



Appendix V:
Copy of Sprint Response to Colorado
TRS RFP



Connect.
Communicate.
Celebrate.™

State of Colorado

INVITATION FOR BID/REQUEST FOR PROPOSAL COVER SHEET



Date: July 10, 2006 **IFB/RFP Number:** RFP-JG-00001-07
Return all Sealed Bids/Proposals to: State Purchasing Office
633 17th Street, Ste. #1520 **Purchasing Agent:** Judy Giovanni
Denver, CO 80202-3609
IFB/RFP Opening Date: August 9, 2006 **IFB/RFP Opening Time:** 2:30 p.m. (MST)

All Bids Shall be Quoted F.O.B. Destination unless Otherwise Specified

COLORADO TELECOMMUNICATIONS RELAY SERVICES

Per the attached specifications, terms and conditions

F.E.I.N.: 43-140-8007

Delivery Date: _____

Authorized Signature: _____

Typed/Printed Name: Anthony G. D'Agata

Title: Vice President

Company Name: Sprint Communications Company, L.P.

Address: 12524 Sunrise Valley Drive

City: Reston **State:** VA **Zip:** 20169

Phone Number: (703) 689-2000 **Fax Number:** (703) 689-7707

Contact for Clarifications: Michael Baer

Title: Government Account Executive

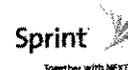
Phone Number: (303) 801-3810 **Fax Number:** (303) 81-3868

E-mail Address: Michael.X.Baer@sprint.com

IMPORTANT: The following information must be on the outside of the Bid Return Envelope:

RFP- JG-00001-07
AUGUST 9, 2006 2:30 PM

Please be advised that telegraphic or electronic bids (Fax, Western Union, Telex, e-mail, etc.) cannot be accepted directly in the Purchasing Office as a sealed bid. Bidders are urged to read the solicitation document thoroughly before submitting a bid/proposal. Vendors are required to submit Federal employer Identification Number (F.E.I.N.) prior to payment from the State of Colorado.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️





Connect.
Communicate.
Celebrate.™

Table of Contents

Table of Contents	i
Transmittal Letter	1
Overview Summary	5
Section 1: Introduction	13
1.1 Bid Information and Distribution System (BIDS) and Registration	13
1.2 Structure of this Request for Proposal	13
1.3 Scope of the RFP/Basis for Award	14
1.4 Term of the Contract	14
1.5 Number of Awards	14
1.6 RFP Cancellation	14
Section 2: Supplemental Solicitation Instructions	15
2.1 Official Means of Communication	15
2.2 Supplemental Solicitation Instructions	15
2.3 News Releases	16
2.4 Proposal Submission/Copies	17
2.5 Proprietary/Confidential Information	18
2.6 RFP Response Material Ownership	18
2.7 Acceptance of Proposal Content	18
2.8 Proposal Prices	18
2.9 Selection of Successful Proposal and Notice of Intent to Award	19
2.10 Factors Considered in Evaluation	19
2.11 Parent Company	19
2.12 Certification of Independent Price Determination	20
2.13 All - Standard Contract	21
2.14 Offeror Proposed Terms and Conditions	22
Section 3: Background, Overview and Requirements	23
3.1 Background	23
3.2 Overview	23
3.3 Requirements	23
Section 4: Statement of Work	27
4.1 Definitions	27
4.2 Requirements for Both Traditional TRS and Captioned Telephone Services	30
4.3 Traditional TTY Requirements	164
4.4 Captioned Telephone Requirements	229
Section 5: Offeror Response Format	245
5.1 Transmittal Letter/Overview/Summary Statement	245
5.2 Technical Component (Response to the Statement of Work)	245
5.3 Cost Component (Proposed Cost per Call Session Minute)	246
5.4 Management Component (Qualifications and Track Record of the Offeror)	251
Section 6: Proposal Instructions, Evaluation and Award	271
6.1 Submission and General Instructions	271
6.2 Evaluation Process	272
6.3 Evaluation Factors	273
Appendix A: Relay Colorado TRS and Captioned Telephone Statistics	275
Appendix B: Standard Relay Product Features	277
Appendix C: Sample Contract	289





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

Special Provisions..... 307

Sprint's Attachments..... 309

- Attachment A – Letters of Support 311
- Attachment B – Standard Features Matrix 313
- Attachment C – FCC TRS and CapTel Mandatory Minimum Standards & Compliance Matrix 315
- Attachment D – TRS and CapTel Customer Database Profile Forms 317
- Attachment E – TRS Customer Contact Form and Tally Log 319
- Attachment F – Customer Contact Follow-up Letter 321
- Attachment G – Network Interconnection Interoperability Forum (NIIF) Standards 323
- Attachment H – Carrier-of-Choice Letter for TRS and CapTel 325
- Attachment I – Confidentiality Policies 327
- Attachment J – Initial Relay Operator Tests and Spelling Test 329
- Attachment K – Performance Survey 331
- Attachment L – ASL Workbook 333
- Attachment M – TRS Quick Talk Training 335
- Attachment N – Disaster Recovery Plan for TRS, CapTel, RCC and the TRS Network Support Plan ... 337
- Attachment O – Outreach Materials 339
- Attachment P – Billing Reports 341
- Attachment Q – Relay Operator Training Module Outline 343
- Attachment R – Spanish Speaking Listening Proficiency Test in Spanish and the Berlitz Language Proficiency Benchmark-Level Descriptions 345
- Attachment S – Financial Reports for Sprint and CSD 347
- Attachment T – TRS and CapTel References 349





Connect.
Communicate.
Celebrate.™

Transmittal Letter



Sprint Nextel
12524 Sunrise Valley Drive
Reston, VA 20196
Office (703) 689-6500 Fax: (703) 689-7707

Anthony G. D'Agata
VP Federal Government
Public Sector

August 8, 2006

Department of Personnel & Administration

Attn: Ms. Judy Giovanni
State Purchasing Office
633 17th Street, Suite 1520
Denver, CO 80202-3609

Subject: Sprint's Proposal to Provide Colorado Telecommunications Relay Services

Reference: RFP-JG-00001-07

Dear Ms. Giovanni:

Sprint is pleased to have this opportunity to reacquaint the Colorado Public Utilities Commission and the State Purchasing Office with the telecommunications relay service (TRS) that has been provided for the State of Colorado since 1990, Sprint Relay. While Sprint has been the TRS provider for Colorado for 16 years, the TRS provided today is very changed from the service provided in 1990 and even since the award of the last contract in 2002. The pursuit of functional equivalency between TRS and standard phone service has made many great strides in recent years and Sprint has been at the forefront of these advancements offering our TRS customers the most technologically advanced and reliable service in the industry.

Sprint is very proud of our long and successful relationship with the Colorado PUC in providing the Deaf, Hard-of-Hearing, and Speech Disabled citizens of Colorado with services that truly enhance their quality of life. We believe that Sprint Relay is the best choice to continue as Colorado's TRS provider and have prepared the attached proposal to substantiate this belief to the reader.

Michael Baer, Associate Account Executive, is Sprint's point of contact for future correspondence concerning this proposal. Mike's contact information is as follows:

Sprint
Michael Baer
1099 18th Street, Suite 1400
Denver, CO 80202
(303) 801-3810 Phone
(303) 801-3868 Facsimile
Michael.X.Baer@sprint.com E-mail





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

The Colorado TRS RFP contains several requirements for inclusion into the transmittal letter. The requirements are hereby addressed below.

 Contents of Proposal

Sprint's proposal consists of one (1) original, five (5) copies, and one CD ROM containing the entire proposal formatted in Adobe Acrobat PDF.

This proposal has been printed using recycled paper, printed on both sides.

 Authorized Signature

I, Anthony G. D'Agata, as the Vice President of Sprint's Federal Government Public Sector, certify that I am the person in the Offeror's organization responsible within that organization for the decision as to the prices being offered herein and that he has not participated, and will not participate, in any action contrary to (1)(a) through (1)(c) above

 Subcontractors

Sprint Relay consists of a team of companies, each with varying qualifications and levels of expertise into the multi-functional service collectively referred to as telecommunication relay services. Sprint proposes to continue utilizing the services of the Subcontractors that are serving Relay Colorado today. Some of these Subcontractors have been supporting Relay Colorado almost as long as Sprint has.

The Sprint Relay Team consists of:

- CSD (formerly Communications Services for the Deaf) for Call Center services and the provision of Video Relay Service

102 North Krohn Place
Sioux Falls, SD 57103
(800) 642-6410 Toll-Free Voice
(866) 273-3323 Toll-Free TTY
(605) 367-5958 Fax
www.c-s-d.org

- New Mexico Relay Network Inc. (NMRN) for Call Center Services

4600 Montgomery Street, Suite 100
Albuquerque, NM 87109
(505) 889-0420 Voice
www.relaynm.org





Connect.
Communicate.
Celebrate.™

➤ Captioned Telephone, Inc. for the provision of *CapTel* service

450 Science Drive
Madison, WI 53731
www.ultratec.com

➤ Caption Colorado for the provision of Relay Conference Captioning service

5690 DTC Blvd suite 500
Greenwood Village, CO 80111
Phone: 800-775-7838
www.captioncolorado.com

Additional information concerning each of these Subcontractors is provided in section 4.2.1. - Contractors of Sprint's proposal.

Acknowledgement of RFP Amendments

Sprint has accessed the Colorado Department of Personnel and Administration's website and downloaded the RFP and Modification No. 1 dated July 26, 2006. This proposal is based on the RFP as modified.

Compliance with Terms of the RFP

Sprint's proposal complies with all the terms of the RFP with the exception of the due date for the monthly invoice provided in paragraph 4.2.6 Payment. Sprint has provided some alternative solutions concerning this requirement but will not be able to fully comply with the delivery date of the 9th of the month due to technical restraints on the availability of some of the service data. Sprint's alternative solutions are provided in Section 4.2.6. of the proposal.

Independent Determination of Prices

By submission of this proposal and signature below, Sprint certifies that:

- a) The prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other Offeror or with any competitor;
- b) Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the Sprint and will not knowingly be disclosed by the Sprint prior to opening, directly or indirectly to any other Offeror or to any competitor; and





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

- c) No attempt has been made or will be made by Sprint to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

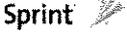
 Validity of Offer

Sprint's proposal and the pricing therein shall remain in full effect for a period of 90 days beyond the proposal submission deadline, through November 7, 2006.

We look forward to answering any questions that may arise and otherwise supporting this proposal to continue as Colorado's telecommunication relay service provider.

Sincerely,

A handwritten signature in black ink, appearing to read "Dana S. S. S.", written in a cursive style.


Sprint
Together with NEXTEL



Connect.
Communicate.
Celebrate.™

Overview Summary

The Colorado Public Utilities Commission (CO PUC) has a long and proud history of providing Telecommunications Relay Service (TRS) for all Coloradans, as demonstrated below.

- In 1989, Governor Roy Romer of Colorado signed into law Senate Bill 121, establishing Relay service for the State.
- In 1991, as a result of a competitive bid process, Sprint became the first national Relay provider awarded the service contract to provide Relay services for Colorado consumers.
- In 2004, Colorado was one of the first States to recognize the emergence of Speech-to-Text, better known as Captioned Telephone technology, and made this service possible for Coloradans.

