

Complaint Tracking for NJ (06/01/2010-12/31/2010). Total Customer Contacts: 56

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
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| 1 | 06/04/10 | Disconnect/Reconnect during calls | 06/04/10 | Customer's daughter reported that customer's captioned calls are being disconnected. Customer Service Representative sent customer information explaining the difference between a CapTel phone and a traditional phone. Also explained to customer why disconnect/reconnect might be occurring and sent a letter with tips to reduce the disconnecting occurrences. |
| 2 | 06/17/10 | Customer said, "Operator is stupid and lost the call." and asked the Operator not to announce relay and got upset that the outbound hung up. Supervisor thanked caller for the feedback and will follow up with agent. | 06/21/10 | Followed up with the Operator immediately. The Operator did not announce, per database and customer instructions. When the outbound answered, the Operator said, "One moment please" and the outbound hung up immediately. Operator did not announce relay in this call, but supervisor reviewed the proper procedure with the Operator. |
| 3 | 06/17/10 | Customer asked, "Are all operators new or just stupid? All Operators and this one are slow and stupid." and got upset when Operator informed her turbo code was off and Operator told her they were reading the notes. Supervisor thanked the caller for feedback and will follow up with Operator. | 06/21/10 | Supervisor observed call and followed up with Operator. The Operator followed instructions and informed caller of all call changes. Operator followed procedure by informing caller they were reading the notes. |
| 4 | 06/22/10 | Customer said, "All Operators are new and bad. They take all my money." Customer was upset that the outbound hung up. Supervisor tried to explain Operator doesn't have control over whether or not outbound hangs up and informed the customer the information would be forwarded to appropriate person. | 06/23/10 | Supervisor reviewed information with Operator. Operator demonstrated correct procedure on a "do not announce call" which is what the customer requested. The customer did not hang up because of Operator error. |
| 5 | 06/30/10 | Customer stated the operator had dialed the wrong number. Apologized for the inconvenience and customer did not request a follow up. | 06/30/10 | We do not have an Operator with the ID number listed in the complaint. We tried to look up several variations of the ID number, thinking numbers had possibly been transposed, but couldn't match it to a particular Operator. Unable to do follow up due to lack of information available. |
| 6 | 07/06/10 | After the completion of the call, the customer stated that the Operator did not follow the customers instruction to "not type out an answering machine". Assured the customer that Operator will be followed up with about procedures. The customer did not request a follow up. | 07/06/10 | Discussed issue with Operator and Operator acknowledged the instruction in the customer notes. |
| 7 | 07/12/10 | Operator did not get business name on first dial out. Customer requested the business name on first dial out and said "All operators are new and not paying attention." Apologized and thanked customer for feedback; will forward to appropriate person. Customer would like a follow up call. | 07/12/10 | Operator said she did not get the business name and apologized for missing it. She was coached on always being sure to keep the customer informed by either typing the information or, if it was a recording, to let them know she missed some information. Follow up attempts made at 4:25pm on 7/14/2010; 5:32pm on 7/14/2010; and 7:51pm on 7/14/2010. Did not reach customer and option to leave message is not available. |
| 8 | 07/13/10 | Operator dialed wrong number. Apologized for any inconvenience. Customer would like a follow up call. | 07/13/10 | The Operator remembered the call and knew she dialed incorrectly when she saw the dialing macro. She hung up to dial the correct number and the customer asked to speak to a supervisor. Operator was coached on being sure to focus on the information provided by the customer and keep them informed, if a error is made. Followed up with customer on 7/6/2010 at 10:59am, but there was no answer. Made a second call on 7/14/2010 at 11:41am; reached customer. Customer was happy for the follow up. |

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| 9 | 07/22/10 | Captions - stop in middle of call | 07/22/10 | Customer reported that captions had stopped during a call. Operator on the call reported that there was no audio to the workstation and a supervisor disconnected the call. Customer Service Representative apologized to customer for inconvenience and suggested she try make a call again. |
| 10 | 07/28/10 | Technical - General | 07/28/10 | Customer's sister reported they were unable to reach the CapTel user. Customer Service Representative conducted test calls. Additional research identified the operator processing the call was experiencing technical difficulty at the workstation. Supervisor assisted with technical difficulty. Renewed Customer Service Representative test calls were successful. Customer's sister also verified she was able to reach the CapTel user successfully and was thrilled with the resolution. |
| 11 | 08/12/10 | Service - General | 08/17/10 | Customer reported audio, but no captions, on three calls handled by a particular operator at 2 am. Customer provided specific call detail which was forwarded to Call Center management for investigation, then the supervisor for further review with the Operator. Customer Service Representative apologized to the customer for the inconvenience this caused and assured him the issue has been addressed. |
| 12 | 09/15/10 | Customer said that the Operator hung up on them. Apologized for the inconvenience and thanked the customer for the feedback. The customer did not request a follow up. | 09/19/10 | Supervisor met with Operator and coached on the importance of informing a supervisor of any technical difficulties. The Operator was also coached on the appropriate disconnect procedures. |
| 13 | 09/16/10 | Service - General | 09/16/10 | Customer reported no captions, on one particular call, and provided specific call detail. This detail was forwarded to Call Center management, who found upon further investigation that the Operator's workstation had technical difficulties, with no audio present at their end. Customer Service Representative apologized to customer for inconvenience and thanked him for taking the time to provide specific detail on the call. Customer acknowledged that he hung up after a minute and half and redialed his call at time of incidence. |
| 14 | 09/22/10 | Customer said Operator did not dial the correct number because they did not ask for the area code. Supervisor apologized and explained that if an area code is not provided, Operator will use the calling from area code. Caller said the Operator was pathetic and the supervisor did not know their job either. Caller wanted a follow-up but hung up before supervisor could get their contact information. | 09/22/10 | Supervisor observed the Operator following procedure for the call. |
| 15 | 10/05/10 | Customer states that he is being billed long distance, on his bill statement, every month when he places local calls, from his number in New Jersey and to a local number in New York. He wants credit at the time of his relay calls, did not want follow-up or transfer to customer service. Says his billing is CABLE-VISION, but getting charged long distance for the local calls through Sprint. | 10/05/10 | Tried to contact the customer to get information on billing and copies sent. Attempts to reach customer afterwards to get this information were not successful. Will open a trouble ticket if customer contacts account manager. |

