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ALL ELSE REMAINS THE SAME.

Vendor shall sign and return this amendment with proposal submitted.

NAME OF VENDOR _____

AUTHORIZED SIGNATURE _____

TITLE _____ DATE _____

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal

State of Nevada
Department of Administration
Purchasing Division
515 E Musser Street, Suite 300
Carson City, NV 89701

Kenny C Guinn
Governor

Greg Smith
Administrator

Division of Purchasing
Request for Proposal No.1693
For

CAPTEL AND TELECOMMUNICATION RELAY SERVICES

Release Date: August 20, 2008
Deadline for Submission and Opening Date and Time:
January 12, 2009 @ 2:00 p.m.

For additional information, please contact:
Gail Burchett, Purchasing Officer
(775) 684-0172
(TTY for the Hearing Impaired: 1-800-326-6868.
Ask the relay agent to dial 1-775-684-0172/V.)

This document must be submitted in the "State Documents" section/tab of vendors' technical proposal

See Page 25, for instructions on submitting proposals.

Contact Information

Company Name _____

Address _____ City _____ State _____ Zip _____

Telephone (___) _____ Fax (___) _____

E-Mail Address: _____

Prices contained in this proposal are subject to acceptance within _____ calendar days.

Contact Person _____

Print Name & Title _____

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A Request for Proposal process is different from an Invitation to Bid. The State expects vendors to propose creative, competitive solutions to the agency's stated problem or need, as specified below. Vendors may take exception to any section of the RFP. Exceptions should be clearly stated in Attachment A (Certification of Indemnification and Compliance with Terms and Conditions of RFP) and will be considered during the evaluation process. The State reserves the right to limit the Scope of Work prior to award, if deemed in the best interest of the State NRS §333.350(1).

1. OVERVIEW OF PROJECT

The Nevada State Purchasing Division, on behalf of the State Office of Disability Services, is soliciting proposals for statewide, 24 x 7 CapTel Relay Services (CTRS) and Telecommunication Relay Services (TRS) known as Relay Nevada, for the fiscal year beginning July 1, 2009. Any resultant contract based on award of this RFP shall be for an initial term of two (2) years with the option to renew for three (3) one-year terms if mutually agreed upon and in the best interest of the State of Nevada.

CTRS and TRS provide a platform to enable CapTel and non-CapTel users to communicate on the publicly switched telephone network. Through state-of-the art technology and highly-trained and skilled Communications Assistants, the awarded vendor's services will provide hearing disabled individuals access to the telephone system that is functionally equivalent to that used by hearing people communicating by voice.

Through a current statewide surcharge of 3 cents per month, per ratepayer access line, the State intends to award a two (2) year contract to a single vendor, with three (3) one-year extension options. Thus, a maximum of five years may be contracted for the provision of CapTel and Telecommunication Relay Services (TRS), subject to budgetary approval by the Nevada Public Utilities Commission and final contract approval by the State Board of Examiners. *Neither an in-state service center nor a full-time account manager is requested from the awarded vendor.*

Billable session minutes of use for CapTel and TRS combined, have averaged 48,218 per month in recent months. Nevada wishes to continue purchasing CapTel and TRS based upon the session minute.

2. ACRONYMS/DEFINITIONS

For the purposes of this RFP, the following acronyms/definitions will be used:

Abandoned Call — An incoming call reaching the relay center but not answered by a Communications Assistant. An abandoned call also can result from the calling person hanging up before the Communications Assistant answers the call.

ASCII — American Standard Code for Information Interchange is an 8-bit code and can operate at any standard Baudot rate including 300, 1200, 2400 and higher.

ANI — Automatic Number Identification

ASA — Average Speed of Answer. The time from which the inbound call reaches the Relay provider's switch until the time the call is delivered to an operator station. Abandoned calls are included in the calculation of ASA.

ASL American Sign Language. ASL is a visual language and does not have a written form. In addition, ASL is not to be voiced word for word in its source grammatical form. When the visual language of ASL is required to be written, such as on a TTY, the resulting form of the language is called ASL Gloss. ASL Gloss should never be voiced verbatim. Only a person fluent in both languages (English and ASL) and interpretation has the skill level to voice ASL Gloss into spoken English or to type spoken English back to an ASL user in an English structure matching the register of the ASL Gloss.

ASL Fluency Identifies the ability to sign expressively and receptively in ASL in a fluent manner and to converse with an ASL user without the use of an interpreter.

ASL Gloss When the visual language of ASL is required to be written, such as on a TTY, the resulting form of the language is called ASL Gloss.

ASL Translation by Default All calls to Relay Nevada that are recognized as ASL calls by an operator trained to recognize ASL calls are to be translated/interpreted by a trained translator/interpreter or operator certified by Relay Nevada. Both users are to be informed that the ASL translator/interpreter is being summoned and shall have the right to refuse translation/interpretation any time during the call. Customer notes in their user preference profile also can indicate refusal.

Average Time of Operator Interaction The time from when the call reaches an operator station until the time the operator is on line and able to interact with, and accept dialing instructions from, the inbound caller in the correct mode.grammatical form. When the visual language of ASL is required to be written, such as on a TTY, the resulting form of the language is called ASL Gloss. ASL Gloss should never be voiced verbatim. Only a person fluent in both languages (English and ASL) and interpretation has the skill level to voice ASL Gloss into spoken English or to type spoken English back to an ASL user in an English structure matching the register of the ASL Gloss.

Awarded Vendor The organization/individual that is awarded and has an approved contract with the State of Nevada for the services identified in this RFP.

Baud Rate A measure of transmission speed over an analog phone line.

Baudot Code The code set used in TTY transmission.

Billable Minutes (Session Minute Basis) The time that will be billed to the State, constituting the time elapsed between when the incoming call is answered by the Communications Assistant at the CTRS facility and continuing until the call is terminated by the CA at the relay center.