Looking back over the past fifteen years, Sprint is privileged to have partnered with the CO PUC. Together we have led the nation in providing a cost effective and value rich Telecommunications Relay Service (TRS) including Captioned Telephone (*CapTel*) Service. TRS and *CapTel*, as testified to by our consumers, is a reliable, cost effective and robust public service for all Coloradoans.

Sprint has provided Relay Colorado services without interruption since the inception of Relay services in 1991 and Sprint looks forward to the continuation of exceptional services for the next five years. Sprint is "on the move" with future services and technologies and we ask the CO PUC to join with Sprint as we move toward the future - together.

PROJECT APPROACH

Sprint's success in the TRS and *CapTel* markets is based on a simple, yet focused approach: working directly with consumers to shape how technology and Relay Services are developed, provided, and utilized. Superior service does not happen by accident.

The CO PUC's Request for Proposal (RFP) for TRS and *CapTel* services over the next contract period has requested responses which address three key service components:





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

- 📞 Technical Capabilities (Response to Statement of Work for TRS and *CapTel*)
- 📞 Management (Qualifications and Track Record)
- 📞 Price (Proposed Price-per-Session Minute for TRS and *CapTel*)

Sprint applauds the CO PUC for delineating the critical aspects of Relay services. It attests to the CO PUC's deep understanding of the requirements for a reliable and quality Relay service. Sprint's proposal will demonstrate why Relay users in Colorado are proud of Relay Colorado and why the CO PUC should continue to entrust TRS and *CapTel* to Sprint. With Sprint as the State's TRS provider; Deaf, Hard-of-hearing and Speech-Disabled Coloradoans are ensured that they will be part of the Sprint 'Move' that is just beginning as technology converts from wireline to the internet, wireless and beyond.

📞 Technical Capabilities

Sprint Relay continues to meet and in many cases, exceed all Federal Communication Commission (FCC) requirements for the provision of TRS. Sprint continues to be proactive in implementing technological advancements prior to the FCC mandating new services. A point in fact, **Sprint was the first Relay provider to establish STS (Speech-to-Speech), Variable Typing Speed, and to make *CapTel* (Captioned Telephone), and Video Relay Service available nationwide.**

Sprint's TRS for the State of Colorado has been approved for FCC certification through 2008. Sprint will assist the CO PUC to prepare its application for Certification renewal to ensure that Colorado's TRS program will be certified by the FCC. Users of Relay Colorado are accustomed to receiving high quality, FCC compliant services and Sprint will continue to exceed these expectations.

➤ Accessibility and Reliability

Sprint Relay processes more than 20 million calls, resulting in over 125 million TRS minutes annually and more than 8.6 million *CapTel* minutes in 2005. **Sprint Relay has also launched over 240 feature and platform enhancements, including *CapTel*, since TRS was first implemented in Colorado.**

Today, Coloradans are able to access Relay through 711, *CapTel*, the internet (text and video), and via various wireless devices. Deaf-Blind citizens are able to personally adjust their transmission speed for greater readability. Sign Language users and individuals whose primary language is Spanish are able to communicate in their native language.





Connect.
Communicate.
Celebrate.™

Sprint Relay's domestic network of 14 centers in the United States (New Zealand has a stand-alone service) and the availability of surplus employees and equipment provide a fully redundant and secure TRS system. **Regardless of the situation, Relay Colorado is always secure and available with Sprint as your provider.**

Sprint owns and controls the Sprint Relay Network. Sprint's long distance network, the network on which Sprint Relay rides, has historically reported the fewest FCC reportable outages of any Relay provider. **The Sprint Relay network has been comprehensively tested and has remained in continuous operation since its inception in 1990.** Sprint has an exemplary track record for fulfilling operational and network contractual obligations. This robust Relay network with the redundancy available to ensure seamless service in times of crisis is offered only through Sprint.

➤ Telecommunications Service Priority (TSP)

Sprint is pleased to announce that our 14 national Sprint Relay Call Centers have already enrolled in the FCC's Telecommunications Service Priority (TSP) program.

In 1988, the FCC established the TSP Program to prioritize the restoration of telephone service to critical facilities and agencies at times when telecommunications repair companies are typically overburdened with service requests. This program presently restores telephone services most critical to national and homeland security on a priority basis in the event of a national crisis. Recently, the FCC has partnered with the Department of Homeland Security to increase TSP participation. **Sprint's reliable network and TSP participation ensures that our disaster recovery ability is among the best in the United States.**

➤ Call Efficiency

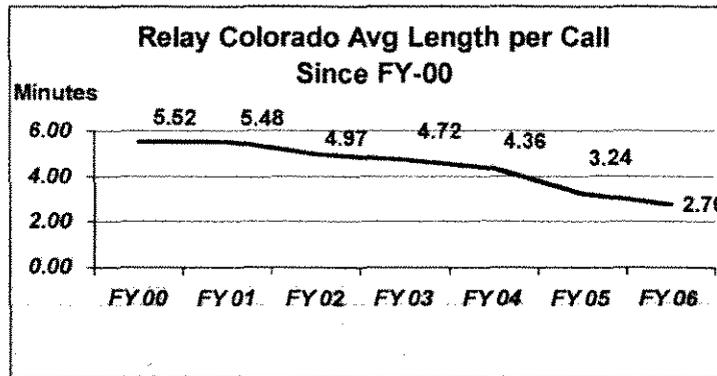
With Sprint, the average Relay Colorado call-length has steadily declined over the years. Calls were averaging 5.52 minutes in 2000. Under the current contract, the average length of calls has dropped to 2.76 minutes. **This reduction attests to Sprint's technical and operational improvements, which have increased call processing efficiencies; with a resultant savings to the CO PUC of approximately 50%, as seen in the graph which follows.**





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻



Sprint also believes that its success in Call Efficiency is attributed to our 2,000 plus Relay Operator's typing speed and typing accuracy. In March 2006, Sprint retained an independent quality auditor to measure typing speed, typing accuracy, and verbatim accuracy of Sprint's Relay Operators, **Sprint is pleased to report that we continue to lead the nation in both the number of Relay Operators who type more than 60 words-per-minute (wpm), and continues to be the provider with the highest demonstrated accuracy rate. The results of the audit showed:**

- ❖ Using a confidence interval of 95%, the study indicated that 94.7% of Sprint's Relay Operators typed more than 60 WPM, as compared to 87.0% and 85.2% for the next two closest Relay providers.
- ❖ In regards to typing accuracy, Sprint Relay Operators demonstrated 96.1% accuracy as compared to the 93.9% and 95.9% of the next two closest Relay providers.
- ❖ More importantly, Sprint Relay Operators demonstrated a 73.3% verbatim typing accuracy 95% of the time.

➤ **Feature Sophistication**

Sprint's Standard Features are anything but standard. Many of Sprint's enhanced Relay services were developed by Sprint and later emulated by other providers; with some still only offered by Sprint. **Relay Colorado users currently enjoy Specialized VCO Services, Split Screen ASCII, Variable Typing Speed, E-Turbo/Dial Through and other services not offered by any other provider.** Please review Section 4.2.12 and the Sprint TRS and *CapTel* Standard Features Matrix found in Attachment B.





Connect.
Communicate.
Celebrate.™

➤ Community Education and Outreach

Colorado is a national leader in Community Education and Outreach campaigns using public media advertising. As detailed in Section 4.2.18.1 by working together; we have successfully implemented Statewide 711 campaigns through the following: billboards, printed advertisements, *CapTel* radio advertising and print advertising campaigns, as well as redesigned the Relay Colorado website and brochures.

The CO PUC is to be commended for its on-going commitment and support of public awareness campaigns through media forums. As we look to the next five years, we have proposed several new approaches – e.g. Statewide Road Tours, Internet advertising, and additional enhancements to the Relay Colorado website. **Sprint looks forward to partnering with the CO PUC as we move into the future with ever-more exciting community education and Outreach programs to promote Relay Colorado and *CapTel*.**

Management

The success of Sprint Relay is due in large part to the involvement of Deaf and Hard-of-Hearing employees who are themselves users of the service. Sprint is the leading employer of Deaf and Hard-of-Hearing people in the TRS industry, employing 45 Deaf or Hard-of-Hearing team members. These team members have greatly influenced the development and quality of Sprint Relay's products and services.

These employees, along with their spouses, children, parents, and siblings, have the same communication needs and concerns as our consumers. Sprint also employs Blind and Visually-Disabled Relay Operators and provides sophisticated adaptive technology to assist in this function. **The Sprint Relay Team lives and works within the Deaf and Hard-of Hearing communities we support. As daily users of Relay services and *CapTel* ourselves, we are fully committed to the excellence of these services.**

The CO PUC and Relay Colorado customers benefit greatly by having the local presence of members of the Sprint TRS Management Team.

The following individuals continue to support the Relay Colorado contract:

- Mike Ellis – Branch Manager TRS Sales and former Colorado Account Manager
- Michael Baer – Sales Executive supporting the Colorado contract.
- Kristine Shipley – Colorado TRS Account Manager
- Van Scheppach – *CapTel* Account Manager





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

- Dottie Cartrite – Sales support for Colorado
- Kathy Bennett – dedicated TRS Interpreter
- Jo Linda Greenfield - dedicated TRS Interpreter
- Brenda Nowicki – Sales Support

The State of Colorado is the only Sprint TRS State that has a management team presence without an in-State Center facility.

The Denver Team is able to offer more support to the CO PUC through in-person meetings on TRS industry issues, current and new updates released by the FCC regarding Relay product standards.

The Sprint Denver Management Team very much looks forward to continuing the current relationship with the CO PUC, the Relay Advisory committee(s), and Relay Colorado customers. While Sprint's business is telecommunications, it is our firm belief that in-person communication and interaction is one of the most meaningful communication modes and will further serve the objectives and results established for Relay Colorado.

Having a Sprint TRS Management team presence in Denver is yet another intangible benefit that Sprint asks the State to consider with Sprint Relay as the Colorado TRS provider.

Proposed Cost of Service

Sprint is fiscally responsible to the governments that we serve by being the best value provider. Efficiencies of scale allow us to offer the best value pricing for the highest quality of service available in the industry.

Sprint's price proposed to the CO PUC for Relay Colorado includes the continuation of the TRS network-solution and *CapTel* services, a full-time, in-State Account Manager, a new product offering: Relay Conference Captioning (RCC), and a dedicated \$50,000 Outreach Budget.

Sprint provides the CO PUC with the following pricing options:

- ❖ TRS – A best value price is offered for Sprint's network solution that includes all the standard features as found in Appendix B, an in-state Account Manager and a \$50,000 dedicated Outreach Budget. This will ensure that the CO PUC and Relay Colorado users will continue to receive Sprint's highest quality services, without any interruption in service.