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| 16 | 10/29/10 | Unable to make captioned calls | 10/29/10 | Customer reported the 'need to wait for an operator' when attempting to make a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, that caused calls not to ring through to waiting operator. An equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay. |
| 17 | 11/10/10 | A NJ voice caller said that her daughter was calling through the relay, to her grandma, and that the Operator started saying that her daughter was talking in a different voice and playing on the phone and to quit calling. Customer Service apologized for the problem. The customer did not request a follow up. | 11/10/10 | The Operator was not scheduled to work on this day or time. |
| 18 | 11/12/10 | Captions Lag too far behind voice | 12/03/10 | Customer shared feedback regarding captions lagging and provided specific call data. Customer Service Representative apologized for incidence and thanked customer for the feedback. Call detail was shared with Call Center management, for follow up with the Operator, by the supervisor. |
| 19 | 12/11/10 | Voice Carry-Over customer placed a call and said it was "one of the worst relay calls" they had ever made. The spelling on the call was terrible as if "English was not the operators first language or they were just hitting the wrong keys without correcting themselves". At the end of call, when Voice Carry-Over asked the operator why there had been so many errors, Operator apparently refused or did not respond. Frustrated, Voice Carry-Over user called into customer service to issue complaint. Voice Carry-Over user says it was not garbling because the text was still sort of readable, but just plain bad typing that made the call very confusing. Customer service Representative apologized and took complaint down. The customer did not request a follow up. | 12/11/10 | Operator was met and coached the importance of accurate typing and, if necessary, to correct the wording. |
| 20 | 12/20/10 | Technical - General | 12/21/10 | Customer reported seeing "Captioning line is ringing", on her screen, when attempting a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay. |
| 21 | 12/20/10 | Technical - General | 12/21/10 | Customer reported they saw "waiting for CapTel operator" when attempting to place a captioned call. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay. |

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| 22 | 12/20/10 | Technical - General | 12/20/10 | Customer reported that, on the bottom of the CapTel screen, she received the prompt "Caption Service Line is Ringing". Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay. |
| 23 | 12/20/10 | Technical - General | 12/21/10 | Customer reported, via Live Chat, inability to dial out with captions. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay. |
| 24 | 12/20/10 | Technical - General | 12/21/10 | Customer reported no captions on the CapTel phone. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay. |
| 25 | 12/20/10 | Technical - General | 12/21/10 | Customer reported seeing waiting for CapTel operator. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay. |
| 26 | 12/20/10 | Technical - General | 12/21/10 | Customer reported, via email, "Waiting for Operator". Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay. |
| 27 | 12/21/10 | Technical - General | 12/21/10 | Customer's son reported seeing "Please wait for the next available agent". Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay. |

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| 28 | 12/21/10 | Technical - General | 12/22/10 | <p>Customer's friend reported that the customer had difficulty making captioned calls in the evening of 12/20/2010. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.</p> |
| 29 | 12/21/10 | Technical - General | 12/21/10 | <p>Customer reported that when they tried to dial out with captions they only saw a blank screen in the evening of 12/20/2010. Customer Service Representative apologized for this experience and noted there was a technical difficulty at the Call Center causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully without delay.</p> |
| 30 | 12/21/10 | Technical - General | 12/21/10 | <p>Customer reported the "Waiting for an Operator" message, on their screen, on the evening of 12/20/10. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.</p> |
| 31 | 12/21/10 | Technical - General | 12/21/10 | <p>Customer's daughter reported that, last night, they were unable to reach the CapTel user. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.</p> |
| 32 | 12/21/10 | Technical - General | 12/21/10 | <p>Customer's friend called, regarding not being able to connect with captions, on the evening of 12/20/2010. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed all is now well.</p> |
| 33 | 12/21/10 | Technical - General | 12/21/10 | <p>Customer reported being unable to receive captions on 12/20/2010. Customer Service Representative apologized for this experience and noted there was a technical difficulty, at the Call Center, causing calls to be placed in queue and experience unusually long wait times during a five hour interval. An external equipment vendor corrected the matter. Customer Service Representative confirmed the customer is now able to make their captioned call successfully, without delay.</p> |

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| 34 | 12/30/10 | Accuracy of captions | 12/30/10 | Customer reported an incorrect captioned word on a call, resulting in a misunderstanding. Customer Service Representative thanked customer for reporting the incident and apologized for the error made during the call. Customer Service Representative reported call to the Captioning Center Supervisor for review, with the identified Operator, to instill the importance of accuracy. |
| 35 | 01/12/11 | Customer said that the Operator did not use the "hold macro" and only typed HOLD. Supervisor observed on the Operator's screen that the holding macro was used correctly. Customer also said that the Operator kept sending the wrong macro over and over and, again, the supervisor observed that the macro was only sent one time. Supervisor apologized for any inconvenience and offered a follow up. The customer did not request a follow up. | 01/12/11 | After following up was completed, the Operator followed all procedures correctly. |
| 36 | 01/18/11 | Customer was upset that Operator wasn't following their directions. Customer asked Operator to use a specific carrier and not to dial, until he said so. Customer does want a follow up, but did not want to give contact info. Customer wanted us to forward this to the TX Program Manager and ask them to contact the NJ Program Manager, for contact information. Apologized and told the customer the information would be forwarded to the appropriate person. | 01/18/11 | Supervisor verified that the preferred carrier was in the database and went through correctly. Operator was confused; customer typed their instructions "not to dial until he said so" and then proceeded to type "Go Ahead". Operator thought the "Go Ahead" meant he was ready for the dial out. Operator was coached on getting clarification, or calling over a supervisor, if instructions provided by customer are unclear. The customer did not provide any further contact information, so follow up contact was not available to be made. |
| 37 | 01/20/11 | Customer's son reported trouble calling his mother and received the "Waiting for CapTel Operator" message on screen during the call. | 01/20/11 | Customer Service Representative apologized for this experience and assured the customer there are ample number of captionists available. Technical support made a change on 1/25/2011 to allow calls to be processed by available Operators. Customer's son confirmed this resolved their experience. |
| 38 | 01/26/11 | New Jersey Voice Carry-Over used "711" and complained of incomplete greeting, no "Go Ahead" from Operator and the message garbles, leaving her unsure when to speak. | 01/26/11 | Apologized for inconvenience. Recommended her to turn off turbo code, use the dedicated Voice Carry-Over toll free number and verified her profile preferences. Submitted a trouble ticket. Customer does want a contact with resolution. Follow up attempt was made. Supervisor called on 2/3/2011 at 12:12 pm (ET) and left a message informing caller that a ticket was submitted, to the technician, regarding her problems with Voice Carry-Over and the connection. |
| 39 | 02/02/11 | Customer reported experiencing a, longer than normal, wait for an Operator. | 02/02/11 | Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner. |