Note: Session time for each individual call shall be recorded at least to the nearest tenth of a minute. When call times are added up at the end of each month, the total shall be rounded to the nearest minute. For example: 1.3 + 4.7 + 6.4 = 12.4 minutes total (rounded down to 12 for billing purposes). This total shall be

the amount of time to be billed. Non-toll intra-state minutes are billed to the State. Inter-state, international or 800/888/877calls are billed to the National Exchange Carrier Association (NECA).

The State recognizes that all intra-state (i.e., local, intra-LATA toll, intra-state inter-LATA toll) call minutes are billable to the State. The State also acknowledges that the shares of 800/888/877 not reimbursed by the NECA are billable to the State. The State also acknowledges that Communications Assistant time associated with primary 900 calls are billable to the State.

Blocked Call — Any call that arrived at the provider's switch but was not answered due to the customer receiving a busy signal or any call with a continuous ring and/or in queue (or any other form of holding a call that has reached the provider's network) for more than 90 seconds, while waiting for a Relay operator to be connected to the call and begin to interact with the calling party.

CA — Communications Assistant

CAC — The Communication Access Council is the advisory board that oversees Relay Nevada and other deaf programs in the state of Nevada.

CPU — Central Processing Unit

Call Setup — The time period beginning when the call arrives at the provider's switch until an operator begins to process the call.

Call Wrap Up — The time beginning when one party disconnects until the time both parties are disconnected.

Called Party — The outbound leg of a Relay call. The person being called by the inbound leg or calling party.

Calling Party — The inbound leg of a Relay call. The person placing the outbound call to the called party.

CAPTEL — Refers to CAPTEL which is a text phone used for telephone communication.

Confidential Information — Any information relating to the amount or source of any income, profits, losses or expenditures of a person, including data relating to cost or price submitted in support of a bid or proposal. The term does not include the amount of a bid or proposal. See NRS §333.020(5) (b).

CTI — CapTel, Inc.

CTRS — CapTel Relay Service

Conversation Minutes — Time when the operator is on line with both the inbound and outbound callers and is ready to begin processing the call until either the inbound or outbound caller disconnects the call.

Department	The Department of Human Resources
DHR	The Department of Human Resources
Emergency Situation	When an event such as a flood, major snowstorm, etc., or major catastrophe such as an extended power outage has rendered a Relay Center inoperative or inaccessible to employees.
E-Turbo Code	Allows users to automatically send call set up information to the Relay Service.
Evaluation Committee	An independent committee comprised of a majority of State officers or employees established to evaluate and score proposals submitted in response to the RFP pursuant to NRS §333.335.
FCC	Federal Communications Commission
Fluent	The ability to write and speak easily, smoothly and expressively.
Functionally Equivalent Products, Features & Services	When the functionality of accessing a Relay product, feature or service does not require any additional steps proceeding, during or after the use of the product or service than would be required on a direct phone call from the same number.
Functionally Equivalent TRS	Performance in a CTRS call that substantially achieves the same result as a voice to-voice telephone call by individuals who do not need CTRS for effective telephone communication. Functionally equivalent communications must ensure efficient telephone calls that include equal: cost to consumers; call blockages no different than that experienced by voice-to-voice, non-CTRS callers; choice of carriers for all types of long distance and toll calls; and real-time communications in transmission and reception of text and speech and technology, as it becomes available.
Functionally Similar	A process similar to, but not exactly the same as, the original process that is being manipulated. In the case of a Functionally Similar product, the similarities and differences are to be described in detail.
HCO	Hearing Carry Over relay service.
Inbound Call	The call placed by the party initiating the call into the Relay Center (Also known as the calling party).
IVR	Interactive Voice Response
ITU	International Telecommunications Union- a worldwide telecommunications standards setting body.
IXC	Inter-exchange carrier
LEC	Local Exchange Carrier

Local Time	Time in the Pacific Time Zone as observed by the State of Nevada.
LOI	Letter of Intent - notification of the State's intent to award a contract to a vendor, pending successful negotiations; all information remains confidential until the issuance of the formal notice of award.
May	Indicates something that is not mandatory but permissible.
NAC	Nevada Administrative Code
NOA	Notice of Award- formal notification of the State's decision to award a contract, pending Board of Examiners' approval of said contract, any non-confidential information becomes available upon written request.
NPA/NXX	The first six digits of a North American telephone number – the area code and exchange.
NRS	Nevada Revised Statutes
Office	Nevada Office of Disability Services
Operations	The awarded vendor's division or department that has responsibility for the technical operation and the processing of calls at the Relay Center that includes, but is not limited to, operators and supervisors.
Outbound Call	The call placed from the Relay Center to the party being called by the inbound caller. Also known as the called party.
P.01	The standard upon which blockage is measured, amounting to one call in one hundred being blocked.
PDA	Personal Digital Assistant
POC	Point of Contact
PSE	Varieties of signing used by deaf and hard-of-hearing people who combine certain elements of both ASL and English.
Proprietary Information	Any trade secret or confidential business information that is contained in a bid or proposal submitted on a particular contract.
PSAP	Public Safety Answering Point
Public Record	All books and public records of a governmental entity, the contents of which are not otherwise declared by law to be confidential (see NRS §333.333 and NRS §600A.030 (5)) must be open to inspection by any person and may be fully copied or an abstract or memorandum may be prepared from those public books and public records.