Connect.
Communicate.
Celebrate.™

- ❖ *CapTel* – In addition to standard *CapTel*, Sprint also offers, at no additional cost, the enhanced service feature of 2-Line *CapTel* and additional *CapTel* reporting to support the CO PUC with *CapTel* trending.
- ❖ Relay Conference Captioning – As part of Sprint’s package to the State, Sprint is offering Relay Conference Captioning (RCC) as an optional feature to the State of Colorado. RCC incorporates the very latest in internet text streaming technology to support multi-party conference calls for Deaf and Hard-of-Hearing individuals. Sprint is offering various levels of RCC at corresponding prices as part of our comprehensive Relay portfolio.

SPRINT AS THE PROVIDER OF RELAY COLORADO

It has been Sprint Relay’s and the Denver Team’s honor to serve the State of Colorado for the last 15 years. We firmly believe that the reputation and respect that the CO PUC and Sprint have earned together from Coloradans who use Relay Colorado and *CapTel* is an intangible asset that we respectfully ask the State to consider. Sprint brings a commitment to service, high quality, state-of-the-art technology, best-cost value, and experience that is unparalleled by any other TRS and *CapTel* provider.

Sprint’s commitment to service and community in Colorado for the past 15 years is attested to in the Letters of Support as found in Attachment A as well as the pictorial history found in the Attachment O, along with Outreach materials developed for the State of Colorado .

Exciting challenges and opportunities await the State of Colorado, Sprint and the CO PUC during the term of this next contract. We excitedly embrace the challenge and stand ready to work with the CO PUC to ensure that all wire-line and wireless communication needs are fully met within Colorado’s diversified population. We ask you to be part of our ‘move’ toward the future. **We thank you for your partnership over the last decade and a half and for your consideration in continuing to entrust Relay Colorado to Sprint.**





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️





Connect.
Communicate.
Celebrate.™

Section 1: Introduction

1.1 Bid Information and Distribution System (BIDS) and Registration

This solicitation is published using the Colorado Bid Information and Distribution System (BIDS). Offerors must be registered on BIDS in order to download solicitation documents and information and to be considered responsive at the time of proposal submission. BIDS and its registration information may be linked through the State Purchasing Office link at <http://www.gssa.state.co.us>.

Sprint has read, understands and will comply.

1.2 Structure of this Request for Proposal

The State of Colorado Solicitation Instructions and Terms and Conditions linked through the BIDS Solicitation Page govern except as modified or supplemented in these instructions. In addition to the information on the BIDS Solicitation Page used on the BIDS website to announce this solicitation, this RFP consists of the following information:

Table of Contents

- Section 1 – Introduction*
- Section 2 – Supplemental Solicitation Instructions*
- Section 3 – Background Information*
- Section 4 – Statement of Work*
- Section 5 – Offeror Response Format*
- Section 6 – Proposal Instructions, Evaluation and Award*
- Appendix A – Colorado Relay Statistics*
- Appendix B – Sample Relay Product Features*
- Appendix C – Sample Contract*

Sprint has read, understands and will comply.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

1.3 Scope of the RFP/Basis for Award.

The purpose of this RFP is to solicit proposals for providing telecommunications relay services (TRS) for calls originating in the State of Colorado. Evaluation and award will be based on the following factors in decreasing order of importance: technical merit of the proposal, management capability and price.

Sprint has read and understands.

1.4 Term of the Contract

The contract(s) awarded will be for an initial term of 3 1/2 years with options for 2 one-year extensions.

Sprint has read and understands.

1.5 Number of Awards

The state could award two contracts as a result of this RFP. The state could select two contractors – one to provide traditional TTY TRS and the other to provide Captioned Telephone TRS. The state could also award a single contract to one contractor to provide both services.

Clarified by the State:

Colorado is governed by competitive bid statutes because the State believes that the competitive bidding process results in the best products and services at the best value to the state. Further in the interest of fair and equal competition among all vendors, competitive bid law does not allow favoritism to be shown to any vendor. For these reasons, the State decision to retain the option of two separate TRS contracts, one for traditional TRS and one for captioned telephone TRS, is considered to be in the best interest of the State.

Sprint has read and understands.

1.6 RFP Cancellation

The State reserves the right to cancel this entire Request for Proposal or individual Phases at any time, without penalty.

Sprint has read and understands.





Connect.
Communicate.
Celebrate.™

Section 2: Supplemental Solicitation Instructions

2.1 Official Means of Communication

During the solicitation process for this RFP, all official communication with Offerors will be via notices on Colorado's BIDS system. Notices may include any modifications to administrative or performance requirements, answers to inquiries received, clarifications to requirements, and the announcement of the apparent winning Offeror. It is incumbent upon Offerors to carefully and regularly monitor BIDS for any such notices.

Sprint has read and understands.

2.2 Supplemental Solicitation Instructions

These instructions, and those in sections 5 and 6, supplement the State of Colorado Solicitation Instructions and Terms and Conditions linked through the BIDS Solicitation Page.

Sprint has read and understands.

2.2.1 Inquiries

Offerors may make email, written or fax inquiries concerning this RFP to obtain clarification of requirements. Please include the RFP number in the subject line of all correspondence. No inquiries will be accepted after the date and time indicated in the Schedule of Activities. The Purchasing Office prefers that all inquiries be sent by electronic mail to:

Judy.Giovanni@state.co.us
Department of Personnel & Administration
State Purchasing Office
633 17th Street, Suite 1520
Denver, CO 80202-3609
Phone: 303-866-3156
Fax: 303-894-7445

RFP No. RFP-JG-00001-07 Address written or fax inquiries to: Judy Giovanni

Response to Offeror's inquiries (if required) will be published as a modification on the BIDS system in a timely manner. Offerors should not rely on any other statements, either written or oral, that alter any specification or other term or condition of the RFP. Offerors are responsible for monitoring BIDS for publication of modifications to this solicitation.

Sprint has read, understands and has complied.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

2.2.2 Schedule Of Activities

Activity		Deadline (MST)	
1.	RFP Notice Published On The Bids System	July 10, 2006	
2.	Prospective Offerors Written Inquiry Deadline (No Questions Accepted After This Date/Time)	July 20, 2006	5:00 PM
3.	Written Answers Provided For All Written Inquiries	July 28, 2006	
4.	Proposal Submission Deadline Submit One (1) Original and Five (5) Copies Of The Proposal and one (1) electronic format on CD	August 09, 2006	2:30 PM
5.	Oral Presentations/Site Visits	September 1 – 10, 2006	
6.	Contract Period	1/01/07	6/30/10
7.	The Resulting Contract May Be Renewed (2 one-year extensions) at the Sole Discretion Of The State. Need contract discussion resolved.		



Clarified by the State:

The State intends to issue the Intent to Award Letter prior to September 11th.

2.3 News Releases

News releases pertaining to this RFP shall NOT be made prior to execution of the contract without prior written approval by the State.

Sprint has read, understands and will comply.



2.4 Proposal Submission/Copies

Detailed instructions on proposal preparation and submission are in sections 5. It is the responsibility of the Offeror to ensure that the State Purchasing Office receives the proposal on or before the proposal opening date and time, regardless of the delivery method used. Telegraphic or electronic bids (fax, email, etc.) will not be accepted.

The RFP response must include:

1. *RFP Cover Sheet (First page of the RFP)*
2. *Completed Response to Section 4*
3. *Completed Requirements Worksheet (Appendix C)*

Amended by the State:

There is not a Requirements Worksheet. This was erroneously written in this RFP.

4. *Other attachments as deemed important by the Offeror*

*The State of Colorado Invitation for Bid/Request for Proposal Cover Sheet **MUST** be signed in ink by the Offeror or an officer of the Offeror legally authorized to bind the Offeror to the proposal. Proposals, which are determined to be at a variance with this requirement, may not be accepted.*

Sprint has read and understands and has complied.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

2.5 Proprietary/Confidential Information

Any restrictions of the use or inspection of material contained within the proposal shall be clearly stated in the proposal itself. Written requests for confidentiality shall be submitted by the Offeror with the proposal. The Offeror must state specifically what elements of the proposal are to be considered confidential/proprietary.

Confidential/Proprietary information must be readily identified, marked and separated/packaged from the rest of the proposal. Co-mingling of confidential/proprietary and other information is not acceptable. Neither a proposal, in its entirety, nor proposal price information will be considered confidential and proprietary. Any information that will be included in any resulting contract cannot be considered confidential.

The State Purchasing Office will make a written determination as to the apparent validity of any written request for confidentiality. In the event the State Purchasing Office does not concur with the Offeror's request for confidentiality, the written determination will be sent to the Offeror. Ref. Section 24-72-201 et. seq., C.R.S., as amended, Public (open) Records Act.

Sprint has read and understands. Sprint has not requested that any portion of this proposal be held as proprietary.



2.6 RFP Response Material Ownership

All material submitted regarding this RFP becomes the property of the State of Colorado. Proposals may be reviewed by any person after the "Notice of Intent to Make an Award" letter(s) has/have been issued, subject to the terms of Section 24-72-201 et. seq., C.R.S., as amended, Public (open) Records. The State of Colorado has the right to use any or all information/material presented in reply to the RFP, subject to limitations outlined in the clause, Proprietary/Confidential Information.

Sprint has read and understands.

2.7 Acceptance of Proposal Content

The contents of the proposal and the terms of this request for proposals will become contractual obligations of the successful Offeror.

Sprint has read and understands.

2.8 Proposal Prices

Prices are expected to be firm, fixed price, with payment due at milestones as defined in this request for proposals.

Sprint has read and understands and has complied.



Connect.
Communicate.
Celebrate.™

2.9 Selection of Successful Proposal and Notice of Intent to Award

The State reserves the right to make an award on receipt of initial proposals, so Offerors are encouraged to submit their most favorable proposal at the time established for receipt of proposals. Offerors not meeting the requirements identified in the RFP shall be ineligible for further consideration. The State may conduct discussions with Offerors in the competitive range for the purpose of promoting understanding of the State's requirements and the Offeror's proposal, to clarify requirements, make adjustments in services to be performed, and in prices. Changes to proposals, if permitted, will be requested in writing from Offerors.

Sprint has read, understands and has complied.

Upon review and approval of the (department) recommendation for award, the State Purchasing Office will issue "Notice of Intent to Make an Award" letter(s) to all Offerors. In addition, an intent to award posting will be done on the BIDS system.

Sprint has read and understands.

2.10 Factors Considered in Evaluation

In award of the contract, the following factors will be considered in decreasing order of importance: Technical merit, management capability, (equal) and price. All Offerors must meet the minimum requirements established by this RFP to be eligible for award.

Sprint has read and understands.

2.11 Parent Company

If an Offeror is owned or controlled by a parent company, the name, main office address and parent company's tax identification number shall be provided in the proposal.

Sprint has read and understands.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper.

2.12 Certification of Independent Price Determination

2.12.1 By submission of this proposal each Offeror certifies, and in the case of a joint proposal each party, thereto, certifies as to its own organization, that in connection with this procurement:

- a) The prices in this proposal have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other Offeror or with any competitor;
- b) Unless otherwise required by law, the prices which have been quoted in this proposal have not been knowingly disclosed by the Offeror and will not knowingly be disclosed by the Offeror prior to opening, directly or indirectly to any other Offeror or to any competitor; and
- c) No attempt has been made or will be made by the Offeror to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.