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| 40 | 02/02/11 | Caller reported customer seeing "Captioning Service is ringing" when trying to place calls. | 02/02/11 | Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner. |
| 41 | 02/02/11 | Customer reported seeing "Captioning Service is ringing" when trying to place calls. | 02/02/11 | Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner. |
| 42 | 02/02/11 | Customer reported seeing "Captioning Service is ringing" when trying to place calls. | 02/02/11 | Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner. |

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| 43 | 02/02/11 | Customer's daughter stated that customer is unable to receive captions on her CapTel phone. | 02/02/11 | Customer Service Representative advised daughter that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls in a timely manner. |
| 44 | 02/02/11 | Customer reported seeing CapTel line is ringing on her screen, but the captions did not appear. | 02/02/11 | Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner. |
| 45 | 02/02/11 | Customer reported experiencing a, longer than normal, wait for an Operator. | 02/02/11 | Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner. |

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| 46 | 02/02/11 | Customer reported seeing Captioning Service is ringing when trying to place calls. | 02/02/11 | Customer Service Representative advised customer that on 2/2/11 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities and many roads were impassable the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/11. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner. |
| 47 | 02/02/11 | Customer's husband reported her inability to dial out in 2-Line mode. | 02/02/11 | Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner. |
| 48 | 02/02/11 | Customer reported seeing "Captioning Service is ringing" when trying to place calls. | 02/03/11 | Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner. |
| 49 | 02/03/11 | The customer stated that this supervisor (which he provided by name), located in Texas, does not seem to know what he is doing. Supervisor has a customer note instructing the agent to use CABLE VISION on his long distance call and it was defaulted to Sprint. Customer then requested for a supervisor and the supervisor proceeded to do, exactly, what the Operator did. Customer then made some additional comment about the supervisors, agents and service in general. The supervisor apologized for the inconvenience. The customer did not request a follow up. | 02/10/11 | The system identified the call as local and free. The customer continued to express her dissatisfaction, that her instruction to process the call as long distance, using the carrier instruction were not followed. Prior to the customer disconnecting from the call, the supervisor had attempted to explain the local call did not require a long distance carrier and that the system was processing the call as local and at no charge. Unfortunately the customer did not accept the free call explanation. |

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| 50 | 02/03/11 | Customer reported being unable to make and receive calls on 2/2/2011 stating that she continuously saw Caption Service Line is ringing throughout the day. | 02/03/11 | Customer Service Representative advised customer that on 2/2/2011 CapTel's staffing was affected by blizzard conditions. Customer Service Representative apologized for the inconvenience this caused and advised staying on the line for the next available operator. Center locations in Madison and Milwaukee were under both a "state of emergency" and a "civil danger" warning, declared by Wisconsin Governor Scott Walker. Even though bus and taxi services were shut down in both cities, and many roads were impassable, the Milwaukee and Madison centers both remained open and fielded calls non-stop. Service levels were not met for the day due to delayed answer time. The state of emergency ended on 2/2/2011. Staffing capacity was restored. Customer Service Representative confirmed with customer they are able to make and receive calls, in a timely manner. |
| 51 | 03/06/11 | Customer experienced garbling issues and wanted to know why. Customer was missing letters from Operator's typing and doesn't understand the difference between and extra "X" due to garbling issues and "XXX" to signify an error correction. | 03/06/11 | Customer service representative and supervisor apologized and attempted to educate and advise, but the customer was not convinced and wants a call back. A follow-up is requested anytime before 1pm, or leave a message if after 1pm or if they are not there. Called customer, as requested, and informed him that the information would be forwarded to our technician for investigation. |
| 52 | 03/15/11 | Customer reported general dissatisfaction with the accuracy of her captions and noted receiving inappropriate words on the display screen. | 03/15/11 | Customer Service Representative explained to the customer how captions are produced and advised her that it is possible that she may receive an incorrect word, that sounds similar to the intended word, and should then see a correction in brackets. Customer Service Representative apologized and advised customer that if she reported the date, time, Operator ID number and details of her experience on calls, this would allow us to take more specific follow up with the Operator and their supervisor. Customer's general feedback was passed to Call Center management. |
| 53 | 03/28/11 | Customer stated that the Operator did not follow the customer instructions. The call was placed on a local call, however, the customer insisted that the call is long distance and that customer would be billed by Sprint, not Cablevision, as her preferred long distance carrier. Attempted to explain that the call was a local call thus no long distance carrier is required and informed the caller that a report will be completed and forwarded to appropriate Sprint personnel for verification. The customer became combative and eventually disconnected. | 03/28/11 | Operator followed proper protocol since the computer indicates it was a local call. Supervisor also attempted the call themselves and achieved the exact same result. |
| 54 | 03/30/11 | Customer was upset due to the Operator not following notes. Customer Notes indicated not to type out answering machine recording. Operator did not follow notes and did both of these. Customer requested follow up and requests this complaint to be sent to Program Manager. | 03/30/11 | Coached the operator on the importance of following customer notes and instructions. A follow-up with the customer is not possible due to an invalid phone number. |
| 55 | 03/31/11 | Customer shared feedback regarding accuracy of captions. | 03/31/11 | Customer Service Representative apologized for incidence and thanked customer for bringing their experience to our attention. Feedback was received and passed on to Call Center Management. Customer Service Representative suggested customer document the date, time, and Operator ID of any future calls to allow us to take specific action with the Operator captioning the call. |

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| 56 | 04/07/11 | AMR (answering machine retrieval) customer told Operator to check answering machine. Operator sent the right information to do the call, "place your handset next to answering machine and turn on". After that, the customer did not see any typing from the Operator. The Operator is to be coached on correct procedures. | 04/07/11 | Supervisor met with Operator and went over answering machine retrieval procedures. Operator said recording skipped and asked Voice Carry-Over to try again, attempted a second time, and then the customer hung up. Advised the operator to get a supervisor to help the Operator through proper procedure if there is an issue. |
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**New Jersey FCC
Complaint Log
2011 - 2012**