PUC	Public Utilities Commission
Quality Assurance Plan	A plan for testing the quality of the service of Relay by an outside vendor.
Relay Nevada Call	An inbound call initiated by a Nevada resident, or an outbound call to a Nevada resident, by accessing any of the Nevada toll-free numbers, regardless of the Relay Center that actually processes the call.
Regionally Directed Toll Free Number	An outbound line that receives an inbound ANI and directs the call to a specific location.
RFP	Request for Proposal - a written statement that sets forth the requirements and specifications of a contract to be awarded by competitive selection (NRS §333.020(7)).
RID	Registry of Interpreters for the Deaf.
Roaming	Roaming service allows calls to the Nevada Relay numbers to both originate and terminate outside the state of Nevada.
Session Minute	The period that includes the time the operator is dedicated to the call until the time the operator is disconnected from both parties. This period shall include the set-up and wrap-up time of the call.
Shall/Must/Will	Indicates a mandatory requirement. Failure to meet a mandatory requirement may result in the rejection of a proposal as non-responsive.
Should	Indicates something that is recommended but not mandatory. If the vendor fails to provide recommended information, the State may, at its sole option, ask the vendor to provide the information or evaluate the proposal without the information.
SS7	Common Carrier Signaling System 7. SS7 is capable of accommodating both high-speed digital networks and low-speed analog facilities.
Standard Phone	Telephonic device used in standard voice-to-voice calls that does not require additional equipment or accommodations.
State	The State of Nevada and any agency identified herein.
STS	Speech to Speech – provides an operator to voice clearly for customers with speech that is not easily understood over the telephone.
Subcontractor	Third party, not directly employed by the vendor, who will provide services identified in this RFP. This does not include third parties who provide support or incidental services to the vendor.

Supervisor Person designated by the awarded vendor to supervise operators or other personnel at the Relay Center.

TurboCode Technology TTY transmissions can speed up to 110 words-per-minute with enhanced features.

Two-Line VCO The capability to allow a deaf or hard-of-hearing customer to speak directly to the standard phone user via the Relay and to be able to receive responses typed in text by the Relay operator. This capability is particularly effective for deaf and hard-of-hearing customers who are able to voice for themselves. For deaf and hard-of-hearing customers who are able to hear to some degree, this capability allows them to hear directly what is being said by the standard voice user while still receiving those responses in text.

Two separate telephone lines are needed to use this feature. One of those two lines must have three-way calling service enabled by the local telephone company. It is this line that enables the deaf/hard-of-hearing customer, standard phone user, and Relay operator to be connected together (conferenced together). On this line, the Relay operator listens to the conversation only and types what the standard phone user voices. The typing that is performed by the Relay operator is done on the other telephone line that is connected to the text device being used by the deaf/HOH customer (e.g., TTY computer). 2-line VCO users must be able to initiate or receive a 2-Line VCO call.

Trade Secret Means information, including, without limitation, a formula, pattern, compilation, program, device, method, technique, product, system, process, design, prototype, procedure, computer programming instruction or code that: derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by the public or any other person who can obtain commercial or economic value from its disclosure or use; and is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

TRS Telecommunications Relay Service.

TTY Refers to TTY, TDD or any text device used for telephone communication.

Vendor Organization/individual submitting a proposal in response to this RFP.

Verbatim Call The relaying of a call that includes all information typed or spoken to the other party without eliminating, or paraphrasing that information.

Verbatim Non-ASL Call The relaying of a call that includes all information typed or spoken to the other party without eliminating, re-phrasing or paraphrasing that information.

Verbatim ASL Call The verbatim interpretation of a call involving two languages, ASL and English, done by a trained, qualified person. As stated above, only a person fluent in both ASL and English and interpretation has the skill level to voice ASL Gloss into

spoken English or to type spoken English back to an ASL user in an English structure matching the register of ASL Gloss.

VCO Voice Carry Over relay service.

WPM Words Per Minute

3. SCOPE OF WORK

3.1 MANDATORY REQUIREMENTS FOR BOTH CAP/TEL AND TELECOMMUNICATIONS RELAY SYSTEMS

3.1.1 The relay system shall handle call procedures and traffic consistent with the essentials outlined in this section during the life of the contract. The Vendor shall include methods of accessing and being accessed with ASCII, Baudot, TurboCode and E-TurboCode formats at any speed generally in use. From experience, the length of outbound call time ranges between 2 to 5 minutes.

3.1.2 The relay system shall comply with the FCC's existing standards and regulations, including 47 C.F.R. 64.601 *et. seq.* Although every effort has been made to incorporate all existing FCC mandates, the Vendor is responsible for abiding by any new FCC mandates that have been adopted.

Should new or increased standards be mandated during the contract term, the awarded vendor will notify the State at least 90 days in advance of implementation. Formal PUC approval of proposed cost increases may be necessary. For the balance of the contract term (option years included), the awarded vendor will bill the State only for the awarded vendor's incremental costs to implement the new standards. The awarded vendor will demonstrate how the costs charged to Nevada compare to those charged to other states under contract with the awarded vendor, and will disclose any increased costs being passed on to the awarded vendor by their subcontractors.

3.1.3 The awarded vendor shall meet, by required timelines, any applicable Nevada Public Utilities Commission (PUC) approval requirements and possible PUC tariff regulations. The PUC address is: Capital Plaza, 1150 E. William Street, Carson City, NV 89701-3109.

3.1.4 Toll-free access to Relay Center(s). The awarded vendor shall provide statewide service 24 hours a day, every day of the year, in accordance with system requirements and performance standards identified in the RFP and contract, through a toll free access number for TRS, CapTel users and for voice users.

3.1.4.1 The numbers used to service this RFP shall remain with the State. Current access numbers are:

800-326-6868/TTY/ASCII/HCO and 800-326-6888/voice.
711 access number points to the Relay Nevada voice number - (800-326 6888).

Spanish Relay: 800-877-1219, Speech to Speech: 888-326-5658; 900 Service: 900-230-2300.

3.1.4.2 The awarded vendor also shall provide a 24-hour, toll-free Customer Service number for English and also preferably for Spanish users.