Sprint has read, and understands. Confirming statements to 2.12.1 a-c above are provided in the transmittal letter at the beginning of this proposal.

2.12.2 Each person signing the Invitation for Bid/Request for Proposal Cover Sheet of this proposal certifies that:

- a) He/She is the person in the Offeror's organization responsible within that organization for the decision as to the prices being offered herein and that he has not participated, and will not participate, in any action contrary to (1)(a) through (1)(c) above; or
- b) He/She is not the person in the Offeror's organization responsible within that organization for the decision as to the prices being offered herein but that he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to (1)(a) through (1)(c) above, and as its agent does hereby so certify; and he has not participated, and will not participate, in any action contrary to (1)(a) through (1)(c) above.

Sprint has read, and understands. Confirming statements to 2.12.2 a-b above are provided in the transmittal letter at the beginning of this proposal.



Connect.
Communicate.
Celebrate.™

2.12.3 *A proposal will not be considered for award where (1)(a),(1)(c),or (2) above has been deleted or modified where (1)(b) above has been deleted or modified, the proposal will not be considered for award unless the Offeror furnishes with the proposal a signed statement which sets forth in detail the circumstances of the disclosure and the head of the agency, or his designee, determines that such disclosure was not made for the purpose of restricting competition.*

Sprint has read and understands.

2.13 All - Standard Contract

Standard Contract. *Except as modified herein, the standard State Contract Terms and Conditions and the Sample Contract (see attached Appendix C) included in this RFP shall govern this procurement and are hereby incorporated by reference. Appendix C lists provisions that will be incorporated into the contract between the State and the successful Offeror for this RFP. Please note this sample contract lists the state's required legal provisions and does not necessarily include the specific scope of work and requirements for this RFP. These specifics will be included after the solicitation process is completed. Offerors agreeing to abide by the requirements of the RFP are also agreeing to abide by the terms of the sample contract, so Offerors should identify any problems with the sample contract wording in their proposal, or in their initial questions about the RFP so that any inadvertent oversights can be corrected prior to the preparation of proposals. It may be possible to negotiate some of the wording in the final contract, but there are many provisions, such as all of those contained in the Special Provisions pages, that cannot be changed.*

Sprint has read, understands, and has complied.

2.13.1 Legislative Changes

The State of Colorado reserves the right to amend the contract in response to legislative changes, which affect this project.

Sprint has read and understands.

2.13.2 Order of Precedence

In the event of any conflict or inconsistency between terms of this request for proposal and the offer, such conflict or inconsistency shall be resolved first, by giving effect to the terms and conditions of the contract, second to the request for proposal, and third, to the proposal.

Sprint has read and understands.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

2.13.3 Venue

The parties agree that venue for any action related to performance of this contract shall be in the City and County of Denver, Colorado.

Sprint has read and understands.

2.13.4 Audit

The successful Offeror will have a process audit conducted of its (program/project) at their own expense at least once during the implementation. If the successful Offeror has not had such an audit prior to awarding of this contract, one must begin within six months of the award of this contract.

The audit must be carried out by one of the "Big 5" accounting firms, preferably one that does not currently conduct the Offeror's fiscal audits. A complete copy of the audit must be provided to the (department) within five working days of its completion. The (Department) will negotiate directly with the Offeror regarding any exceptions or findings from the audit.



Clarified by the State:

The purpose of a process audit is quality assurance. The State wishes to know that processes and procedures are fully documented and being followed. As stated in the RFP, the Offeror shall pay for the audit. The State certainly does not expect the audit to result in a cancellation of the contract, but if the results are egregious, contracts do have provisions to terminate. If the Offeror takes exception or proposes an alternative to the audit the Offeror shall specifically state the grounds for such an exception and shall provide an alternative at the time of their bid. If the Offeror does not specifically state that it takes exception to the audit the State will interpret this to mean that the Offeror accepts the requirements of this section.

Sprint has read, understands, and will comply.

2.14 Offeror Proposed Terms and Conditions

Except as specified in the Offeror's proposal, the submission of the Offeror's proposal will indicate its acceptance of these terms and conditions. Offerors must disclose in their proposals terms and conditions or required clarifications of terms and conditions consistent with these instructions. The State reserves the right to clarify terms and conditions not having an appreciable affect on quality, price/cost risk or delivery schedule during post-award formalization of the contract.

Sprint has read and understands.



Connect.
Communicate.
Celebrate.™

Section 3: Background, Overview and Requirements

3.1 Background

TRS permits full and simultaneous communication between individuals using teletypewriters (TTY) with those using conventional telephone equipment. TRS is defined in the Americans with Disabilities Act (ADA) as “telephone transmission services that provide the ability for an individual who has a hearing or speech disability to communicate using voice communications services by wire or radio. TRS provides full telephone accessibility to people who are deaf, hard of hearing or speech disabled.” During the 1989 session of the Colorado Legislature, legislation was enacted creating a commitment by the State to provide TRS to Colorado citizens with speech or hearing impairments requiring these services in order to provide equal access to basic telecommunications services available to everyone else. The legislation also created the Colorado Disabled Telephone Users Fund. During the 1992 session, Article 17 of Title 40, Colorado Revised Statutes, was revised, placing the administration of TRS under the Colorado Public Utilities Commission and providing a funding mechanism to provide these services.

Sprint has read and understands.

3.2 Overview

The Colorado Public Utilities Commission is empowered to contract for TRS and oversee the Disabled Telephone Users Fund. The source of revenue for the fund is a charge upon each telephone access line provided by each local exchange company in Colorado. The current charge is ten cents per month per access line and the Colorado Public Utilities Commission has statutory authority to increase the charge, as needed, without having to receive any additional authorization from the legislature. The Colorado Public Utilities Commission is also responsible for promulgating rules and regulations to implement the TRS program and ensure that it complies with the ADA, and meets or exceeds the certification requirements of the Federal Communications Commission (FCC). The purpose of this RFP is to procure TRS authorized by statute for a period of three and one half years with provision for the State to elect to continue the service for two (2) additional one-year extensions.

Sprint has read and understands.

3.3 Requirements

TRS, including Captioned Telephone (CapTel) TRS, must be provided 24 hours a day, every day of the year, and a viable contingency plan must be in place to prevent any significant disruptions or impairments to service in the event of adverse man-made or natural occurrences.

Sprint Relay provides continuous, uninterrupted TRS, CapTel and VRS 7 days-a-week, 24 hours-a-day, 365 days-a-year, including holidays.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

➤ **TRS Service Reliability**

Although other TRS providers describe detailed Disaster Recovery plans, no other provider has the number of physical Call Center locations and employee-base required to process Colorado traffic in the event of an outage of a Center. Regardless of the weather or other call-impacting situations anywhere in the country, Sprint Relay is always available.

➤ **CapTel Service Reliability**

Sprint will provide CapTel™ service from the CapTel Service Center in Madison WI. The CapTel Service Center is equipped with redundant systems for power, ACD/telecom switching equipment, call processing servers, data network servers, and LAN gear. Most equipment failures can be corrected without complete loss of service.

The State intends to maintain FCC certification for its TRS, so these services must meet current FCC requirements for the types and quality of services provided.

All of the current operational, technical, and functional features and standards implemented by Sprint meet or exceed standards mandated by the FCC for CapTel and TRS. Please see Attachment C for copies of Sprint's FCC TRS and CapTel Mandatory Minimum Standards & Compliance Matrix.

Future enhancements required by the FCC will also be met and/or the State may determine that enhancements not required by the FCC should be initiated. In either instance, this would likely result in negotiated price changes with the Offeror.

Sprint has long been at the forefront of developing and offering features and procedures that were later adopted by the FCC and are now mandatory requirements for TRS. Sprint has worked closely with the FCC concerning basic services and upgrades to existing TRS. Sprint regularly provides comments and proposed changes and additions to the FCC requirements. Sprint is proud to offer this same standard of Relay services with access to a telephone network that is functionally equivalent to that which is available to those who are not communicatively disabled.

Sprint will implement all new standards and features as required by the FCC. Sprint will work with the State regarding any costs for implementation of new services.





Connect.
Communicate.
Celebrate.™

In the most recent fiscal year, from July 1, 2004 to June 30, 2005, traditional relay call volumes averaged 53,759 calls per month and 174,347 call session minutes; Captioned Telephone call volumes for the same period averaged 4,016 calls per month and 9,825 call session minutes. For the first six months of FY 05-06, July 1, 2005 to December 31, 2005, traditional TRS volumes averaged 48,201 calls per month and 133,668 call session minutes; Captioned Telephone call volumes for the same period averaged 9,577 calls per month and 21,467 call session minutes. A detailed breakout of monthly call volumes by type from July 2004 through December 2005 is provided in Appendix A to this RFP. Existing legislation for the relay program will enable the state to generate increased revenues, as needed to pay for any anticipated increases in call volumes.

Sprint has read and understands.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️





Connect.
Communicate.
Celebrate.™

Section 4: Statement of Work

The purpose of this RFP is to procure TRS authorized by statute for a period of three and one half years beginning January 1, 2007, with the provision for the State to elect to continue the service for an additional two (2) one-year extensions.

Sprint has read and understands.

4.1 Definitions

In order to facilitate Offeror understanding of this RFP, the following definitions apply:

4.1.1 711. *The abbreviated dialing code for accessing all types of TRS anywhere in the United States of America.*

4.1.2 American Sign Language (ASL). *A visual language based on hand shape, position, movement and orientation of the hands in relation to each other and the body.*

4.1.3 American Standard Code (ASCII). *The standard 8-bit code for transferring information asynchronously on local and long distance telecommunication lines.*

4.1.4 Baudot. *A seven bit code, only five of which are information bits. Baudot is used by some text telephones to communicate with each other at a 45.5 baud rate.*

4.1.5 Blocked Calls: *Calls reaching the relay switch which do not terminate by ringing a CA position.*

4.1.6 Call release. *A TRS feature that allows the CA to sign-off or be "released" from the telephone line after the CA has set up a telephone call between the originating TTY caller and a called TTY party, such as when a TTY user must go through a TRS facility to contact another TTY user because the called TTY party can only be reached through a voice-only interface, such as a switchboard.*

4.1.7 Captioned Telephone (CapTel). *An enhanced form of VCO that utilizes a Captioned Telephone unit or computer. The person with the hearing disability is able to speak directly to the other end user. The CA transcribes each spoken word by the other end user and text is displayed on the Captioned Telephone unit or computer screen by utilizing voice-recognition technology.*

4.1.8 Common carrier or carrier. *Any common carrier engaged in interstate communication by wire or radio as defined in section 3(h) of the Communications Act of 1934, as amended (the Act), and any common carrier engaged in intrastate communication by wire or radio, notwithstanding sections 2(b) and 221(b) of the Act.*

4.1.9 Communications assistant (CA). *A person who transliterates or interprets conversation between two end users of TRS. CA supersedes the term "TDD operator."*





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

4.1.10 Hearing Carry-Over (HCO). This includes the following: Hearing Carry-Over to TTY (HCO-TTY), Hearing Carry-Over to Hearing Carry-Over (HCO-HCO), and Hearing Carry-Over to Voice Carry Over (HCO-VCO). Hearing Carry-Over allows a person with hearing capability and a speech disability to make a call by typing a conversation to a CA. The CA reads the HCO user's typed messages to the other party, whose vocal responses can be heard by the HCO user. HCO TRS includes three specific services: HCO-TTY, HCO-HCO and HCO-VCO, all of which are defined as follows: HCO-TTY allows a person with a speech disability to type their conversation directly to the TTY user, and then listen while the CA reads the TTY response. HCO-HCO allows both users to communicate with each other through relay. The CA reads the typed message from the HCO user and voices to the other HCO user, who listens and then types a response back in the same manner. HCO-VCO allows a VCO user to speak directly to a person who can hear but may have a speech disability. The VCO user's voice will be heard by the HCO user and the typed response will be read by the VCO user.