Complaint Tracking for NJ (06/01/2011-05/31/2012). Total Customer Contacts: 22

| Tally | Date of Complaint | Nature of Complaint | Date of Resolution | Explanation of Resolution |
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| 1 | 06/08/11 | A customer stated that the Relay Operator typed June instead of July. The customer was informed that the Relay Operator was required to type the voice message verbatim. Customer insisted that the Supervisor was wrong and wanted to file this complaint. No follow up was necessary. | 06/08/11 | The Operator was met with regarding this complaint and stated that she was typing verbatim what the voice person said. Operator demonstrated awareness of the importance of typing verbatim. |
| 2 | 06/28/11 | A customer reported that a Relay Operator used the term (SOUNDS NASTY) as the descriptive words sent to the TTY user. The voice customer stated that they did not want descriptive words sent on calls, as the TTY user will not talk to him. | 06/28/11 | A Supervisor apologized, and explained that the term (SOUNDS NASTY) is not on the approved list of descriptions. The Supervisor also explained that in order to follow up with the Relay Operator, an ID number would be necessary. It was explained that the Relay Operators must type approved descriptive words, however if the TTY user does not want to receive these descriptions, an instruction can be added to the TTY user's profile. |
| 3 | 07/22/11 | A customer stated that there was a problem with the accuracy of the captions on their CapTel device. | 07/28/11 | A customer shared feedback regarding the accuracy of captions and provided specific call data. A Customer Service Representative apologized for the incident and thanked the customer for the feedback. Call detail was shared with Call Center Management for follow up with the Relay Operator by the Supervisor. Call Center Management has increased monitoring of the Relay Operator in question to ensure it is not an ongoing concern. |
| 4 | 08/03/11 | A customer stated that they felt that the Relay Operator couldn't process their call at all and had no clue what to do right. The customer requested that this information be forwarded to the Program Manager. | 08/03/11 | Customer Service apologized for the inconvenience and assured the customer that the matter would be investigated. The customer requested follow up be sent to the Program Manager. A Supervisor met with the Relay Operator with regards to this matter and went over proper procedures for calls that have specific customer notes. The dial in and delay information will be forwarded to the Program Manager with follow up information. Will forward dial in delay information to Program Manager along with follow up information. The Account Manager could not reach the consumer, and emailed the consumer as a follow up with a report stating that the Relay Operator had received training on how to handle a call. |
| 5 | 09/03/11 | A voice customer stated that they had received a call from their father who uses a TTY. The customer was unhappy that the Relay Operator typed "sounds annoyed" to describe the voice tone. The customer stated that at no time was she "annoyed" but rather very "concerned." The customer was informed that Relay Operators are encouraged to use voice description. The customer understood but stated that they did not sound "annoyed" at any time. Customer Service apologized to the customer and informed her that a Supervisor would follow up with the Relay Operator. No follow up was requested. | 09/03/11 | This Relay Operator is no longer employed so the Supervisor is unable to follow up. |
| 6 | 09/03/11 | A voice Customer called in and complained that they were not able to place a long distance call even though their number is labeled under their carrier of choice. An error message came up stating "Cannot proceed with out dial, out CC was not found for Product ID:99 and Carrier Index: 0386." | 09/03/11 | Customer Service apologized for the inconvenience and set the customer's long distance carrier to "all others." No follow up was requested. |

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|----|----------|--|----------|--|
| 7 | 09/24/11 | A customer stated that the Relay Operator had no clue, was lost, and had no idea what to do when processing the call. Customer Service thanked the customer for the feedback, and assured them that proper procedures will be reviewed with the Relay Operator and the Supervisor will be in touch with them to follow up. Email address was provided by the customer for follow up. | 09/24/11 | A Supervisor met with the Relay Operator about this call, and the Relay Operator remembered that this call did not have an option for a live person and the recording hung up. When the Relay Operator informed the customer that the recording hung up and that there was no option for a live person the customer got upset and thought that the Relay Operator didn't know how to process the call. In speaking with the Assistant Supervisor which originally responded to the customer contact, they did observe that the Relay Operator followed proper procedures when processing a call to a recording that does not give an option for a live person. The Supervisor sent a follow up email to the customer in regards to this complaint. |
| 8 | 10/28/11 | A customer stated that the captions lag too far behind the voicing. | 10/28/11 | A customer shared feedback regarding the delay of captions during their call. Customer Service apologized for the incident, thanked the customer for the feedback and informed him that information would be shared with appropriate captioning service staff for follow up. Customer Service also discussed ways that captions can fall behind conversations when callers speak rapidly, without pausing or if the speaker is extremely difficult to understand. The customer stated that they understood reasons that captions can fall behind and said that in the future they would provide specific reports on calls where captions lagged without those reasons. |
| 9 | 11/21/11 | A customer stated that a Relay Operator did not keep the customer informed with regards to whether or not the last words were relayed prior to the disconnection of the outbound line. Customer Service thanked the customer for taking the time to share this concern. No follow up was needed. | 11/21/11 | The Relay Operator was coached on proper procedures in a situation such as this. |
| 10 | 12/04/11 | Technical - General | 12/04/11 | A customer's friend reported a busy signal when trying to reach a customer through the captioning service. Technical support provided the customer with the remedy needed by re-routing the caller's calls through a different carrier. Customer Service confirmed that this adjustment resolved the caller's experience. |
| 11 | 12/08/11 | Technical - General | 12/09/11 | A customer reported his inability to reach one specific number through the captioning service. One of the TRS network carriers identified a configuration issue and re-routed calls temporarily through a different carrier until the original carrier was able to permanently resolve the issue. Customer Service confirmed that the issue has been permanently resolved by the original carrier and the customer is able to reach this number successfully. |
| 12 | 12/20/11 | A NJ VCO customer stated that they are not receiving Caller ID information when making calls through the relay service. Customer Service apologized for the inconvenience and opened a trouble ticket. Follow up was requested. | 12/20/11 | A technician dropped a call from this customer's number in to their testing position and dialed. The technician verified that the Caller ID is passed. However it was discovered that the customer's Caller ID would not go through while using Relay. The carrier replaced a crossed battery on the line aerial. Following this replacement further test calls were made, and it was found that the Caller ID worked when using Relay. Tests were made from several different numbers and all tests were successful. |
| 13 | 01/03/12 | A customer stated that their caller ID is not working when using the relay service. The customer stated that the caller ID works fine when calling direct. She states that she cannot receive or make calls properly when this is happening. Customer Service apologized for the problem and assured the customer that a trouble ticket would be submitted. | 01/03/12 | Technicians inspected the customer's line and no problems were found. |

