

Relay Service in response to Section V.B.1, and if its options are priced differently, Bidder shall submit a price quotation for each option. All prices contained in the price quotations shall be binding on Bidder and are not negotiable by Bidder. Any pricing proposal that is incomplete, or contains significant inconsistencies, inaccuracies, deviations, or qualifications may be rejected at ITAC's sole option. ITAC reserves the right to reject all bids. The billing increment utilized should be indicated in the submitted price quotation.

VII. BIDDER RESPONSE REQUIREMENTS

In response to this RFP, Bidder is required to submit a proposal organized into six separate documents:

- A. CERTIFICATIONS** --- on company letterhead
- B. PROPOSAL NARRATIVE** --- on company letterhead
- C. TECHNICAL PROPOSAL(S)** --- organized in accordance with Section V, responsive to the information requested in Section V, and indicating for each item whether Bidder's proposal complies, with full explanation.
- D. PRICE PROPOSAL(S)**
- E. BID BOND/SECURITY**
- F. ATTACHMENTS**

Assembly in three ring binders for ease of handling will be appreciated. In addition, pages should be numbered and identified by Bidder's name.

The following sections detail the information required in each document, as well as the number of copies required.

A. CERTIFICATIONS (Master Copy only)

1. Bidder shall certify that it is willing to comply with all terms, conditions, and specifications of the original ITAC Request for Proposals for a Telecommunications Relay Service, and any subsequent addenda or supplements, and of its proposal.

Such positive statements notwithstanding, if in the body of the proposal Bidder indicates either lack of response or technical noncompliance with the RFP, the bid may be rejected.

Certification of four specific forms of noncollusion also is required:

2. Bidder shall certify that no person or selling agency has been employed or retained to solicit or secure the proposed contract based upon an agreement or understanding for a commission, percentage brokerage or contingent fee.

3. Bidder shall certify that except for proposed subcontracts or a joint proposal, the prices proposed have been arrived at independently without consultation, communication or agreement with any other bidder.
4. Bidder shall certify that unless otherwise required by law, the prices submitted have not knowingly been disclosed by the bidder directly or indirectly to any other bidder or to any competitor for this contract.
5. Bidder shall certify that no attempt has been or will be made by Bidder to induce any other person or firm to submit or withhold a proposal for the purpose of restricting competition.

B. **PROPOSAL NARRATIVE** (Master Copy plus twenty-six copies)

In the proposal narrative, Bidder shall condense and highlight all aspects of its proposal (with the exception of pricing) in order to provide a broad understanding of both administrative and technical factors. The proposal narrative will include, but not be limited to the following elements: an organization plan describing any joint venture or subcontractors (all of whom must be listed), internal management procedures for accomplishing the activities, timing of staff training program, and an overview of Bidder's relationship with the Commission and ITAC. Bidder shall also describe how contract and other changes will be handled within Bidder's organization (i.e. delegation of authority, response time, procedures to ensure decisions are rendered and implemented promptly, etc.). This section of the proposal contains critical information not appearing elsewhere. ITAC may rely on statements in the proposal narrative as the sole source of some evaluation factors.

Specific information in a number of different areas is requested.

1. **Background**: Background on Bidder and any subcontractors is requested; size, date established, technological resources, professional staff, overall depth of personnel resources, etc. are key points to include. Bidder should describe its long-term plan as a provider in the TRS industry and any past and anticipated business changes that have altered or may alter its management structure or its manner of doing business.
2. **Financial Resources**: Bidder, together with any subcontractors, must demonstrate that financial resources are adequate to perform all requirements of the contract, including start-up and expansion costs. Bidder shall demonstrate that incurring liabilities for the relay center will not endanger Bidder's financial stability. The documents listed in Section III.I under Financial History must be included as attachments.
3. **Site Requirements**: Bidder shall briefly describe the proposed site(s) for the service, including geographic location, number and size of buildings, and proposed number of CA stations designated for Illinois traffic. Bidder shall also comment on plans to maintain security and privacy of the work environment at the proposed

site(s). In the case of a proposal utilizing an in-state relay center, Bidder shall describe additional policies and procedures to be implemented to ensure confidentiality. Bidder shall comment on its past experiences regarding confidentiality in such situations.