3.1.4.3 A separate toll free 800/888/877 number is highly desired for speech-to-speech and Spanish relay services.

3.1.5 Reliability standards of system design:

a. Uninterruptible Power. Uninterruptible power for a minimum of 8 hours is required to support the switching system and peripherals that include CA consoles, terminals, work site and facility lighting, Call Data Record recording, air conditioning, fire suppression systems and heating.

b. Switching System. It shall include a redundant system to ensure that no calls are dropped due to processor failure; on-line system monitoring; real-time programming capabilities which will not take the system off line; an inventory of spare critical components (to be defined by the awarded vendor) maintained on-site to ensure that the required levels of service are met.

c. Intercept Messages. Intercept messages as appropriate shall be provided if a system failure occurs within the relay switch, relay center or on outbound circuits. Voice and text messages shall be provided. Intercept messages on inbound circuits may or may not be under the control of the awarded vendor. Minutes of use attributed to accessing these messages shall not be included in billable minutes.

d. Disaster Recovery Plan. The awarded vendor shall have and discuss a complete plan for dealing with all types of natural and man-made problems. If a major problem occurs, the awarded vendor shall contact the State's Contract Administrator **immediately**. The plan should detail the levels of escalation that will be employed to deal with the problem and to restore service.

3.1.6 Calls originating or terminating in Nevada. TRS calls must originate or terminate in Nevada to prevent relay costs being incurred by Nevada if non-Nevada residents want to access a Nevada relay service not available in their states.

3.1.7 CapTel calls may originate or terminate in any state. Nevada will pay for "roaming" calls. If at any time the state decides it no longer wants roaming service, Vendor shall terminate this service at no cost to the State of Nevada.

3.1.8 Carrier of choice. Relay customers must be able to select their carrier of choice. Please explain any efforts that will be made to encourage inter-exchange carriers to interconnect with Nevada's system.

3.1.9 Evaluation reports. The State reserves the right to establish an evaluation of Relay Nevada services or to require reports of service evaluations performed by the awarded vendor. The State also reserves the right to audit the awarded vendor of relay service to Nevada, at State expense, to assess compliance with any and all contract requirements.

3.1.10 Service startup. Vendors shall provide a plan to implement service including a timeline with critical dates for major steps in the process from Letter of Intent to the July 1, 2009 startup date and for the first year of service. Milestones must be outlined and detailed.

3.1.11 CapTel waivers. Vendors may waive certain requirements for CapTel if the waiver is granted by the FCC. Vendors shall supply the State with information regarding current FCC waivers.

3.2 SYSTEM DESIGN AND MAINTENANCE – CAPTEL/TRS RELAY

3.2.1 Handling of Emergency Calls: Explain how, when relay users do not call the 911 system directly, the relay center will assist callers who want emergency assistance. Detail the call routing procedures and interaction between the CA and 911 dispatcher.

3.2.2 Local, intra-LATA toll, and intra-state inter-LATA toll calls originating or terminating in Nevada. Explain how these types of calls will be handled and, when necessary, explained by the CA to the caller.

3.2.3 Interstate and international calls: Discuss how these calls will be handled through Nevada's relay service.

3.2.4 No recorded message at the relay center: Nevada's relay advisory council (Communication Access Council) and the State desire that recorded messages shall not be used at the relay center. Only a continuous ringing or busy signal should be used.

3.2.5 Answer time: Relay service shall, except during network failure, answer 85% of all calls within 10 seconds by any method which results in the caller's call immediately being placed, not put in a queue or on hold. Liquidated damages may be assessed for any day that answer time standards are not met. Time shall be sampled at least hourly and shall be measured and reported with daily and monthly averages.

Vendors shall describe how it will assure this level of response. This measurement report will be incorporated in monthly and annual reports to the Contract Administrator.

3.2.6 Call blockage: The awarded vendor's service system shall meet or exceed a **P = .01** grade of service each month but must be monitored daily and must be reported to the Contract Administrator in accordance with traffic reporting requirements

identified in section 3.2.8. Vendor shall explain how it defines blockage and how it measures blockage.

3.2.7 Capability of CAs to handle Spanish language calls 24 hours a day, 7 days per week shall be ensured. Spanish relay services shall be available in both Spanish to Spanish and Spanish to English.

3.2.8 Traffic reports: Monthly traffic reports shall be submitted to the Contract Administrator no later than the 21st of the month following that for which service was provided. The minimum reports shall include, but may not be limited to, the following:

a. Total monthly call minutes;
b. Total monthly interstate call minutes;
c. Total monthly international call minutes;
d. Total interstate directory assistance minutes;
e. Total toll-free assistance minutes;
f. Total monthly minutes billed to the State;
g. Total monthly invoice cost;
h. Monthly number of inbound calls broken down by:
   - Total in queue
   - Total abandoned
   - Total answered
i. Monthly average talk time for inbound calls and average talk time by six-hour increments per day;
j. Monthly average speed of answer of inbound calls by relay center answering Relay Nevada calls and broken down by six-hour increments per day;
k. Monthly total of outbound calls;
l. Monthly number of outbound calls, broken down by each of the following:
   - Completed
   - Busy
   - No answer
   - Local calls
   - Intrastate calls intra-LATA
   - Intrastate calls inter-LATA
   - Interstate calls originating inside Nevada
   - Interstate calls originating outside Nevada
   - International calls
   - General assistance calls
   - Directory assistance calls
   - Toll-free 800/888/877 calls
   - Primary 900 access calls
   - Voice calls in English and their percentage of monthly total calls
   - Voice calls in Spanish and their percentage of total monthly calls
   - TTY calls in English and their percentage of monthly total calls
   - TTY calls in Spanish and their percentage of monthly total calls
   - ASCII calls and their percentage of monthly total calls
   - Hearing carryover calls and their percentage of monthly total calls

- Voice carryover calls and their percentage of monthly total calls
- Speech to speech calls and their percentage of monthly total calls
- Spanish to Spanish calls and their percentage of monthly total calls
- Spanish to English and English to Spanish calls and their percentage of monthly total calls
- Cap/Tel calls and their percentage of monthly total calls

m. Monthly average time length of outbound calls leaving the relay center is mandatory, reported by the following type of call:
   - Voice
   - CAPTEL
   - TTY
   - ASCII
   - Baudot
   - TurboCode
   - E-TurboCode
   - VCO
   - Speech to speech
   - Spanish to Spanish
   - Spanish to English/English to Spanish
   - Other (please identify what else your system is able to track)

n. Daily NPA-NXX CAPTEL and voice calls by originating prefix is desired;

o. Monthly average call handling time including:
   - Number of seconds for call setup and call wrap-up
   - Talk time in minutes and seconds between end users

p. Average blockage rate by month, with supplemental reports showing total number of inbound calls per day and number of inbound calls blocked per day (see section 3.2.6);

q. Monthly average number of outbound calls by weekday and by weekend days;

r. Complaints received by month, with a supplemental report identifying the types of complaints; and

s. Other reports as may be required.