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|----|----------|--|----------|--|
| 14 | 02/16/12 | A customer stated that the Relay Operator dialed the wrong number. Customer Service was able to verify that the Relay Operator received and dialed the number given. No follow up was needed. | 02/16/12 | No follow up was needed as the it was confirmed that the Relay Operator dialed the correct number. |
| 15 | 03/01/12 | A customer stated that the Relay Operator dialed the wrong number. Apologized for the inconvenience. No follow up was needed. | 03/01/12 | A Supervisor coached the Relay Operator on the importance of proper procedures. |
| 16 | 03/11/12 | Technical - General | 03/12/12 | A customer reported that she was unable to reach a specific number with captions. After initial troubleshooting Technical Support had the carrier open a ticket for the situation and this resolved the customer's experience. |
| 17 | 03/26/12 | A customer was upset that the Relay Operator typed the message when the notes clearly say not to. The customer hung up before a Supervisor could respond. | 03/26/12 | A Supervisor followed up with the Relay Operator and coached them on following customer notes. The Supervisor is confident that this Relay Operator will follow proper procedure in the future. |
| 18 | 03/28/12 | A TTY customer was upset that Relay Operator continued to repeat that the message was garbled. The customer felt that the Relay Operator was not being truthful and that the Relay Operator hung up on the customer instead of getting a Supervisor as requested. | 03/28/12 | A Supervisor met with the Relay Operator who remembered the call. The Relay Operator stated that the message was continually garbled and was garbled enough that they were not able to ascertain that the customer requested a Supervisor. They Relay Operator stated that the customer disconnected the call. The Relay Operator demonstrated knowledge of the steps to take to reduce garbling such as disabling turbo and reducing typing speed and stated these are the steps she took with this call. |
| 19 | 04/07/12 | A customer stated that the Relay Operator did not follow the customer notes. A Customer Service Representative apologized for the inconvenience. Customer does want a follow up. | 04/07/12 | The Relay Operator does not remember which note was not followed as there were a lot of notes on this customer's profile. A Supervisor coached the Relay Operator on checking and following up on customer notes. |
| 20 | 04/09/12 | A customer's daughter reported that their CapTel device was not getting a dial tone. | 04/13/12 | A Customer Service Representative advised the customer to contact their phone company to determine the quality of their line. It is now confirmed that the customer is using CapTel successfully. |
| 21 | 04/29/12 | A customer stated that the Relay Operator didn't know what they were doing and was not ready to service a call. The customer felt that the Relay Operator does not need to be left alone while servicing a call, and would like a follow up from an Account Manager. | 04/29/12 | The Account Manager followed up with the customer. |
| 22 | 05/21/12 | A customer stated that the Relay Operator did not execute Answering Machine Retrieval properly. The customer reported that a message was missed. Customer Service apologized and told the customer that a Supervisor would be informed. | 05/21/12 | The Relay Operator could not remember this call, so their procedural knowledge was tested. The Relay Operator demonstrated knowledge of the correct procedures for Answering Machine Retrieval. The Relay Operator explained that a Supervisor would have been requested if the Relay Operator had been aware that there were technical difficulties during this incidence. |

Appendix U:
Copy of TRS RFP



Request for Proposal 10-X-20941

For: Telecommunications Relay Service

| Event | Date | Time |
|--|-----------------------|--|
| Bidder's Electronic Question Due Date (Refer to RFP Section 1.3.1 for more information.) | July 23, 2009 | End of Mandatory Pre-bid Conference |
| Mandatory Pre-Bid Conference (Refer to RFP Section 1.3.4 for more information.) | July 23, 2009 | 10:00 AM |
| Bid Submission Due Date (Refer to RFP Section 1.3.2 for more information.) | September 10, 2009 | 2:00 PM |

Dates are subject to change. All changes will be reflected in Addenda to the RFP posted on the Division of Purchase and Property website.

| | Status | Category |
|-------------------------------------|--|------------------------------|
| Small Business Set-Aside | <input checked="" type="checkbox"/> Not Applicable | |
| | <input type="checkbox"/> Entire Contract | <input type="checkbox"/> I |
| | <input type="checkbox"/> Partial Contract | <input type="checkbox"/> II |
| | <input type="checkbox"/> Subcontracting Only | <input type="checkbox"/> III |

RFP Issued By

State of New Jersey
Department of the Treasury
Division of Purchase and Property
Trenton, New Jersey 08625-0230

Using Agency

State of New Jersey
Board of Public Utilities

Date: July 7, 2009

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November 12, 2008

**IMPORTANT NOTICE -
NEW "PAY-TO-PLAY" RESTRICTIONS TO TAKE EFFECT NOVEMBER 15, 2008**

Note: This is for informational purposes only. Certification is to be completed upon award.

Governor Jon S. Corzine recently signed Executive Order No. 117, which is designed to enhance New Jersey's efforts to protect the integrity of government contractual decisions and increase the public's confidence in government. The Executive Order builds on the provisions of P.L. 2005, c. 51 ("Chapter 51"), which limits contributions to certain political candidates and committees by for-profit business entities that are, or seek to become, State government vendors.

Executive Order No. 117 extends the provisions of Chapter 51 in two ways:

1. The definition of "business entity" is revised and expanded so that contributions by the following individuals also are considered contributions attributable to the business entity:
 - Officers of corporations and professional services corporations, with the term "officer" being defined in the same manner as in the regulations of the Election Law Enforcement Commission regarding vendor disclosure requirements (N.J.A.C. 19:25-26.1), with the exception of officers of non-profit entities;
 - Partners of general partnerships, limited partnerships, and limited liability partnerships and members of limited liability companies (LLCs), with the term "partner" being defined in the same manner as in the regulations of the Election Law Enforcement Commission regarding vendor disclosure requirements (N.J.A.C. 19:25-26.1); and
 - Spouses, civil union partners, and resident children of officers, partners, LLC members and persons owning or controlling 10% or more of a corporation's stock are included within the new definition, except for contributions by spouses, civil union partners, or resident children to a candidate for whom the contributor is eligible to vote or to a political party committee within whose jurisdiction the contributor resides.
2. Reportable contributions (those over \$300.00 in the aggregate) to legislative leadership committees, municipal political party committees, and candidate committees or election funds for Lieutenant Governor are disqualifying contributions in the same manner as reportable contributions to State and county political party committees and candidate committees or election funds for Governor have been disqualifying contributions under Chapter 51.

Executive Order No. 117 applies only to contributions made on or after November 15, 2008, and to contracts executed on or after November 15, 2008.

The 2 year Certification of Compliance form for Chapter 51 & Executive Order No. 117 can be found here:

<http://www.state.nj.us/treasury/purchase/forms.htm>

1.0 INFORMATION FOR BIDDERS

1.1 PURPOSE AND INTENT

This Request for Proposal (RFP) is issued by the Purchase Bureau, Division of Purchase and Property, Department of the Treasury on behalf of New Jersey Board of Public Utilities (NJBPU or Board).

The purpose of this RFP is to solicit bid proposals to engage a contractor(s) to make available a communications system to assist the hearing and speech-impaired community within the State of New Jersey.