4. **Pertinent Experience**: A description of Bidder's pertinent experience shall be provided, describing why the company is qualified for the contract. For each experience, Bidder will describe the work performed, including the scope and complexity of the project, its time period, names and titles of key personnel, project location, names and addresses of the clients, and subcontractors utilized. Experience with and knowledge of federal and state TRS laws, orders, proceedings, rules, regulations, and contracts are of particular interest, and should be described fully. Bidder shall list all states in which it is certified by the FCC as the relay service provider. Bidder shall provide copies of all TRS complaints filed with the FCC or any state public utility commission within three years of the date of this RFP with respect to its service and shall describe the resolution of each such complaint and provide copies of any FCC or state public utility commission orders, fines, or other dispositive rulings.
 5. **Disability Representation**: Bidder shall indicate company policy and performance with regard to employment and services to people with disabilities.
 6. **Operations and Staffing**: Bidder shall provide a section on operations to indicate how Bidder intends to manage contract performance. This information shall include but not be limited to organization and staffing. Bidder shall provide a complete and detailed description of its intended organizational structure and staffing, including an organizational chart, job descriptions with minimum qualifications, and resumes of relay management, if known.
- C. **TECHNICAL PROPOSAL(S)** (Master Copy plus twenty-six copies): The technical proposal will present a full and complete description of how Bidder will carry out the requirements set forth in Section V. It is very important that each item be separately identified in the order of appearance in Section V and covered in sufficient detail for complete understanding and evaluation. The technical proposal shall indicate for each item whether Bidder's proposal complies with the requirements of the RFP, with full explanation of any deviations.
- D. **PRICE PROPOSAL(S)** (Master Copy plus twenty-six copies): The bid prices are fixed for the term of the contract. Estimates will not be accepted. Payments will be based upon contracted services actually performed in accordance with the prices specified in the contract between ITAC and the successful Bidder.

ITAC's current TRS usage statistics are provided in Appendix 3. ITAC disclaims any responsibility for use of this data. Bidder shall arrive at its own independent conclusion as to the projected workload and resulting compensation. Reimbursement to Bidder

will be on the basis of actual monthly Conversation Minutes of use multiplied by the appropriate per Conversation Minute rate.

- E. **BID BOND/SECURITY** (Master Copy only): A bid security in the amount of \$1,000,000.00 will be furnished with a proposal to be held until a contract is executed. In lieu of a bond, a certified or cashier's check or bank money order will be accepted and held without cashing unless forfeited.
- F. **ATTACHMENTS** (Master Copy plus twenty-six copies): The following documents must be included with the proposal as attachments. The section of this RFP where each of these attachments is discussed is referenced below.

ATTACHMENTS

1. Financial History Documents (Section III.I.)
2. Customer References (Section III.J.)
3. Statistical performance of relay centers by month for 1998 (Section III.K.)
4. Relay service organization chart (Section V.B.2.)
5. Network Design Diagram (Section V.B.4.)
6. Disaster Recovery Plan (Section V.B.9.d.)
7. Service Expansion Plan (Section V.B.10.)
8. Disability Awareness Training Plan (outline) (Section V.B.14.)
9. CA Training Plan (outline) (Section V.D.2.)
10. CA Policy and Procedures Manual (Section V.D.9.)
11. Service Start Up Plan (Section V.E.)
12. FCC and State Commission complaints and dispositive rulings (Section VII.B.4.)

Article 13. Control of Private Bill with George Hale in Legislative Order

Card Stream, IL 60147-4900

Account Name: [REDACTED]
Account Number: [REDACTED]

Page: 3 of 4
Bill Date: Aug. 19, 2012

Important Notices and Information :

FREE Enrollment With CenturyLink's My Account service, you can update your billing information, view and pay your bill and much more. Visit us online at www.centurylink.com/myaccount.

Carrier Changes and Information

LINE NUMBER	LOCAL TOLL CARRIER	LONG DISTANCE CARRIER
[REDACTED]	MCI (6222)	MCI (0222)

Local Services Detail

Local Service from: AUG 19 to SEP 18

Recurring Charges

1 Pty Residence Line	14.95	
Federal Subscriber Line & Access Recovery Charge	7.00	
Total Local Exchange Services		21.95
77 Anchovies Car Reject	0.00	
Caller ID Number/Name Ser	0.00	
** Maintenance PLOX AW	6.95	
Total Optional Features/Services		14.95
Total Recurring Charges		36.90
Usage Charges		
[REDACTED]	0.00	
Total Usage Charges		0.00

Total Current Charges For 815-288-4047

36.90

Taxes, Fees and Surcharges

DIXON Excise Tax	2.40
DIXON Sales Tax	0.02
Federal Excise Tax	0.84
ILLINOIS P.U.C. (Fees)	0.05
ILLINOIS Sales Tax	0.30
ILLINOIS State Telecommunications Relay Service Surcharge	0.00
ILLINOIS Statutory Gross Receipts Tax	0.14
ILLINOIS Universal Service Fund Surcharge	0.11
LEE County 911 Surcharge	1.75
Universal Service Fund Surcharge	1.10
Total Taxes, Fees and Surcharges	6.87