3.2.9 Upgrades in technology: The Contract Administrator should be apprised by the awarded vendor of its technological improvements affecting relay that the State may want to incorporate into Relay Nevada.

3.2.10 Vendor will describe their methods for staying abreast of FCC Standards, Requirements and Waivers.

3.2.11 Access to audio-text, interactive voice response units and answering machines. Vendors shall describe if, and how, they can capture any or all of these types of verbal communications to enable their being received and transmitted accurately by the CA.

3.2.12 Voice carryover (VCO) and hearing carryover (HCO). Vendors shall provide a brief description of how they provide these services in all their various forms and in compliance with FCC guidelines. Describe how VCO and HCO are explained to end-users.

3.2.13 Spanish Relay. A description shall be provided about how this service is handled and explained to end-users.

3.2.14 Gender identification. Nevada desires that Communications Assistants identify their gender at the start of the call. If this protocol is not established, explain the process of how callers may request that a male or female CA process their calls when they reach the relay center. This rule does not apply to Cap/Tel calls.

3.2.15 Access to regionally restricted 800/888/877 numbers and pay-for-service numbers. The awarded vendor shall provide access to regionally restricted 800/888/877 numbers, business offices of local telephone companies that have special prefixes, and pay-per-call telephone numbers such as primary 900 numbers. Describe how this will be accomplished.

3.2.16 Vendors shall explain their procedures for handling cellular and other similar communications and how they are billed.

3.2.17 Vendors shall explain their procedures for coin-sent paid calls from pay telephones and how they are handled through the proposed system.

3.2.18 Call fluctuations. Vendors must have the capability to meet potential long-term increases in call volume and short-term "spikes" of increased calls. Describe and detail how such long-term increases will be handled as well as unanticipated surges in traffic.

3.2.19 Directory assistance. The awarded vendor shall provide callers with access to local and long distance directory assistance. Local assistance must be billed to end users at the same rate that would be billed by the local company directly servicing the end user. Long distance calls must be billed at the provider's tariffed rate or at the rate of the carrier used for the long distance directory assistance call. Vendors shall briefly describe how this service will be provided and billed to end-users.

3.2.20 Use of ANI. Automatic Numbering Identification technology shall be used so that no caller is required to give his/her originating calling number, except in instances where ANI information is not available from the local exchange company or competitive local carrier.

3.2.21 Automatic error correction. The State highly desires that providers have an error-correction function to automatically correct typographical errors made by Communications Assistants. If this system is available, please describe how it functions.

3.2.22 Macros. Describe if and how macros are used to facilitate CA typing during the Relay process and how macros are used in measuring CA typing speed.

3.2.23 Caller ID. Outline the technology and procedures used to provide Caller Identification services and Caller ID blocking.

3.2.24 Message retrieval. Please describe how answering machine and voice mail message retrieval services will be provided.

3.2.25 Call release. Per the FCC's Declaratory Ruling (August 1, 2003) the call release requirement has been waived. See FCC 03-190 P 51-52 (Call Release)

3.2.26 Speed-dialing. Please describe how speed-dialing services will be provided.

3.3 OPERATIONAL PROTOCOL, SKILLS, TRAINING AND STANDARDS

Communications Assistant (CA) shall adhere to the following minimum standards:

- CA's shall be trained to caption the words spoken by the hearing party as accurately as reasonably possible without intervening in the communications. The CA's are permitted to provide background noise identification;
- CA's shall not maintain any records of conversation content and shall keep the existence and content of all calls confidential;
- CA's shall be required to meet the FCC standards for TRS minimum transcription speed, except in the case of Deaf-Blind and Visually Impaired relay users, they shall be offered the user the option of requesting either increased or decreased rates of text in increments of five (5) words per minute even though the CA will be typing at a normal rate;
- CA's shall not limit the length of a call and shall stay with the call for a minimum of ten minutes when answering and placing a call;
- CA's shall pass along a CapTel caller's ANI to the local PSAP if the caller disconnects before being connected to emergency services; and
- CA's will have the requisite experience, expertise, skills, knowledge and training and education to perform CapTel Services in a professional manner.

3.3.1 Relay Nevada greeting: Unless otherwise directed by the caller, the CA shall always use a pre-determined script (voiced or mechanical, depending on whether the caller voices or uses a TTY or computer) to announce himself/herself as a Relay Nevada agent, provide their identification number, and identify their gender. Please provide a sample script of the announcement for calls to be received at the relay center, announcement to the called party, and sign-off announcement. The State prefers that the greeting used when the called party is a voice user, identify the CA as an "operator" (to avoid confusion with first-time users). This rule does not apply to Cap/Tel.

3.3.2 The Vendor shall describe its Quality Assurance Plan for conducting, quantifying, recording, and scoring their quality assurance test call results. Vendor shall describe the mechanism by which they will ensure the remedies for problems identified during testing will be incorporated into the policies of the Vendor to improve quality of service.

3.3.3 CAs shall possess the following skills prior to handling calls:

a. An accurate typing speed of 60 WPM. When measuring accuracy, any word misspelled or typed incorrectly shall be excluded from the WPM count.

b. Proficiency in grammar.

c. Ability to understand people using limited English, to translate limited written English, and to voice English correctly. If the CA cannot translate ASL to English and English to ASL, vendor shall ensure that a person fluent in ASL translation is on duty at the relay center at all times to assist CAs with ASL translation.

d. Training to include deaf culture, American Sign Language, sensitivity to the capabilities and needs of people with speech impairments, the CAs role in the relay process, and training in interpersonal skills to handle difficult or stressful conversations.