4.1.11 Internet Relay. Transmission of a relay call with the TTY/VIDEO user connected over the Internet instead of over regular telephone lines. Internet transmissions include Video Relay. If the initiating caller is the TTY/VIDEO user, it has not yet been determined how to identify what state the caller is from, and therefore which state should be billed for relaying the call.

4.1.12 Non-English languages relay service. A telecommunications relay service that allows persons with hearing or speech disabilities who use languages other than English to communicate with voice telephone users in a shared language other than English, through a CA who is fluent in that language. At present Relay Colorado provides these services in Spanish and French.

4.1.13 Public Safety Answering Point (PSAP). A facility that has been designated to receive 911 calls and route them to emergency services personnel as provided for in Emergency Telephone Service - Title 29, Article 11, C.R.S.

4.1.14 Qualified interpreter. An interpreter who is able to interpret effectively, accurately, and impartially, both receptively and expressively, using any necessary specialized vocabulary.

4.1.15 Speech-to-speech relay service (STS). A TRS that allows people with speech disabilities to communicate with voice telephone users through the use of specially trained CAs who understand the speech patterns of persons with disabilities and can repeat the words spoken by that person.

4.1.16 Speed of Answer. The time required for an inbound call to be answered by a CA ready to service relative to the initial incoming signal receipt at the providers call equipment.



Together with NEXTEL



Connect.
Communicate.
Celebrate.™

4.1.17 Speed dialing. A TRS feature that allows a TRS user to place a call using a stored number maintained by the TRS facility. In the context of TRS, speed dialing allows a TRS user to give the CA a "short-hand" name or number for the user's most frequently called telephone numbers.

4.1.18 Telecommunications Service Priority. The Telecommunications Service Priority (TSP) Program is a federal program used to identify and prioritize telecommunications services that support national security or emergency preparedness (NS/EP) missions.

4.1.19 Telecommunications relay services (TRS). Telephone transmission services that provide the ability for an individual who has a hearing or speech disability to engage in communication by wire or radio with a hearing individual in a manner that is functionally equivalent to the ability of an individual who does not have a hearing or speech disability to communicate using voice communication services by wire or radio. Such term includes services that enable two-way communication between an individual who uses a text telephone or other non-voice terminal device and an individual who does not use such a device, speech-to-speech services, video relay services and non-English TRS. TRS supersedes the terms "dual party relay system," "message relay services," and "TDD Relay."

4.1.20 Text telephone (TTY). A machine that employs graphic communication in the transmission of coded signals through a wire or radio communication system. TTY supersedes the term "TDD" or "telecommunications device for the deaf," and TT.

4.1.21 Three-way calling feature. A TRS feature that allows more than two parties to be on the telephone line at the same time with the CA.

4.1.22 Turbo Code. Enhanced Baudot transmission speed up to 110 words per minute. This enhancement enables TTY callers to interrupt during the transmission.

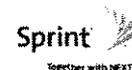
4.1.23 Voice Carry-Over (VCO). A feature that enables a user with a hearing disability to utilize his useable speech for direct expression of voice communications and to use the CA for conversation of the other user's communications from voice to TTY.

4.1.24 Video relay service (VRS). A TRS that allows people with hearing or speech disabilities whom use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the parties signed conversation and relay the conversation back and forth with a voice caller.

Sprint has read and understands.

All Offerors must respond to Section 4.2 regardless for which service(s) they are responding.

Sprint has read, understands and has complied.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

4.2 Requirements for Both Traditional TRS and Captioned Telephone Services

4.2.1 Contractors

Planned use of contractors shall be clearly explained in the proposal, including terms of any subcontract. However, the prime Offeror shall be responsible for contract performance whether or not contractors are used. Current employees of the State of Colorado may not participate as contractors of the award. The only contact with the State will be the prime Offeror.

Sprint accepts full responsibility for all requirements under this contract. Sprint has developed strong partnerships with the following four Subcontractors in order to offer Relay users the most diverse and dependable service options. Together with Sprint, these companies are committed to offering telecommunication access which is closest to that enjoyed by traditional telephone users.

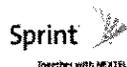
Telecommunication Relay Service (TRS) Subcontractors

In addition to Sprint TRS Centers, Sprint utilizes two (2) Subcontractors to process TRS traffic thereby offering unparallel redundancy with Sprint's numerous Call Centers across the United States. Information on Sprint's TRS Subcontractors is detailed below:

CSD (formerly Communications Services for the Deaf)

102 North Krohn Place
Sioux Falls, SD 57103
(605) 367-5760 Voice
(605) 367-5761 TTY
(800) 642-6410 Toll-Free Voice
(866) 273-3323 Toll-Free TTY
(605) 367-5958 Fax
Home Page: <http://www.c-s-d.org>

- Sprint and CSD have a long, successful relationship and have been providing TRS together for 15 years.
- CSD was recognized by The Society of Workforce Planning Professionals (SWPP) with its Call Center of the Year Award in September, 2004.
- CSD was established in 1975 in South Dakota. It was the beginning of a long and successful history for CSD. CSD has a staff of approximately 3,000 qualified individuals in 42 offices across the nation who assist in providing a broad continuum of direct services. This specially trained staff is familiar with the unique needs of Deaf and Hard-of-Hearing individuals.





Connect.
Communicate.
Celebrate.™

 New Mexico Relay Network Inc. (NMRN)

4600 Montgomery Street, Suite 100
Albuquerque, NM 87109
(505) 889-0420
Home page: www.relaynm.org

- NMRN is a Non-Profit Organization that has been providing TRS to residents of New Mexico since 1993. NMRN operates a Call Center in Albuquerque, New Mexico, which handles NM traffic as well as other Sprint Network traffic.
- NMRN offers Relay New Mexico (RNM), a free Telecommunications Service that links Deaf, Hard-of-Hearing, Speech-Disabled and Hearing people via the telephone. The Relay is available 24 hours-a-day, and calls are strictly confidential.
- Relay New Mexico is a service contracted by the State as part of the federally mandated Americans with Disabilities Act (ADA). Technical support for the service is provided by Sprint. Together, NMRN and Sprint work to keep telephone communications open to all citizens.

CapTel Relay

 Captioned Telephone, Inc. (CTI)

450 Science Drive
Madison, WI 53731
Email: CapTel@CapTelMail.com
Home page: www.captionedtelephone.com

- Sprint provides *CapTel* services out of the *CapTel* Center in Madison, Wisconsin.
- Ultratec's philosophy of equal access for all includes every aspect of the business, including the company headquarters in Madison, Wisconsin. Even though it was built before the American's with Disabilities Act was enacted, the entire building is designed to be completely barrier free.
- Since 1978, Ultratec has been listening to people who use TTYs to design better, faster, and less expensive ways of connecting people with people. By putting the customer's needs first, Ultratec has grown to become the world's largest manufacturer of TTYs. Today, Ultratec's TTYs are recognized worldwide as the standard for excellence in Text Telecommunications.
- Ultratec and Sprint launched the first *CapTel* trials in 2002 to 8 States, leading to the FCC accepting *CapTel* as a full service offering. The first FCC-compliant *CapTel* service was launched in January of 2004.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻

Relay Conference Captioning (RCC)

Caption Colorado

5690 DTC Blvd suite 500
Greenwood Village, CO 80111
Phone: 800-775-7838
Email: randyh@captioncolorado.com
Home page: www.captioncolorado.com

- Founded in 1991, Caption Colorado is a Limited Liability Company registered in the State of Colorado.
- Caption Colorado empowers Deaf and Hard-of-Hearing individuals to fully participate in multi-party conference calls.
- Using the same high-quality Stenocaptioners that produce closed-captioning for live television, news, sports and weather, RCC users receive live, real-time text streamed to any Internet-connected computer, anywhere in the world.



Video Relay Service (VRS)

CSD (formerly Communications Services for the Deaf)

- Sprint provides VRS today through a robust VRS network consisting of 16 VRS Call-Processing Centers, which are located in the following cities:

VRS Call Center Locations	
Austin, TX	Sioux Falls, SD
Denver, CO	Seattle, WA
Chicago, IL	Rochester, NY
St. Paul, MN	Washington DC
Houston, TX	Portland, OR
Richmond, VA	Omaha, NE
Kansas City, MO	San Antonio, TX
Columbus, OH	El Paso, TX

- In 2002, Sprint teamed with CSD, the nation's largest non-profit Deaf organization, to launch the first nationwide VRS.
- In July 2003, Sprint and CSD received the Robert Weitbrecht Award from Telecommunications for the Deaf, Inc. (TDI) for our pioneering efforts in VRS.



Connect.
Communicate.
Celebrate.™

The terms of Sprint's Subcontractor agreements are not currently available, however Sprint would be most happy to respond to any specific question the State may have regarding such contracts.

4.2.2 Compliance

All Offerors will submit positive statements with respect to their willingness to comply with all work requirements described in this RFP, and with the general contract requirements and the terms and conditions specified this section of the RFP and with the contractual terms as identified in the sample contract in Appendix C.

Sprint has read, understands and has complied.

The TRS must meet all requirements necessary for certification by the FCC; therefore, if any of the following requirements conflict with current FCC certification requirements, the FCC requirements shall prevail.

Sprint has read, understands.

All Offerors will clearly describe and explain any proposed deviations from or changes to the RFP or contract requirements for consideration by the State in the appropriate section of the proposal and in the transmittal letter. The State reserves the right to reject any proposal including such deviations or changes.

Sprint has read, understands and has complied as seen in Sprint's Transmittal letter at the beginning of this proposal which details an alternate solution for the due date of the invoice requirement.

4.2.3 Ownership

All reports, documentation, and material developed or acquired by the contractor, as a direct requirement specified in the contract, shall become the property of the State of Colorado.

Sprint has read, and understands.

The contractor shall agree and understand that all discussions with the contractor and all information gained by the contractor as a result of the contractor's performance under the contract shall be confidential and that no reports, documentation, or material prepared as required by the contract shall be released to the public without the prior written consent of the State.