The intent of this RFP is to award a contract to that responsible bidder whose bid proposal, conforming to this RFP and providing all the FCC required services, is most advantageous to the State, price and other factors considered. The State intends to award a contract to a provider of Traditional Telecommunications Relay Service (TRS) and Captioned Telephone (CapTel) Service. The State seeks a New Jersey based in-state proposal for Traditional TRS, but will consider an out-of-state Traditional TRS proposal. The State, however, reserves the right to separately procure individual requirements that are the subject of the contract during the contract term, when deemed by the Director to be in the State's best interest.

The NJ Standard Terms & Conditions version 07/27/07 will apply to all contracts or purchase agreements made with the State of New Jersey. These terms are in addition to the terms and conditions set forth in this RFP and should be read in conjunction with them unless the RFP specifically indicates otherwise.

1.2 BACKGROUND

TRS is a form of operator assistance that provides translator service between hearing and speech-impaired individuals with Text Telephones (TTYs) or computers and the general body of telephone users. TRS allows those with hearing and/or speech impairments to access telecommunications services never before available to them. The State seeks responses to this RFP of systems using any technology (not necessarily limited to traditional relay) which can provide access to the communications network for the hearing and speech-impaired.

Effective July 26, 1990, Congress enacted and the President signed the federal Americans with Disabilities Act (ADA), P.L. 101-336, 104 Stat. 327 (codified at 42 U.S.C. §12101 et seq. and 47 U.S.C. §201 et seq.). The ADA, among other things, amends Title II of the Communications Act of 1934 by incorporating provisions regarding telecommunications relay services for hearing-impaired and speech-impaired individuals. Subsequently, the FCC enacted rules regarding TRS and related customer equipment (See 47 C.F.R. §64.601 et seq.).

On October 15, 1990, the NJBPU issued its first RFP for the provision of relay service. After the bidding process, AT&T was selected, from a group of four bidders, as the relay Contractor for a three year period, which ended March 31, 1995. AT&T also provided service through Pennsylvania's relay center from December 1991 through March 31, 1992, as it prepared the New Jersey system. In 1997, a second RFP was issued, and on July 30, 1997, the NJBPU selected AT&T as the relay Contractor, for a two year term, with the option for three additional one-year extensions. The three extension options were each approved and exercised, extending the TRS contract to July 31, 2002. A third RFP was issued by NJBPU on March 6, 2002, and AT&T was selected by NJBPU to provide service beginning on August 1, 2002 for a three-year term with the potential for two one-year extensions. The contract was extended until January 31, 2006. On February 1, 2006, as a result of a competitive procurement process, a three year contract was

awarded to Sprint for both traditional TRS and CapTel service. The current contract's initial period was to end January 31, 2009 and was extended for one year by NJBPU.

This is a procurement of the TRS term contract, presently due to expire on January 31, 2010. Bidders interested in the current contract specifications and pricing information may review the current contract T2380 at <http://www.state.nj.us/treasury/purchase/contracts.htm>.

1.3 KEY EVENTS

1.3.1 ELECTRONIC QUESTION AND ANSWER PERIOD

The Purchase Bureau will electronically accept questions and inquiries from all potential bidders via the web at <http://ebid.nj.gov/QA.aspx>.

Questions should be directly tied to the RFP and asked in consecutive order, from beginning to end, following the organization of the RFP. Each question should begin by referencing the RFP page number and section number to which it relates.

Bidders must not contact the Using Agency directly, in person, by telephone or by email, concerning this RFP.

The cut-off date for electronic questions and inquiries relating to this RFP is the end of the Mandatory EBid Pre-bid Conference which is indicated on the cover sheet. Bidders should submit questions prior to the date of the Mandatory EBid Pre-Bid Conference to give the State enough time to prepare answers to the questions by the bidders conference. Addenda to this RFP, if any, will be posted on the Purchase Bureau website after the cut-off date. (See RFP Section 1.4.1 for further information.)

1.3.2 SUBMISSION OF BID PROPOSAL

In order to be considered for award, the bid proposal must be received by the Purchase Bureau of the Division of Purchase and Property at the appropriate location by the required time. **ANY BID PROPOSAL NOT RECEIVED ON TIME AT THE LOCATION INDICATED BELOW WILL BE REJECTED. THE DATE AND TIME IS INDICATED ON THE COVER SHEET. THE LOCATION IS AS FOLLOWS:**

BID RECEIVING ROOM – 9TH FLOOR
PURCHASE BUREAU
DIVISION OF PURCHASE AND PROPERTY
DEPARTMENT OF THE TREASURY
33 WEST STATE STREET, P.O. BOX 230
TRENTON, NJ 08625-0230

Directions to the Purchase Bureau are available on the web at <http://www.state.nj.us/treasury/purchase/directions.htm>.

Note: Bidders using U.S. Postal Service regular or express mail services should allow additional time since the U.S. Postal Service does not deliver directly to the Purchase Bureau.

Procedural inquiries concerning this RFP may be directed to RFP.procedures@treas.state.nj.us. The State will not respond to substantive questions related to the RFP or any other contract via this e-mail address.

1.3.4 MANDATORY PRE-BID CONFERENCE

The State of New Jersey, Department of the Treasury, Division of Purchase and Property, Purchase Bureau is pleased to announce the Division's electronic procurement modernization process. This RFP will allow bidders the opportunity to submit their bid proposal electronically.

A new electronic bidding "eBid" application is being made available to vendors to promote an easier, more efficient method to submit bid proposals. The State would like to thank the bidder in advance for its anticipated participation.

PLEASE READ THE IMPORTANT INFORMATION BELOW REGARDING THE eBid PROCESS AND THE REQUIREMENTS FOR THE MANDATORY PRE-BID CONFERENCE.

The purpose of the Mandatory Pre-Bid Conference is to provide a structured and formal opportunity for the State to accept questions from vendors regarding this RFP.

The pre-bid conference will be divided in two parts:

1) The first part will walk bidders through the electronic bid process. Purchase Bureau staff will be on hand to provide a step by step demonstration at the pre-bid conference on how to navigate in the new eBid website.

2) The second part will be devoted to answering questions bidders may have regarding the technical specifications or any other aspect of the RFP.

Bidders who wish to submit electronically should bring a copy of their *Business Registration Certificate with the Department of Revenue* to the conference. This certificate may be obtained by visiting the following website:

<http://www.state.nj.us/treasury/revenue/busregcert.htm>

The question and answer period may be extended if necessary after the pre-bid conference to allow ample time to field any additional questions generated at the pre-bid conference.

