFP Section 1.7., (including new CCS service providers that may be added after the initial

award as described in RFP Section 1.4.) shall join this ongoing allocation formula as it is in effect at the time of their in-service.

The determination of a score or rating as a result of periodic quality measurement will use the same type of format as described above in RFP Section 10.3.1. Thus, within the guidelines established by the CRSAC and using the results of the CRS Quality Measurement Team’s findings, the DDTP Contract Manager might determine that, for example purposes only, out of 800 possible points, CCS vendors A, B, C and D earned quality scores of 425, 260, 752 and 694 points respectively during their first period of quality measurement. Reallocation of traffic as a result of measurement during this period is assigned the relative weights 80% and 20% as shown above. Therefore continuing with this example and also using the results after acceptance testing in the example in RFP Section 10.3.1., above, the representation on the following page depicts the formula for determining the reallocation for consideration by the DDTPAC which would then become effective 30 days after the end of the first quarter or 45 days after the DDTPAC’s resolution, whichever is later:

Example of Periodic Quality Measurement (PQM) Score:

<u>CCS Vendor</u>	<u>Earned PQM Points</u>	<u>Ratio of Earned PQM Points to Total PQM Points</u>	<u>Vendor’s Scored Percent of Total PQM Points</u>
A	425	$\frac{425}{2131}$	19.94%
B	260	$\frac{260}{2131}$	12.20%
C	752	$\frac{752}{2131}$	35.29%
D	694	$\frac{694}{2131}$	32.57%

Total PQM points: 2,131

Continuing with the example of CCS vendors A, B, C and D, their earned evaluated scores after acceptance testing is multiplied by the 80% weighting for the quarter, and their earned PQM scores are multiplied by the 20% weighting, and the two products are summed to generate the reallocation percentage, as shown below:

Example of combining the earned percentages by weighting factor to generate the traffic reallocation percentages:

Vendor A:  $(0.2868 \times 0.80) + (0.1994 \times 0.20) = .2693$  or 26.9% of the traffic.

Vendor B:  $(0.3163 \times 0.80) + (0.1220 \times 0.20) = .2774$  or 27.7% of the traffic.

Vendor C:  $(0.1709 \times 0.80) + (0.3529 \times 0.20) = .2073$  or 20.7% of the traffic.

Vendor D:  $(0.2259 \times 0.80) + (0.3257 \times 0.20) = .2459$  or 24.6% of the traffic.

After the next reallocation order, the percentage weights change from 80% to 70%, and from 20% to 30%. These new percentages are factored against the same initial earned evaluated percentage scores after acceptance testing, and against the new percentage scores earned as a result of the applicable periodic quality measurement, and again summed to generate the reallocation of percentage traffic for each CCS vendor.

Note, however that the overall amount of non-caller-designated CCS traffic will decrease over time as more users establish their choice of CCS provider by filling out a caller profile, or as CCS vendors advertise their own toll-free numbers, unless this is offset by more individuals using CRS as a result of 711, new technological relay offerings, and greater public awareness.

## **10.6. TRANSITION AT STARTUP AND TERMINATION**

It has been the DDTP's experience that CRS providers have a difficult time with quality of CRS service during initial startup of CRS operations and just prior to the end of CRS operations. Therefore, in order to facilitate a smoother transition of services between the old CRS providers and the new CRS providers the following requirements shall apply.

### **10.6.1. In-Service Dates and Phased Startup**

If the actual contract award and execution date turns out to be different from the date listed in Section 1.7, all subsequent key action dates shall be equally adjusted, unless otherwise mutually agreed upon by the DDTP and the affected CRS vendor(s.) Such mutual agreement must be in writing and shall not require contract amendment.

The transition of CRS services from the current (old) CRS vendor(s) to the vendors awarded contracts as a result of this RFP may be phased over time beginning with the In-Service/Cutover key action date for live calls, as ordered by the DDTP. Phased startup for NS provider services, CCS provider services, and phase 1 of the NMS provider services may occur over a period as long as 90 days, although a shorter transition of services between old and

new vendors may also occur. The DDTP shall provide initial phased transition instructions at least 90 days prior to the In-Service/Cutover date, with the flexibility to make mutually agreeable changes thereafter. Such phased startup as a result of this RFP, assumes that the previous CRS vendors, which are active under contract to the DDTP at the time of transition to the new vendors, shall comply with the phased transition requirements of the DDTP as stipulated by herein, either by contract or CPUC order.

*The following phased startup is offered for illustrative purposes only:*

<u>the</u> <u>date</u>	<u>Transition activity</u>	# Calendar days from <u>In-Service/Cutover</u>
	New NS and CCS vendors receive 20% of traffic, old CRS vendor(s) receive 80% of traffic .....	0
	New NS and CCS vendors receive 60% of traffic, old CRS vendor(s) receive 40% of traffic .....	23
	New NS and CCS vendors receive 100% of traffic, old CRS vendor(s) receive 0% of traffic .....	45

**10.6.2. Redirection at Termination**

Notwithstanding RFP Section 10.5., the DDTP may order a portion of any or all of a CCS vendor’s CRS traffic (including if necessary, customer designated traffic) to be redirected to other CCS providers during the last ninety (90) days of a CRS provider’s contracted service period (including the last ninety days of an early termination) as a result of this RFP. At the sole discretion of the DDTP this redirection may be to other CCS providers awarded from this RFP who, in the opinion of the DDTP, are better able to handle the calls, or may be to new CCS providers as a result of a new CRS solicitation or award. The DDTP may order up to the amount of traffic to be redirected away from the CCS vendor, without the agreement of the CCS vendor, according to the following schedule. Redirection of amounts greater than or earlier than that shown in the schedule shall require the agreement of the CCS vendor.

Schedule:

period prior to service termination	amount of CRS traffic handled by old CCS vendors	amount of CRS traffic handled by new CCS vendors
90 through 76 days	90%	10%
75 through 61 days	75%	25%
60 through 46 days	60%	40%
45 through 31 days	45%	55%
30 through 16 days	30%	70%
15 through 1 days	15%	85%

0, at termination	0%	100%
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Thus, during the last ninety days of CRS services contracted as a result of this RFP, CRS traffic may be redirected by the DDTP Contract Manager, such that the CCS vendors from this RFP (shown above as “old vendors”) and other CCS vendors (shown above as “new vendors”) receive the distribution of CRS traffic depicted in the above schedule. The above schedule may be modified by the DDTP with input from the vendors.

The DDTP may order the phased transition of services between the vendor awarded Network Management Services (NMS) as a result of this RFP and a new replacement NMS vendor between 0 and 120 calendar days before the end of this contract (including before any early termination date.)

The DDTP may also order the phased transition of services between the vendor awarded Network Services (NS) as a result of this RFP and a new replacement NS vendor between 0 and 120 calendar days before the end of this contract (including before any early termination date.)

*[END OF SECTION 9]*