3.3.4 Recruitment: Vendor shall describe how it recruits, screens and tests CA applicants.

3.3.5 Identify past, present and proposed future employment of disabled personnel in management and supervisory positions, particularly deaf, deaf/blind, hard of hearing and speech disabled individuals.

3.3.6 Confidentiality of calls: Describe how calls will be handled to ensure a high level of confidentiality with respect to information processed by a CA and the protection of electronically collected information. Also discuss any situations when exceptions may exist as to the confidential relationship between end users and the CA.

3.3.7 Training: Vendors shall describe and outline their <u>initial</u> CA training program, including length of time in training, subject matter of training and trainers used (particularly if they are deaf or hard of hearing). At a minimum, training shall include ASL Gloss and grammar, deaf culture, needs of deaf and speech-impaired users, TTY etiquette and operations of telecommunications equipment.

In addition, vendors shall identify how CAs are monitored, evaluated, and provided upgraded training and skills during the continuation of their employment.

3.3.8 A CA "Code of Ethics," which serves to guide CAs in professional performance, shall be included with each vendor's response. Describe how this code is enforced.

3.3.9 CA access to supervisor: Explain how a CA is able to access a supervisor or administrator while still on line during a relay call. Also, how is this done with minimal or no disruption of the conversation between end users?

3.3.10 Procedures for relaying communication shall begin and end with the CA identifying his/her ID or station number, should begin with identification of the

CA's gender, and shall include the following (unless the end user requests otherwise):

Note: This section does not apply to Cap/Tel calls.

a. CAs shall translate limited typed English into correct spoken English so that non-TTY users can understand the call and converse with the other end user.

b. CAs shall inform the TTY user of the non-TTY user's tone of voice, typing in parentheses items such as laughing, rude voice, yelling, or background noise.

c. CAs shall keep the end-user informed of the status of the call, such as dialing, ringing, busy signal, disconnected or on hold.

d. The CA shall honor the TTY user's option of telling the CA what aspects of the call the TTY user will handle, such as requesting that relay service be introduced to the called party or not be introduced to that party.

e. CAs shall communicate exactly what is said when the call is answered and during the conversation unless either party specifically requests otherwise.

f. When relay needs to be explained to a voice user, the CA shall type "explaining relay" to TTY user. If relay service is initiated by a voice caller and needs to be explained to a TTY user, the CA similarly shall state that relay is being explained.

g. The CA shall adopt a conversational tone appropriate to the type of call made by a TTY user (i.e., the tone of the CA must match the tone of the TTY user).

h. CAs shall inform the TTY user if a different voice user becomes involved in the phone call.

i. If a different CA becomes involved in handling the call, both end users shall be informed of this fact and the new CA identification number and gender shall be announced. The only times that a change in CAs should occur are as follows:
   - Caller requests a change in gender of the Communications Assistant;
   - End user verbal abuse of CA or obscenity toward the CA;
   - The call requires a specialist CA (Spanish language, speech to speech, VCO to VCO, etc.);
   - Illness;
   - Shift change;
   - Call duration of one hour or more; and/or
   - Potential conflict of interest where the CA identifies an end user as a family member, friend or customer.

   If a call must be transferred to another CA, describe the procedure to be employed.

j. If an end user makes subsequent calls after the original one to the relay center and the called line is busy, the CA shall permit unlimited re-dial attempts to the caller.

k. All comments directed to the CA by either party shall be relayed.

l. If a typing error is made and not automatically corrected, CAs shall continue typing in a forward direction by typing "XXX" (signifying error), then type the word or numbers correctly.

m. CAs shall verify spelling of proper nouns, numbers and addresses that are spoken.

n. The CA will disconnect the outbound call when the inbound caller disconnects.

o. If a caller wants to make a complaint, the CA shall give the caller the option of being transferred to a supervisor or of being given the Customer Service number to register the complaint.

p. CAs shall not counsel, advise or interject personal opinions or additional information into a relay call nor hold personal conversations with anyone using Relay Nevada.

q. Callers are not required to give their names or the name of the party being called. If names are given, no record should be made of this without the permission and knowledge of the caller. However, if it will help facilitate a call, the CA may request a name and explain how it will help the call.

r. If a TTY user types an "S" at the beginning of the call, the CA shall recognize this as originating from a speech disabled user.

s. If a TTY caller reaches an answering machine, the CA shall announce this and give the caller the option of being given the message or of hanging up. However, if there is a charge for the call, the caller shall be charged for <u>only the first call</u> if it takes more than one attempt to retrieve and convey the answering machine message or to leave a message on the answering machine.

3.4 CAPTEL / TELECOMMUNICATIONS SERVICE CENTER SPECIFICATIONS

The awarded vendor will provide Services from the CTI Service Center. The Service Center shall:

3.4.1 Provide CapTel/ Telecommunications Service 24 hours a day, 7 days a week, 365 days a year.

3.4.2 Supply adequate staffing to provide CapTel/ Telecommunications users, under the agreed upon volumes, with an average speed of answer of 10 seconds or less for 85% of the calls on a daily basis.

3.4.3 Comply with P.01 customary TRS industry standards for blockage.

3.4.4 Allow users to access their chosen interexchange carrier (IXC).

3.4.5 Emergency calls. Immediately transfer the caller to an appropriate Public Safety Answering Point.

3.4.6 Allow users to utilize alternate billing arrangements; for example, collect, third number, person to person, calling card, credit card, and 900 number services, as identified by CTI.

3.4.7 Have auxiliary power for operation during commercial power failure.

3.4.8 Provide Spanish Language CapTel/Telecommunications calls.

3.4.9 Network Call Types Supported by CTI:

The CapTel/ Telecommunications service will allow users to place all network call types commonly supported by TRS including: intrastate, interstate, toll-free, 9-1-1, and pay per call services.