Any revisions to the RFP resulting from the Mandatory Pre-Bid Conference will be formalized by an addendum to this RFP. Answers to deferred questions will also be formalized by an addendum to this RFP. Addendum, if any, to this RFP will be posted to the Purchase Bureau website (see Section 1.4.1. of this RFP for further information).

PLEASE READ THE IMPORTANT INFORMATION BELOW REGARDING THE eBID PROCESS AND THE REQUIREMENTS FOR THE MANDATORY PRE-BID CONFERENCE.

The date, time and location of the Mandatory Pre-Bid Conference is indicated on the cover sheet. The location of the conference will be as follows:

Department of the Treasury-Division of Purchase and Property
33 West State Street-9th Floor Bid Room
Trenton, NJ 08625-0230

Directions to the Purchase Bureau can be found on the following website:

<http://www.state.nj.us/treasury/purchase/directions.htm>

Bid proposals will be automatically rejected from any bidder that was not represented or failed to properly register at the Mandatory Pre-Bid Conference.

An attendee may represent no more than one potential bidding entity.

The purpose of the Mandatory Pre-Bid Conference is to provide a structured and formal opportunity for the State to accept questions from vendors regarding this RFP.

1.4 ADDITIONAL INFORMATION

1.4.1 ADDENDA: REVISIONS TO THIS RFP

In the event that it becomes necessary to clarify or revise this RFP, such clarification or revision will be by addendum. Any addendum to this RFP will become part of this RFP and part of any contract awarded as a result of this RFP.

ALL RFP ADDENDA WILL BE ISSUED ON THE DIVISION OF PURCHASE AND PROPERTY WEB SITE. TO ACCESS ADDENDA, THE BIDDER MUST SELECT THE BID NUMBER ON THE WEB PAGE AT <http://www.state.nj.us/treasury/purchase/bid/summary/bid.shtml>.

There are no designated dates for release of addenda. Therefore interested bidders should check the Purchase Bureau "Bidding Opportunities" website on a daily basis from time of RFP issuance through bid opening.

It is the sole responsibility of the bidder to be knowledgeable of all addenda related to this procurement.

1.4.2 BIDDER RESPONSIBILITY

The bidder assumes sole responsibility for the complete effort required in submitting a bid proposal in response to this RFP. No special consideration will be given after bid proposals are opened because of a bidder's failure to be knowledgeable as to all of the requirements of this RFP.

1.4.3 COST LIABILITY

The State assumes no responsibility and bears no liability for costs incurred by a bidder in the preparation and submittal of a bid proposal in response to this RFP.

1.4.4 CONTENTS OF BID PROPOSAL

If no negotiations are contemplated, after bid opening, all information submitted by bidders in response to the bid solicitation is considered public information, except as may be exempted from public disclosure by the Open Public Records Act, N.J.S.A. 47:1A-1 et seq., and the common law. Should the State, in advance of bid opening, determine to enter into negotiations with bidder(s), bid proposals will not be made public until the Letter of Intent to Award is issued.

A bidder may designate specific information as not subject to disclosure when the bidder has a good faith legal/factual basis for such assertion. The State reserves the right to make the determination and will advise the bidder accordingly. The location in the bid proposal of any such designation should be clearly stated in a cover letter. **The State will not honor any attempt by a bidder either to designate its entire bid proposal as proprietary and/or to claim copyright protection for its entire proposal.** In the event of any challenge to the bidder's designation of confidential/proprietary materials, the bidder shall be solely responsible for defending its designation and the State shall have no responsibility therefore.

By signing the cover sheet of this RFP, the bidder waives any claims of copyright protection set forth within the manufacturer's price list and/or catalogs. The price lists and/or catalogs must be accessible to State using agencies and cooperative purchasing partners and thus have to be made public to allow all eligible purchasing entities access to the pricing information.

All bid proposals, with the exception of information determined by the State or the Court to be proprietary, are available for public inspection after the Letter of Intent to Award is issued. At such time, interested parties can make an appointment with the Purchase Bureau to inspect bid proposals received in response to this RFP.

1.4.5 BID OPENING

On the date and time bid proposals are due under the RFP, all information concerning the bid proposals submitted may be publicly announced and those bid proposals, except for information appropriately designated as confidential, shall be available for inspection and copying. In those cases where negotiation is contemplated, only the names and addresses of the bidders submitting bid proposals will be announced and the contents of the bid proposals shall remain confidential until the Notice of Intent to Award is issued by the Director.

1.4.6 PRICE ALTERATION

Bid prices must be typed or written in ink. Any price change (including "white-outs") must be initialed. Failure to initial price changes shall preclude a contract award from being made to the bidder.

1.4.7 BID ERRORS

In accordance with N.J.A.C. 17:12-1.22, "Bid Errors," a bidder may withdraw its bid as described below.

A bidder may request that its bid be withdrawn prior to bid opening. Such request must be made, in writing, to the Supervisor of the Business Unit. If the request is granted, the bidder may submit a revised bid as long as the bid is received prior to the announced date and time for bid opening and at the place specified.

If, after bid opening but before contract award, a bidder discovers an error in its proposal, the bidder may make a written request to the Supervisor of the Bid Review Unit for authorization to withdraw its proposal from consideration for award. Evidence of the bidder's good faith in making this request shall be used in making the determination. The factors that will be considered are that the mistake is so significant that to enforce the contract resulting from the proposal would be unconscionable; that the mistake relates to a material feature of the contract; that the mistake occurred notwithstanding the bidder's exercise of reasonable care; and that the State will not be significantly prejudiced by granting the withdrawal of the proposal. Note: A PB-36 complaint form may be filed and forwarded to the Division's Contract Compliance and Audit Unit for handling. A record of the complaint will also be maintained in the Division's vendor performance file for evaluation of future bids submitted.

All bid withdrawal requests must include the bid identification number and the final bid opening date and sent to the following address:

Department of the Treasury
Purchase Bureau
PO Box 230
33 West State Street – 9th Floor

Trenton, New Jersey 08625-0230
Attention: Supervisor, Bid Review Unit

If during a bid evaluation process, an obvious pricing error made by a potential contract awardee is found, the Director shall issue written notice to the bidder. The bidder will have five (5) days after receipt of the notice to confirm its pricing. If the vendor fails to respond, its bid shall be considered withdrawn, and no further consideration shall be given it.

If it is discovered that there is an arithmetic disparity between the unit price and the total extended price, the unit price shall prevail. If there is any other ambiguity in the pricing other than a disparity between the unit price and extended price and the bidder's intention is not readily discernible from other parts of the bid proposal, the Director may seek clarification from the bidder to ascertain the true intent of the bid.