Sprint has read, understands and will comply.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

Upon expiration, termination, or cancellation of the contract, all documents, data, reports, supplies, equipment, and accomplishments prepared, furnished or completed by the contractor pursuant to the terms of the contract shall become the property of the State.

Sprint has read, and understands.

4.2.4 Employment of State Personnel

The Offeror shall not knowingly engage on a full time, part time or other basis during the period of the contract, any individual involved in preparation of this RFP, or the selection and/or award of the resulting contract.

Sprint has read, and understands.

4.2.5 Transition Requirements

4.2.5.1 Upon award of the contract, the Offeror shall work with the Colorado Public Utilities Commission and any other organizations designated by the Colorado Public Utilities Commission to insure an orderly transition of services and responsibilities under the contract and to ensure the continuity of those services required by the Colorado Public Utilities Commission.

As the incumbent TRS and CapTel Provider, service under the new contract term will be continuous, without disruption and fully functional no later than 12:00 a.m. MST on the morning of January 1, 2007.

It is understood that Sprint Relay is responsible for working with the CO PUC, any applicable organizations as well as any new Relay Provider to ensure a smooth transition of services.

4.2.5.2 Upon expiration, termination, or cancellation of the contract, the Offeror shall assist the Colorado Public Utilities Commission to ensure an orderly transfer of responsibility and/or the continuity of those services required under the terms of the contract to an organization designated by the Colorado Public Utilities Commission, if requested in writing.

Sprint has read, understands and will comply if necessary.





Connect.
Communicate.
Celebrate.™

4.2.5.3 *The Offeror shall deliver, FOB destination, all records, documentation, reports, data, recommendations, or printing elements, etc., which were required to be produced under the terms of the contract to the Colorado Public Utilities Commission and/or to the Colorado Public Utilities Commission's designee within seven (7) days after receipt of the written request in a format and condition that are acceptable to the Colorado Public Utilities Commission.*

If required, Sprint will comply with the requirements detailed in section 4.2.5.3 above within seven (7) days of receipt of such request.

4.2.5.4 *The Offeror shall agree to continue providing any part or all of the services in accordance with the terms and conditions, requirements and specifications of the contract for a period not to exceed 150 calendar days after the expiration, termination or cancellation date of the contract for a price not to exceed those prices set forth in the contract.*

In the event of a selection of a new provider, Sprint will continue providing services uninterrupted per the requirements stated in 4.2.5.4 above.

4.2.5.5 *The Offeror shall discontinue providing service or accepting new assignments under the terms of the contract, on the date specified by the Colorado Public Utilities Commission, in order to ensure the completion of such service prior to the expiration of the contract.*

Sprint will comply with the Commission's decision regarding completion of services under the current contract.

4.2.5.6 *The Offeror shall make arrangements to transfer all toll-free telephone numbers used to provide intrastate relay services within Colorado to any subsequent contractor providing TRS as directed by the Colorado Public Utilities Commission.*

It is understood that Sprint Relay is responsible for transferring all applicable intrastate access numbers, including the 711 translation code to any new provider if requested to do so by the SRA. However, the 900 number is not portable and therefore cannot be transferred to another provider. The new Relay provider will be responsible for obtaining a new 900 number.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

4.2.6 Payment

After the close of each month, the Offeror shall submit an invoice to the State Relay Administrator (SRA) for the previous month's work. Such invoice shall be delivered to the SRA by the 9th of the month. The State will make payment within thirty (30) days of receipt of said invoice. Total reimbursement shall not exceed the total fixed bid per minute price submitted to and accepted by the State along with any other reimbursable charges.

Clarified by the State;

Regarding the due date of the 9th for the invoice of the previous month's work, the State expects the provider to be able to provide accurate invoicing for TRS and Captioned Telephone services, as well as any reimbursable outreach by the 9th of the month. If a provider is unable or unwilling to provide invoicing by the 9th of the month, it should indicate that in its response.

Regarding delivery dates for other report packages, these reports are not mentioned in 4.2.6. However, the State wishes to take the opportunity to emphasize that the State is flexible regarding due dates for these reports.



Sprint has conducted a number of internal meetings with all applicable billing and reporting groups supporting Sprint TRS in an attempt to satisfy the State's requirements of supplying the State's invoice by the 9th day of the month. Due to circumstances beyond our control, including the number of varied services and service providers who together provide required statistical data to compile Relay Colorado reports, Sprint is unable to collect all the traffic data necessary to provide a complete and accurate invoice by the 9th day of the month. To ensure accuracy and validity of the entire reporting package processed and produced for TRS, *CapTel* (and any future reporting requirements e.g. Internet Relay, RCC, or VRS), Sprint respectfully requests that the State reconsider their position and accept the invoice delivery date that has been the practice since its inception. Notably, Sprint has provided its reports and invoice to the State on the 30th day of the month until recently when Sprint began providing those reports on the 15th of each month.

As mentioned above, Sprint is dependant on other groups to provide necessary data, therefore in an effort to support the State's reporting requirements, Sprint proposes to provide the Monthly Call Summary Reports SGAC 101-1 and SGAC 101-3, by the 10th day of the month and commits to providing the entire reporting package and the monthly invoice to the State on the 15th day of each month.



4.2.7 Functional Standards

4.2.7.1 *Consumer complaint handling. Offerors shall describe the steps to be taken in resolving complaints regarding services or personnel.*

Sprint has established policies regarding complaints, inquiries, comments and commendations related to Relay Services and personnel. Upon receipt of a direct complaint filed by a customer, a Sprint Representative will accept the complaint, provide the customer with information regarding the process for resolution and will offer to follow-up with the customer.

Sprint Relay Customer Service Representatives are also available 24 hours-a-day, 365 days-a-year to take complaints and address customer concerns. If the complaint concerns a specific Relay Colorado Operator, the Relay Supervisor follows up to resolve the complaint.

Relay Supervisors will:

- Accept any type of complaint (Service, technical, employee, etc.)
- Refer complaints to the proper team for resolution (Engineering, Operations, etc.)
- Resolve complaints which can be resolved with customers immediately
- Document all information on the Customer Contact form used by Customer Service and Relay Management, which can be found in Attachment E.
- Enter information in the Customer Contact Online Database (CCOD)
- Take steps to resolve any issues regarding Relay Colorado Operators*

* If a development area is identified in the Relay Operator's performance, the Relay Operator will receive specific feedback and additional training as appropriate.

All complaints are documented and incorporate the following information:

- Call Center location
- Brief explanation of the complaint
- Outcome desired by the complainant
- Complainant's preferred response mode of communication
- Steps taken to resolve the complaint

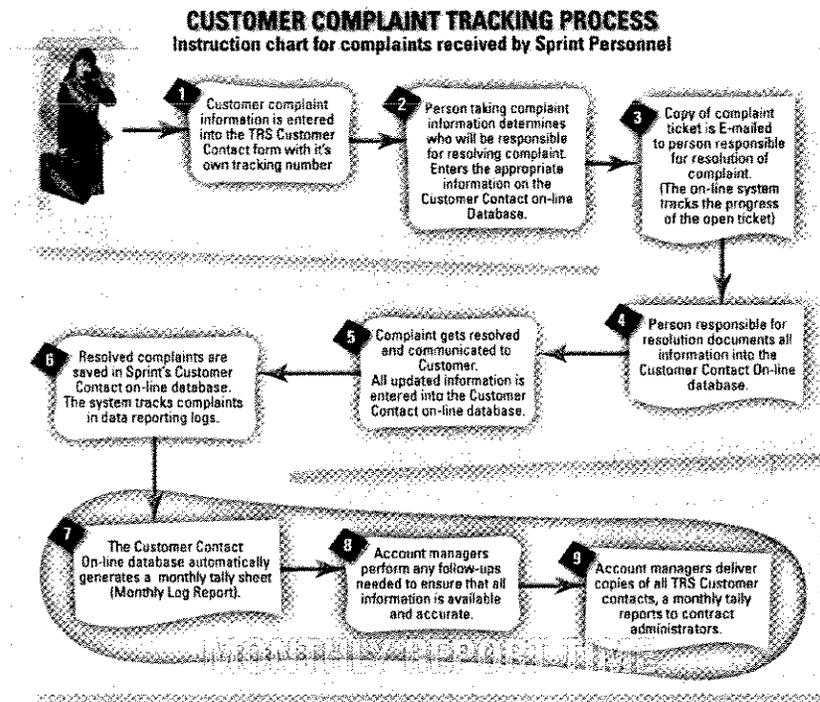


Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

- Information on where the complaint was referred to
- Resolution of the complaint, if applicable
- Customer follow-up information

Please see the flowchart of Sprint's Customer Contact Process which follows.



Sprint's Customer Contact Process Flow

All complaints received by Customer Service, Supervisors, and Account Management are documented and entered into a database. Once a complaint is received it is entered into the Customer Contact Online Database (CCOD).

📞 Customer Contacts Online Database (CCOD)

Sprint Relay's Customer Contact Online Database (CCOD) serves as a tool to document and track consumer contact information, which also meets the standards set by the FCC for reporting and tracking customer complaints. This also serves the additional purpose of assisting Sprint States in obtaining re-certification from the FCC.

- The Customer Contact Online Database automatically notifies the Colorado Account Manager via e-mail of any complaint entry impacting their customers.





Connect.
Communicate.
Celebrate.™

- This automation ensures that the Account Manager receives timely notification of consumer concerns and can follow-up as appropriate.
- Sprint assures that all customer contacts and concerns will be resolved in writing within 10 days, and reported to the CO PUC.
- The toll-free Customer Service number and other contact information will be included on all brochures and Outreach materials.

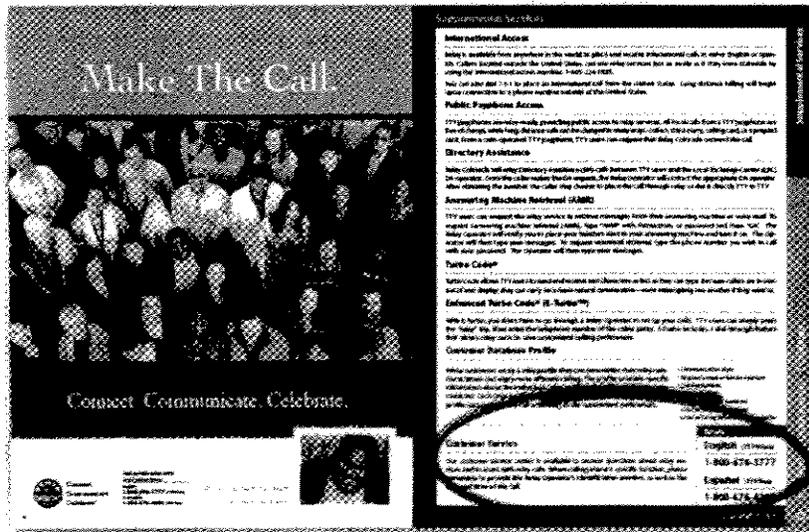
Because Sprint's internal process for resolving complaints is more stringent than the FCC mandated, the following is true:

- 9% of all service, technical, and miscellaneous complaints are resolved within 30 days, far exceeding the FCC imposed timeline of 120 days, and Colorado's requirements of 180 days from date filed.
- Approximately 90% of complaints that are filed are resolved while the caller is still on line. The remaining 10% require additional follow up from Supervisors and Management.