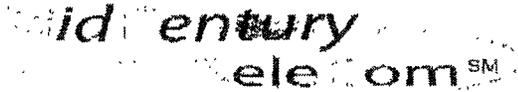
Total Current Charges For Local Services

43.82

** Nonregulated Charge(s) - nonpayment for NONREGULATED SERVICES OR PRODUCTS may result in the disconnection or restriction of such services, and such delinquencies may be subject to collection. Local services will not be disconnected for nonpayment of nonregulated charges. Nonpayment of toll charges may result in the disconnection of toll service, and such delinquencies may be subject to collection.

ACCOUNT NAME C [REDACTED]
ACCOUNT NUMBER [REDACTED]

BILL DATE MAR 01, 2012
DUE DATE MAR 25, 2012



MID CENTURY TELEPHONE COOPERATIVE

YOUR CURRENT INTRALATA CARRIER: CENTURY ENTERPRISES INTRALATA CARRIER: CENTURY ENTERPRISES
Mid Century Television subscribers: Please read your bill in its entirety for important information.

If payment is not received by the 25th of the month, a late payment charge of \$5.00 will be applied to your account

809-778 8511 OUR OUT OF AREA TOLL FREE NUMBER IS 1-877-643-2368

PREVIOUS BALANCE	PAYMENTS RECEIVED	ADJUSTMENTS	BALANCE FORWARD	MONTHLY CHARGES	TOTAL AMOUNT DUE
55.64	55.64	0.00	0.00	53.67	\$53.67

MONTHLY ACCOUNT SUMMARY

PREVIOUS PAYMENTS

02/08/12	PAYMENT RECEIVED	55.64
	TOTAL PREVIOUS PAYMENTS	55.64

CURRENT CHARGES

TELEPHONE CHARGES

Recurring Charges MAR 01 TO APR 01

Description	Qty	Amount
*FCC INTERSTATE ACCESS SINGLE	1	6.50
*FULTON CNTY 911 SURCHARGE	1	1.85
*INTRASTATE ACCESS CHARGE	1	9.14
*RESIDENTIAL RATE	1	11.25
ADTL	1	0.05
Federal Universal Service Charge	1	1.16
<u>II. TELECOM RELAY SERVICE & EQUIPMENT</u>	1	<u>0.08</u>

(Continued on next page.)

15.16.1 ITAC's initial single point of contact shall be:

Name: Ms. Trudy Snell
 Executive Director
 Address: Illinois Telecommunications Access Corporation
 3001 Montvale Drive, Suite D
 Springfield, Illinois 62704
 Telephone: (217) 698-4170 (V/TTY)
 Fax: (217) 698-0942
 E-Mail: itac1@aol.com

15.16.2 Vendor's initial single point of contact shall be:

Name: Kristine Shipley
 Address: Sprint
 (address to be provided by Vendor by
 written notice to ITAC)
 (if no address has been provided by Vendor,
 then use Vendor's address in first paragraph
 of this Agreement)
 Telephone: _____
 Fax: _____
 E-Mail: _____

15.17 Binding Nature This Agreement shall be binding on, and inure to the benefit of, the parties hereto and their successors and permitted assigns.

15.18 Independent Contractor.

15.18.1 Each party will conduct its business at its own initiative, responsibility, and expense. This Agreement is not intended to, and shall not be construed as, forming a partnership or other form of relationship between the parties except as independent contractors.

15.18.2 Individuals employed by each party are not employees of the other, and the employing party assumes full responsibility for the acts and omissions of its own employees acting in the course and scope of their employment. Each party has, and retains the right to exercise, full control of and supervision over employment, direction, compensation, and discharge of its employees, including compliance with Social Security, withholding, workers' compensation, unemployment, payroll taxes, and all other taxes and regulations governing such matters.

15.19 Return of Bid Bond. ITAC agrees to return and/or cancel Vendor's \$1,000,000.00 bid bond at such time as this Agreement has been fully executed and finally approved by the Commission on a non-appealable basis.

TAC ILLINOIS TELECOMMUNICATIONS ACCESS CORPORATION an
Illinois not-for-profit corporation

By: Douglas R. McFarlan

Name: Douglas R. McFarlan

Title: President

Exhibit L: Copy of the 2012 TRS Certification Renewal Letter from the FCC