3.4.10 Calls Not supported by CTI:
Coin-sent calls
All Non-English Language Calls except Spanish Language Calls
Any TRS call which is not a CapTel call including but not limited to VCO, HCO, STS, VRS, 2-line VCO, and TTY calls, or any other non-CapTel call.

3.5 BILLING AND CALL RECORDS

3.5.1 Charges to CTRS/TRS users will cost no more than charges for functionally equivalent service paid by callers who use "regular" or "mainstream" phone service-- i.e., those who use voice-only networks.

3.5.2 The awarded vendor must provide billing to end users for interstate and intrastate (inter-LATA and intra-LATA) calls. This does not mean that the relay provider needs to be a long distance carrier. Toll calls placed through the relay system shall be billed to the caller at a rate that would apply if the calls had been placed without the use of a CA. Explain the rates that shall be extended to Nevadans making toll calls.

3.5.3 The awarded vendor shall allow CAPTEL/TRS users to use calling cards, credit cards, to make person-to-person calls, collect calls, third party billing, and calls to and from hotel rooms. Explain how these types of billings will be made available to the CAPTEL/TRS caller.

3.5.4 Vendors shall explain how they will rate and process coin-sent paid long distance calls made from pay telephones.

3.5.5 The awarded vendor shall assure that billed minutes to the State will not be rounded up to more than the nearest tenth (1/10) of a minute and shall describe how this will be accomplished.

3.5.6 Vendors shall specify how in-state local calls, in-state long distance calls, out-of-state long distance, and international long distance calls will be identified and documented for billing purposes, specifically for bills to be paid by the State and

those to be paid by the National Exchange Carrier Association (or other agency that may be designated by the FCC). Such calls shall include the following minimum information:

a. Call date;
b. Originating telephone number;
c. Terminating telephone number;
d. Starting time of call;
e. Ending time of call;
f. Call duration for billing purpose; and
g. Phone number, calling card or credit card number to be billed.

3.5.7 Vendors shall explain how long-distance charges will appear on the end-user's bill and how the billing records detail will be transmitted to the billing agent (if applicable).

3.6 EDUCATION, RESPONSIVENESS TO CONSUMERS AND OUTREACH

3.6.1 Directory assistance. The awarded vendor shall work with the State but will take the lead to ensure that local exchange companies comply with FCC regulations concerning information on CapTel/TRS in LEC phone directories and the provision of directory assistance services.

3.6.2 Outreach materials. The awarded vendor shall produce brochures in English and Spanish that explain the various services of CapTel/TRS, generic "business cards" for hearing disabled consumers to give to hearing individuals (explaining CapTel service and the 800/888 /877 relay number for hearing people to call), and other printed materials that may be distributed for special features. Complaint resolution shall be addressed in the general brochures. *Please explain or provide examples of such materials.*

3.6.3 Contracted outreach. The awarded vendor shall budget at least $60,000 annually for public education and outreach. Please advise the State if more can be provided. At the direction of the State, these funds shall be used to produce materials or to contract with providers of outreach services. The focus of all outreach work will be determined by the State, in consultation with the provider and the CAC. The funds expended will be above and beyond all other efforts outlined in other sections of this RFP. The awarded vendor will include in its annual report the specific expenditures made in this area.

The State reserves the right to pre-approve any outreach material produced and to require the awarded vendor, at the awarded vendor's expense, to correct any erroneous or inaccurate material produced without the State's approval.

3.6.4 Additional Requests. The awarded vendor shall work with the State on the following:

a. Attend and report at all meetings of the Communication Access Council (an advisory board that meets three (3) to four (4) times per year).

b. Hold at least five (5) outreach activities per year, covering Northern, Southern and rural Nevada.

3.6.5 Identify other media or educational services provided to promote CapTel/TRS service. This should include services for the deaf, deaf/blind, speech or hearing disabled users. If a vendor responds to this question and it adds cost to the per-minute price, specify the additional per-minute cost for these alternative media or educational services.

3.6.6 Billing inserts: The awarded vendor periodically shall provide appropriate language to the ILECs/CLECs providing service in Nevada for informational billing inserts about relay services.

3.6.7 Telephone directories. The awarded vendor shall systematically work to ensure that TRS/CapTel numbers are consistently and accurately included in all telephone directories published by local exchange carriers serving Nevada consumers. The TRS/CapTel listings must be in **bold type** in all Nevada phone company directory white pages.

3.6.8 Annual report. Twenty copies of a bound annual report shall be submitted to the State's Contract Administrator or at a meeting of the CAC by February 28 each year, detailing provider's program performance for the prior calendar year, to include at least:

a. statistical summaries of usage, based on monthly report criteria
b. recent trends and analysis
c. promotional activities associated with CapTel
d. service changes
e. future projections

3.6.9 Complaint resolution. Vendor shall identify its procedures for receiving and responding to complaints, responding to inquiries about and receiving comments about CapTel/TRS. All procedures must be explained in appropriate outreach activities or informational materials and shall include a separate, toll free number accessible to CapTel or voice consumers daily from 8:00a.m. to 5:00p.m. CST.

3.6.10 Website: The awarded vendor shall **provide** a website and website materials for Relay Nevada on the services available, program contacts, and links to TRS/CapTel and other related services. Vendor shall also highlight other TRS/CapTel Websites that might be available to support the service in Nevada.

3.6.11 Vendors shall identify staff to perform the work outlined in this section, bearing in mind that a full-time account manager is not requested.

4. COMPANY BACKGROUND AND REFERENCES

4.1 PRIMARY VENDOR INFORMATION

Vendors must provide a company profile. Information provided shall include:

4:1.1 Company ownership (sole proprietor, partnership, etc).