The complaint procedures, or a reference to them, must be included in all printed materials about the relay service for the community outreach program and any material distributed for the public or relay users.



Sprint will continue to include complaint procedures in all printed Relay materials as seen in the graphics which follow, and will be made available to the public at all Outreach functions and activities.



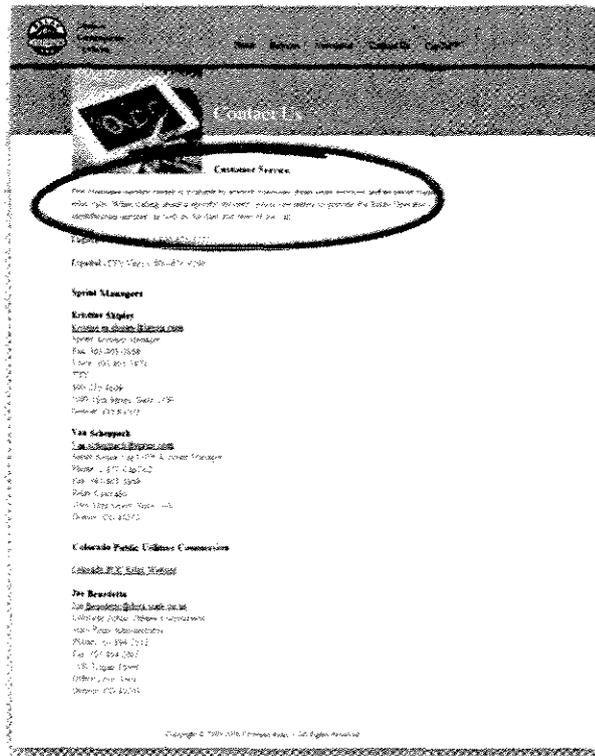
Relay Colorado Brochure



Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

Relay Colorado users are also able to register complaints on the State's website, as seen below:



The Offeror shall ensure that any caller to the relay center will be able to reach a supervisor or administrator while still on line during a relay call if they have a complaint.

Operations Supervisors, Operations Administrators, and/or Customer Service Representatives are available 24 hours-a-day, 7 days-a-week to take customer complaints, questions, comments, or concerns, while the caller is still on the line.

The Supervisor or Administrator can be called to the Relay Operator position, or the call can be transferred to a Supervisor, Operations Administrator or to Relay Customer Service.

If the Supervisor or the Customer Service Representative is unable to immediately resolve the concern, they will forward the complaint to the Colorado Account Manager.

Complaints may be submitted via letter, fax, the telephone, the Relay Center or via the Internet.



Connect.
Communicate.
Celebrate.™

Proposals must guarantee that a consumer complaint log and that complaint resolution procedures meeting FCC requirements will be maintained by the TRS vendor. The log must include, at a minimum, the date the complaint was filed, the nature of the complaint, the date of resolution, and an explanation of the resolution. The Offeror shall submit summaries of logs indicating the number of complaints received for the 12-month period ending May 31 to the State by July 1 of each year.

Sprint will continue to maintain a log of consumer contacts which include the following information:

- **Date the complaint was registered**
- **Nature of the complaint**
- **Date of resolution**
- **Explanation of the Resolution**

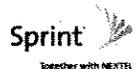
The Colorado Account Manager will continue to provide the Commission with a Customer Contact and Complaint log by July 1st of each year. The log will include all required information received for the year ending May 1st. Please see Attachment E – TRS Customer Contact Form and Tally Log.

Proposals must include a sample of the written notification that will be sent to all consumers registering a complaint that explains the procedures for the resolution of complaints, including contact information for both the SRA and the FCC should they not be satisfied with the resolution of the complaint by the TRS vendor.

Attached is the follow-up letter which will be sent to the customer which includes FCC and SRA contact information. Sprint has provided a copy of the customer contact follow-up letter in Attachment F.

To enable the State to both meet its complaint resolution responsibilities to the FCC and to monitor the TRS being provided to ensure that the Offeror is providing good TRS and making reasonable efforts to resolve complaints, the TRS vendor will make the full contents of the complaint log available, on request, and provide the names and address or phone numbers of any complainant available to the SRA upon request.

Sprint has read, understands and will comply.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

Offerors shall propose a method to make the resolution of any complaint available for such review. One acceptable method is the issuance of a unique identifier (number) that will enable the SRA to request a sample of complaints and receive the details and contact information of the complainants from the TRS vendor.

Sprint Relay's Customer Contact Online Database (CCOD) serves as a tool to document and track consumer contact information, which also meets the standards set by the FCC for reporting and tracking customer complaints. This also serves the additional purpose of assisting Sprint States in obtaining re-certification from the FCC.

The Customer Contact Online Database automatically notifies the Colorado Account Manager via e-mail of any complaint entry impacting their customers. This automation ensures that the Account Manager receives timely notification of consumer concerns and can follow-up as appropriate. Sprint assures that all customer contacts and concerns will be resolved in writing within 10 days, and reported to the CO PUC. The toll-free Customer Service number and other contact information will be included on all brochures and Outreach materials.

Sprint currently provides a complaint resolution log for the Colorado Public Utilities Commission Relay Administrator to review immediately upon request when needed, as seen below. The log is automatically updated upon resolution of any complaint(s).





Connect.
Communicate.
Celebrate.™

2006													
CUSTOMER CONTACTS													TOTAL
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	
Commendations	-	1	1	-	-	-	-	-	1	-	-	3	6
Complaints	7	2	4	3	6	6	7	11	5	6	7	5	69
Inquiries/Other	87	92	79	72	88	76	60	48	89	73	105	112	1,061
Total	94	95	84	75	94	82	67	59	95	79	112	120	1,076
Total Call Volumes	34,892	35,243	32,580	31,013	30,074	29,809	27,800	24,844	28,048	28,284	27,723	24,746	353,056
													0.013%

2005													
CUSTOMER CONTACTS													TOTAL
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	
Commendations	5	8	5	3	4	3	-	-	1	3	1	-	33
Complaints	1	-	3	1	8	4	1	4	4	33	15	7	81
Inquiries/Other	37	60	38	31	29	57	49	41	42	148	126	135	801
Total	43	68	44	35	41	74	50	45	47	184	142	142	915
Total Call Volumes	50,935	49,816	49,224	45,029	44,243	42,966	41,047	42,153	36,736	40,480	40,115	38,838	521,562
													0.016%

2004													
CUSTOMER CONTACTS													TOTAL
	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr.	May	Jun.	
Commendations	8	5	3	3	7	10	3	1	2	4	2	4	52
Complaints	4	1	7	-	3	2	-	1	-	4	9	1	32
Inquiries/Other	88	100	96	81	70	81	65	60	89	75	60	60	925
Total	100	106	106	84	80	93	68	62	91	83	71	65	1,009
Total Call Volumes	61,813	58,885	57,895	57,999	52,284	54,520	55,670	50,345	52,513	52,366	50,935	50,935	655,280
													0.005%

Please note in the graph above, the ratio of complaints to the number of calls, from Colorado users for the past three (3) years, which are indicative of the superb service Colorado users have enjoyed!





Connect.
Communicate.
Celebrate."

This document is printed on recycled paper ♻️

4.2.7.2 Long distance calls. Offerors must provide billing for long distance services and state how the FCC's carrier of choice requirement will be met. TRS users shall pay rates for intrastate and interstate long distance calls that are no greater than the rates paid for functionally equivalent voice communication services with respect to such factors as the duration of the call, the time of day, and the distance from the point of origination to the point of termination. Offerors shall specify the long distance service to be used if the caller does not specify a carrier of choice, and whether any special discounts will be provided to TRS calls.

Clarified by the State:

Figures for the latest month available, June 2006, indicate the following session minutes:

Total Session Minutes:126,085.29

Less Interstate Minutes: 10,081.51

Less International Minutes: 7.79

Less Interstate Toll Free Minutes: 10,088.82

Less Interstate Directory Assistance: 23.42

Less 900 Minutes 0.00

Total Intrastate Session Minutes: 105,883.75

When a call is placed through Relay Colorado, the call will be transported, rated and billed in the same manner that a non-Relay user would be billed. The Relay user will be billed for conversation time on toll calls.

 Carrier-of-Choice

Sprint meets all requirements of the Network Interconnection Interoperability Forum for handling end user requests for a Carrier other than the Sprint. Please see Attachment G for a copy of the Network Interconnection Interoperability Forum (NIIF) Standard.

Sprint has both the technical and operational capability to send and receive COC calls to and from other Relay providers. Sprint's network has the capability to permit users to select the IXC (Interexchange Carrier) or LEC of their choice in accordance with State and Federal law.





Connect.
Communicate.
Celebrate.™

Therefore, Sprint will continue to offer Relay Colorado users the option of having their intrastate, interstate, and international calls carried by any IXC who has agreed to participate in the Sprint COC program. When a Colorado user indicates their COC preference, the Relay Operator verifies that the requested Carrier is a COC participant. If so, the call is routed accordingly.

Relay Colorado users are also able to use any billing method made available by the requested Carrier; including Collect, Third-Party Calling and Pre-paid cards.

Outlined below is the process used by Relay Operators to process Carrier-of-Choice calls and subsequent instructions to Relay Colorado callers:

1. Sprint Relay Operator answers the call
2. The caller provides the toll-call information.
3. The caller provides preferred Carrier information either registered in the user database or for a specific call.
4. If the preferred Carrier is not available through the Relay, the Relay Operator will inform the caller with the standard phrase:

"I AM SORRY (Carrier) DOES NOT ALLOW (billing method) CALLS OVER THEIR NETWORK."

At this point, the caller may choose to have another Carrier handle the call.

When the requested Carrier is not a COC participant, Sprint Relay has established a procedure where the Carrier is notified, verbally and in writing, of its obligation to provide access to Relay Colorado users and encourage their participation. Please see Attachment H for a copy of Sprint's Carrier-of-Choice letter.

5. The Relay Operator outdials the call utilizing the preferred Carrier. If no Carrier is specified, the call will be carried over the Sprint network.
6. The called-party answers the call. The Relay Operator relays the COC call between the caller and the called-party.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️

Please note:

- As part of Sprint's standard Relay offering, callers to the Relay Center may designate a specific Carrier to place their toll calls in their Customer Profile, provided the Carrier has joined Sprint's Carrier-of-Choice program.
- Each Relay assisted call sent over Feature Group D facilities automatically sends rating and billing information to the inter-exchange Carrier designated by the caller.
- Once Sprint has processed the Call Detail Record (CDR) through its internal rating system, it will be packaged with Sprint's Casual Caller files and transmitted to the appropriate LEC for invoicing.
- The caller may also override their profile's pre-selection on a per-call basis.