1.4.8 JOINT VENTURE

If a joint venture is submitting a bid proposal, the agreement between the parties relating to such joint venture should be submitted with the joint venture's bid proposal. Authorized signatories from each party comprising the joint venture must sign the bid proposal. A separate Ownership Disclosure Form, Disclosure of Investigations and Actions Involving Bidder, Affirmative Action Employee Information Report, MacBride Principles Certification, and Business Registration or Interim Registration must be supplied for each party to a joint venture.

2.0 DEFINITIONS

2.1 GENERAL DEFINITIONS

The following definitions will be part of any contract awarded or order placed as result of this RFP.

Addendum – Written clarification or revision to this RFP issued by the Purchase Bureau.

All-Inclusive Hourly Rate – An hourly rate comprised of all direct and indirect costs including, but not limited to: overhead, fee or profit, clerical support, travel expenses, per diem, safety equipment, materials, supplies, managerial support and all documents, forms, and reproductions thereof. This rate also includes portal-to-portal expenses as well as per diem expenses such as food.

Amendment – A change in the scope of work to be performed by the contractor. An amendment is not effective until it is signed by the Director, Division of Purchase and Property.

Bidder – An individual or business entity submitting a bid proposal in response to this RFP.

Contract – This RFP, any addendum to this RFP, and the bidder's proposal submitted in response to this RFP, as accepted by the State.

Contractor – The bidder awarded a contract resulting from this RFP.

Director – Director, Division of Purchase and Property, Department of the Treasury. By statutory authority, the Director is the chief contracting officer for the State of New Jersey.

Division – The Division of Purchase and Property

Evaluation Committee – A committee established by the Director to review and evaluate bid proposals submitted in response to this RFP and to recommend a contract award to the Director.

Firm Fixed Price – A price that is all-inclusive of direct cost and indirect costs, including, but not limited to, direct labor costs, overhead, fee or profit, clerical support, equipment, materials, supplies, managerial (administrative) support, all documents, reports, forms, travel, reproduction and any other costs. No additional fees or costs shall be paid by the State unless there is a change in the scope of work.

Joint Venture – A business undertaking by two or more entities to share risk and responsibility for a specific project.

May – Denotes that which is permissible, not mandatory.

Project – The undertaking or services that are the subject of this RFP.

Request for Proposal (RFP) – This document which establishes the bidding and contract requirements and solicits bid proposals to meet the purchase needs of the using Agencies as identified herein.

Shall or Must – Denotes that which is a mandatory requirement. Failure to meet a mandatory requirement will result in the rejection of a bid proposal as materially non-responsive.

Should – Denotes that which is recommended, not mandatory.

State Contract Manager – The individual responsible for the approval of all deliverables, i.e., tasks, sub-tasks or other work elements in the Scope of Work, as set forth in Sections 8.1, 8.1.1 and 8.1.2.

Subtasks – Detailed activities that comprise the actual performance of a task.

State – State of New Jersey.

Subcontractor – An entity having an arrangement with a State contractor, where the State contractor uses the products and/or services of that entity to fulfill some of its obligations under its State contract, while retaining full responsibility for the performance of all of its [the contractor's] obligations under the contract, including payment to the subcontractor. The subcontractor has no legal relationship with the State, only with the contractor.

Task – A discrete unit of work to be performed.

Using Agency[ies] – The entity[ies] for which the Division has issued this RFP and will enter into a contract.

2.2 CONTRACT-SPECIFIC DEFINITIONS

711 - Abbreviated dialing code for accessing all types of relay services anywhere in the United States.

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

ASCII - Acronym for American Standard Code for Information Inter-exchange which employs an eight bit code and can operate at any standard transmission baud rate including 300, 1200, 2400 and higher.

Baud - Measure of how frequently sound changes on a phone line.

Baudot - 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 using 1 start bit, 5 data bits, and 1.5 stop bits. This is generally incompatible with standard modems.

Call Release - 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.

CapTel – a Proprietary Voice Carry-Over (VCO) captioning type service using voice recognition software which requires specially trained operators to provide the Communications Assistant (CA) function of the service. This service allows persons with partial hearing ability to hear the other party and see an electronic transmission of the incoming words in almost real time.

Common Carrier or Carrier – Company engaged in the business of interstate communications 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 communications by wire or radio, notwithstanding sections 2(b) and 221(b) of the Act.

Communications Assistant (CA) – Person who transliterates or interprets conversation between two or more end users of traditional TRS or CapTel service. CA supersedes the term TDD operator.

Extended Message Interface (EMI) - Standard format used for exchange of telecommunications message information among Local Exchange Carriers for billable, non-billable, sample, settlement and study data. EMR format is contained in Telcordia Technologies (formerly Bellcore) Publication BR-010-200-010 CRIS Exchange Messaging

Extended Message Record (EMR) - Standard format used for exchange of telecommunications message information among Local Exchange Carriers for billable, non-billable, sample, settlement and study data. EMR format is contained in Telcordia Technologies (formerly Bellcore) Publication BR-010-200-010 CRIS Exchange Messaging.

Hearing Carry Over (HCO) - Form of TRS where the person with the speech disability is able to listen to the other end user and, in reply, the CA speaks the text as typed by the person with the speech disability. The CA does not type any conversation. Two-line HCO is a HCO service that allows TRS users to use one telephone line for hearing and the other for sending TTY messages. HCO-to-TTY allows a relay conversation to take place between an HCO user and a TTY user. HCO-to-HCO allows a relay conversation to take place between two HCO users.

Non-English Languages Relay Service - 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.

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

Public Safety Answering Point (PSAP) - Facility that has been designated to receive 911 calls and route them to emergency services personnel as provided in 47 C.F.R. §64.3000(c).

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

Speed Dialing - 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.

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 relay services. TRS supersedes the terms dual party relay system, message relay services, and TDD Relay.

Text Telephone (TTY) - 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. For many users, a computer functions as their TTY.

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

Video Relay Service (VRS) - Telecommunications relay service that allows people with hearing or speech disabilities who use sign language to communicate with voice telephone users through video equipment. The video link allows the CA to view and interpret the party's signed conversation and relay the conversation back and forth with a voice caller.

Voice Carry-Over (VCO) - Form of TRS where the person with the hearing disability is able to speak directly to the other end user. The CA types the response back to the person with the hearing disability. The CA does not voice the conversation. Two-line VCO is a VCO service that allows TRS users to use one telephone line for voicing and the other for receiving TTY messages. A VCO-to-TTY TRS call allows a relay conversation to take place between a VCO user and a TTY user. VCO-to-VCO allows a relay conversation to take place between two VCO users.