4.1.1.1 Incorporated companies must identify the state in which the company is incorporated and the date of incorporation. **Please be advised**, pursuant to NRS §80.010, incorporated companies must register with the State of Nevada, Secretary of State's Office as a foreign corporation before a contract can be executed between the State of Nevada and the awarded vendor, unless specifically exempted by NRS §80.015.

4.1.1.2 The selected vendor, prior to doing business in the State of Nevada, must be appropriately licensed by the Department of Taxation, in accordance with NRS §360.780.

4.1.2 Disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigation pending which involves the vendor or in which the vendor has been judged guilty or liable with the State of Nevada.

4.1.3 Location(s) of the company offices and location of the office that will provide the services described in this RFP.

4.1.4 Is your firm a resident of Nevada or a resident of another state? If so, please list the state of residence. Does your resident state apply a preference, which is not afforded to bidders or vendors who are residents in the state of Nevada? This information may be utilized in determining whether an inverse preference applies pursuant to NRS §333.336.

4.1.5 Number of employees both locally and nationally.

4.1.6 Location(s) from which employees will be assigned.

4.1.7 Name, address and telephone number of the vendor's point of contact for a contract resulting from this RFP.

4.1.8 Company background/history and why vendor is qualified to provide the services described in this RFP.

4.1.9 Length of time vendor has been providing services described in this RFP to the **public and/or private sector**. Please provide a brief description.

4.1.10 Has the vendor ever been engaged under contract by any State of Nevada agency?
[ ] Yes [ ] No If "Yes," specify when, for what duties, and for which agency.

4.1.11 Is the vendor or any of the vendor's employees employed by the State of Nevada, any of its political subdivisions or by any other government?
[ ] Yes [ ] No If "Yes," is that employee planning to render services while on annual leave, compensatory time, sick leave, or on his own time?

4.1.12 Resumes for key staff to be responsible for performance of any contract resulting from this RFP.

4.1.13 ***Financial information and documentation to be included in Part III of your response in accordance with the Submittal Instructions.***

4.1.13.1 Dun and Bradstreet number

4.1.13.2 Federal Tax Identification Number

4.1.13.3 The last two - (2) years and current year interim:
Profit and Loss Statement
Balance Statement

4.2 REFERENCES

Vendors should provide a minimum of three (3) references from similar projects performed for private, state and/or large local government clients within the last three years. **<u>Vendors</u> are required to submit Attachment D, Reference Form to the business references they list. The business references must submit the Reference Form directly to the Purchasing Division.** It is the vendor's responsibility to ensure that completed forms are received by the Purchasing Division on or before the proposal submission deadline for inclusion in the evaluation process. Business References not received, or not complete, may adversely affect the vendor's score in the evaluation process. The Purchasing Division may contact any or all business references for validation of information submitted.

4.2.1 Client name;
4.2.2 Project description;
4.2.3 Project dates (starting and ending);
4.2.4 Technical environment; (i.e., Software applications, Internet capabilities, Data communications, Network, Hardware)
4.2.5 Staff assigned to reference engagement that will be designated for work per this RFP;
4.2.6 Client project manager name, telephone number, fax number and e-mail address.

4.3 SUBCONTRACTOR INFORMATION

4.3.1 Does this proposal include the use of subcontractors?

Yes _____ No _____ Unknown _____

If "Yes", vendor must:

4.3.1.1 Identify specific subcontractors and the specific requirements of this RFP for which each proposed subcontractor will perform services.

4.3.1.2 Provide the same information for any proposed subcontractors as requested in the Primary Vendor Information section.

4.3.1.3 References as specified above must be provided for any proposed subcontractors.

4.3.1.4 The State may require that the awarded vendor provide proof of payment to any subcontractors used for this project. Proposals should include a plan by which, at the State's request, the State will be notified of such payments.

4.3.1.5 Primary vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the using agency.

4.3.1.6 Primary vendor must notify the using agency of the intended use of any subcontractors not identified within their response and receive agency approval prior to subcontractor commencing work.

5. COST

Note: All Cost Proposals shall be submitted to the State as a separate, sealed package and clearly marked: "Cost Proposal in Response to RFP No. 1693 please refer to the Submittal Instructions for further instruction.

5.1 Basic cost for CapTel:
A fixed rate per session minute shall be submitted covering each individual year of the contract for the services identified in Proposal Requirements, sections 3.1 through 3.6. Thus, a vendor could offer the same rate in each of the years, or a rate that changes from year to year. If vendor charges a different fee for two-line CapTel, this should be clearly indicated.

5.2 Basic cost for TRS:
A fixed rate per session minute shall be submitted covering each individual year of the contract for the services identified in Proposal Requirements, sections 3.1 through 3.6. Thus, a vendor could offer the same rate in each of the years, or a rate that changes from year to year.

6. PAYMENT

Payment for the contracted service will take place within 30-45 days upon receipt of a monthly invoice and the Office of Disability Services' approval. However, vendors may propose an alternative payment option.

Alternative payment options must be listed on Attachment A of the RFP. Alternative payment options will be considered if deemed in the best interest of the State. The State does not issue payment prior to receipt of goods or services.

7. SUBMITTAL INSTRUCTIONS

7.1 In lieu of a pre-proposal conference, the Purchasing Division will accept questions and/or comments in writing, received either by mail, facsimile or e-mail regarding this RFP as follows:

Questions must reference the identifying RFP number and be addressed to the State of Nevada, Purchasing Division, Attn: Gail Burchett, Purchasing Officer, 515 E. Musser St., Suite 300, Carson City, NV 89701, e-mailed to srvpurch@purchasing.state.nv.us or faxed to (775) 688-0188. The deadline for submitting questions is November 14, 2008 at 5:00 p.m., Pacific Time. All questions and/or comments will be addressed in writing and responses e-mailed or faxed to prospective vendors on or about December 5, 2008. Please provide company name, address, phone number, e-mail address, fax number, and contact person when submitting questions.

7.2 RFP Timeline

TASK	*DATE/TIME*
Deadline for submitting questions	November 14, 2008