Carrier-of-Choice Providers

Sprint has invited all Regional Carriers within the State of Colorado to join Sprint's Regional Carrier Program. Current participating members of Sprint Relay's Carrier-of-Choice program are listed in the following table:

SPRINT'S RELAY COLORADO CARRIER-OF-CHOICE PROGRAM	
SPRINT	SBC LONG DISTANCE
AFT	SIMCOM
MCI	TDS TELECOM
ROCKY MOUNTAIN LONG DIST	TELEPHONE EXPRESS
BROADWING COMM	TOUCH AMERICA
BROADWING TELECOM	VERIZON LD
CALL & EFFECT LONG DIST	WILTEL
COASTAL TELEPHONE CO	WORKING ASSETS
GLOBAL CROSSINGS	WORLDCOM
LDOS	10-10-220 TELECOM USA
MCLEOD USA	10-10-321 TELECOM USA
METROMEDIA	10-10-502 WORLDXCHANGE
QPEX LD	10-10-636 CLEAR CHOICE
PENNY EXPRESS LONG DISTANCE	10-10-752 EXCEL
PRIME TIME LONG DISTANCE	10-10-811 VARTEC
QWEST	10-10-834 WORLDXCHANGE
ALL OTHERS	10-10-987





Connect.
Communicate.
Celebrate.™

📞 Sprint End-User Billing

When a call is placed through Relay Colorado, the call is transported, rated and billed in the same manner that a non-Relay user would be billed. The Relay user will be billed for conversation time on toll calls which is calculated as the time, in minutes and seconds, from the moment when the Relay caller is connected with the called telephone number until the caller hangs up. The Relay Colorado user will only be billed for conversation time (which does not include call set-up time, time between calls and wrap-time) on long-distance calls.

A Relay Colorado user who selects Sprint to carry their long-distance call and is not a Sprint pre-subscribed customer will receive their charges on the Sprint page of their LEC's invoice. The billing CDR created on the Sprint network contains information that identifies the calls as a Relay Colorado call.

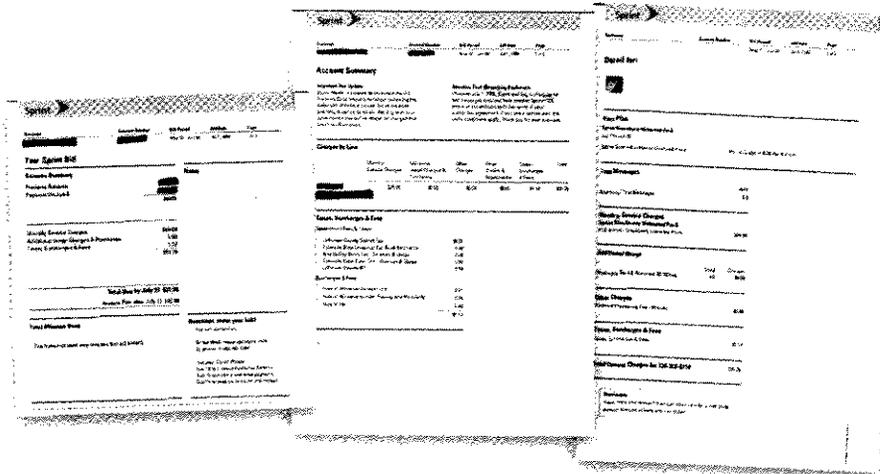


Figure 1 – Sprint's Sample Bill

Sprint performs all billing in-house and does not utilize Subcontractors to support end user billing. Sprint's core billing systems utilized for rating and invoicing residential voice traffic include MPS (Message Processing System), PDPS (Promotion Definition Processing System), IPS (Invoice Processing System) and EMMS (External Message Management System) to invoice end-users that select Sprint to complete their Relay Calls. Figure 2 Sprint's End user billing, illustrates Sprint's Relay billing system.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻

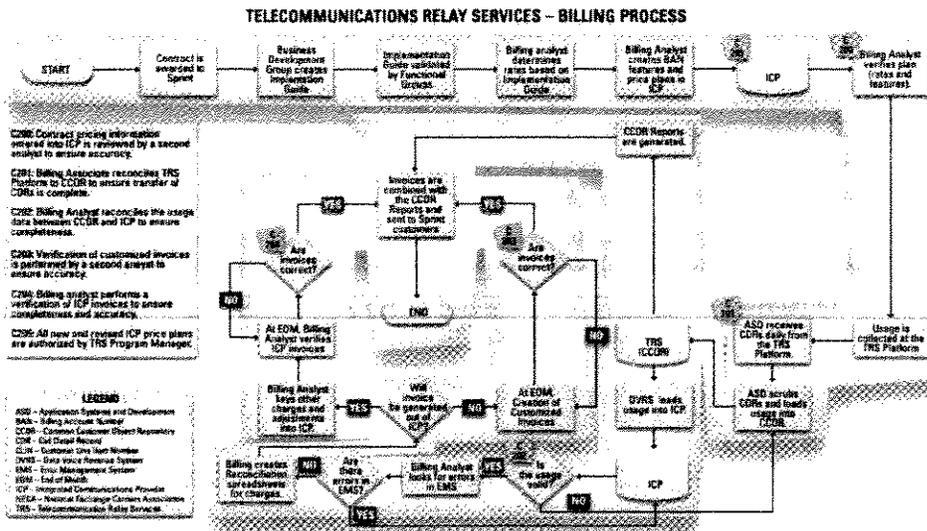


Figure 2 – Sprint’s End-User billing Process

End-User Billing Rates and Discounts

If a Relay Colorado user selects Sprint as their interstate, inter-LATA toll Carrier, Sprint will offer a 50% discount on Day, Evening and Night/Weekend rates off Sprint’s Interstate MTS Rates for Voice. These intrastate and interstate discounts apply to all Relay Colorado users. Sprint understands and is sensitive to the longer call times related to TTY calls. Sprint will offer Relay Colorado users a 50% discount from the MTS tariffed rates for all interstate calls.

If a Relay Colorado user selects Sprint as their intrastate, intra-LATA or inter-LATA toll Carrier, Sprint will offer a 35% discount on Day, 25% discount on Evening, and 10% discount on Night/Weekend rates off Sprint’s Intrastate Message Telecommunication Service (MTS) Rates for Fon cards and Voice.

Interstate and international calls are not billed to the end user at a rate higher than the rate for a non-Relay call. International calls are rated at tariff rates. There is no discount or additional charge because they are TRS originated (though, if they are a Sprint customer - there may be a plan related discounts applied to the call).

National Exchange Carrier Association (NECA).

Sprint will seek reimbursement for the processing of interstate and international calls from the National Exchange Carrier Association (NECA). NECA administers the TRS interstate Fund by closely monitoring payments into the fund by telecommunications providers and fund disbursements to Relay Service providers.





Connect.
Communicate.
Celebrate.™

The minutes reimbursed by NECA are listed on the invoice as a reduction to the total minutes of service for the month. The State of Colorado is not invoiced for minutes associated with the relaying of interstate or international calls.

Users of Relay Colorado who place toll calls will be billed only for the toll portion of the call by the Caller's COC.

4.2.7.3 Treatment of TRS customer information. Consistent with FCC requirements, should a different TRS vendor be selected to provide TRS for the State in the future, the TRS vendor awarded a contract as a result of this RFP shall provide for the transfer of TRS customer profile data from the outgoing TRS vendor to the incoming TRS vendor.

In accordance with FCC regulations, Sprint Relay understands its responsibility for transferring all customer profile data information, if requested to do so by the State.

Such data must be disclosed in usable form at least 60 days before the provider's last day of service provision.

If required by the State, Sprint Relay will transfer Colorado customer profile data in a useable format at least 60 days prior to the last day of service provided by Sprint.

Such data may not be used for any purpose other than to connect the TRS user with the called parties desired by that TRS user. Such information shall not be sold, distributed, shared or revealed in any other way by the relay center or its employees, unless compelled to do so by lawful order. The vendor may not use any information obtained from relay calls to support other business interests.

Sprint and its Subcontractors have strict policies in place to protect the privacy of all customer information. No customer information or data obtained in the provision of Relay service is ever sold, distributed, shared, or revealed in any way (unless compelled under lawful order)..

4.2.7.4 Staffing. Offeror shall provide a listing of proposed additional staffing that will be required to handle the State's calls, either in a separate new relay center or additional staffing system wide, including, if appropriate, shift supervisors, clerical staff, CAs, management personnel and other needed positions on the various shifts during a week.

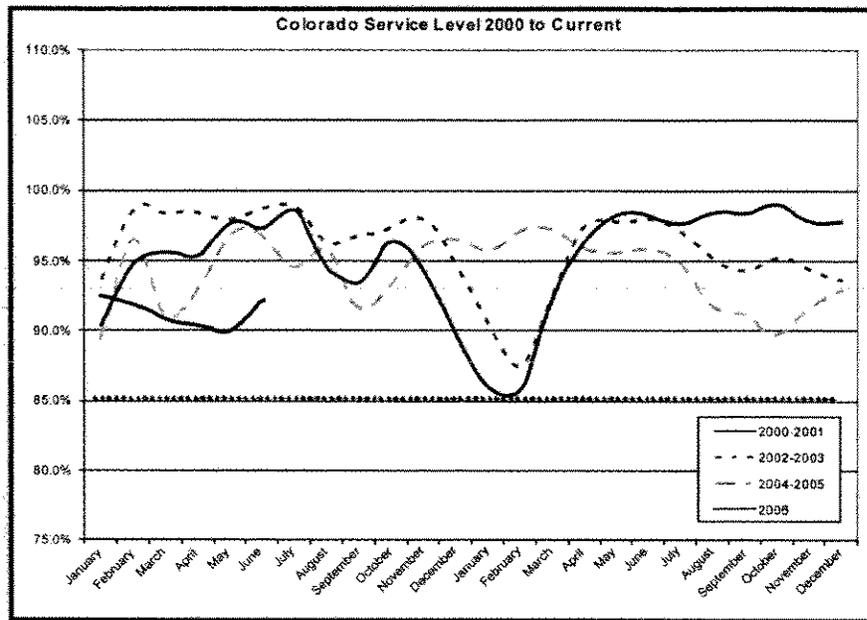
Sprint does not project a need to add additional staff to serve the State of Colorado, as the current staffing structure is more than adequate to meet current and projected call volume trends. The graph which follows depicts Colorado service levels and how Sprint has consistently exceeded the CO PUC's established service levels.





Connect.
Communicate.
Celebrate.™

This document is printed on recycled paper ♻️



Colorado Service Levels

Sprint maintains the largest and most geographically broad system of Relay Call Centers, utilizing fourteen (14) sites across the United States, and one in New Zealand (New Zealand is a stand-alone service and does not process calls from the United States). Sprint ensures a completely redundant and secure TRS system. Sprint Relay employs over 2,000 Relay Operators, and has processed more than 20 million calls, resulting in over 125 million TRS minutes and more than 8.6 million *CapTel* minutes in 2005. Sprint leads the nation in call volumes, State contracts and technological innovations. Sprint has launched over 240 service and platform enhancements since TRS was first implemented. **No other Relay provider can match the experience and technological advancements that Sprint Relay offers.** The map below is a clear depiction of Sprint's excellence in providing Relay service.

