

State of Maine
RFP / Proposal Master Score Sheet

Instructions: Complete the Master Score Sheet below providing all of the requested information for each bidder that submitted a proposal in response to the RFP. This document is to be included in the Selection Package submitted to the Division of Procurement Services for review/approval.

SCORESHEET FOR RFP# 201806125: Provision of Telecommunications Relay Services and Captioned Telephone Services							
PROPOSAL SUBMITTED BY:		Hamilton Relay Option 1		Hamilton Relay Option 2*		Sprint Communications	
COST:		Cost:	\$21,000/mth	Cost:	\$25,168/mth	Cost:	\$12,700/mth
EVALUATION ITEM	POINTS AVAIL.						
Section I: Organization Qualifications and Experience	(10)		10		NA		10
Section II: Proposed Services	(40)		35		NA		38
Section III: Cost Proposal	(40)		24		NA		40
Section IV: Maine Business and Economic Impact Consideration	(10)		0		NA		8
TOTAL	<u>100</u>		<u>(69)</u>		<u>()</u>		<u>(96)</u>

*Hamilton Relay Option 2 proposes a price for a contract that includes outreach services. The RFP did not request a proposal for outreach services. The selection committee is rejecting this option for scoring purposes.



Paul R. LePage
Governor

**STATE OF MAINE
TELECOMMUNICATIONS RELAY
SERVICE COUNCIL**

Governor Baxter School for the Deaf
1 Mackworth Island
Falmouth, ME 04105
(207)-781-6284

William Nye
Chair

AWARD NOTIFICATION LETTER

September 21, 2018

Andrew Brenneman, Sr Client Director
Sprint Communications Company, LP
12502 Sunrise Valley Drive
Reston, VA 20191

SUBJECT: Notice of Conditional Contract Award under RFP #201806125,
Provision of Telecommunications Relay Services and Captioned
Telephone Services

Dear Mr. Brenneman,

This letter is regarding the subject Request for Proposals (RFP), issued by the State of Maine Telecommunications Relay Service Council for Provision of Telecommunications Relay Services and Captioned Telephone Services. The Council has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Council is hereby announcing its conditional contract award to the following bidder:

- Sprint Communications Company, LP

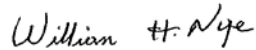
Sprint Communications Company, LP received the evaluation team's highest ranking. The Council will be contacting you soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Council and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Council is executed. The Council further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

A handwritten signature in cursive script that reads "William H. Nye".

William H. Nye
Chair

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Division of Purchases, Chapter 120, § (2) (2).



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Governor Baxter School for the Deaf
1 Mackworth Island
Falmouth, ME 04105
(207)-781-6284

William Nye
Chair

AWARD NOTIFICATION LETTER

September 21, 2018

Dixie Ziegler, VP
Hamilton Relay, Inc.
1006 12th Street
Aurora, NE 68818

SUBJECT: Notice of Conditional Contract Award under RFP #201806125,
Provision of Telecommunications Relay Services and Captioned
Telephone Services

Dear Ms. Ziegler,

This letter is regarding the subject Request for Proposals (RFP), issued by the State of Maine Telecommunications Relay Service Council for Provision of Telecommunications Relay Services and Captioned Telephone Services. The Council has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Council is hereby announcing its conditional contract award to the following bidder:

- Sprint Communications Company, LP

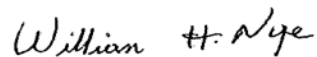
The bidder listed above received the evaluation team's highest ranking. The Council will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Council and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Council is executed. The Council further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

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William H. Nye
Chair

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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201806125
RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services
BIDDER: Sprint Communications
DATE: August 29, 2018

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Telecommunications Relay Service Council
NAME OF RFP COORDINATOR: Elizabeth J. Wyman
NAMES OF EVALUATORS: Elizabeth Wyman, Owen Logue, Christy LoCiero, Terry Morrell

SUMMARY PAGE

<u>Pass/Fail Criteria</u>		
	<u>Pass:</u>	<u>Fail:</u>
◆		
◆		
	<u>Points Awarded:</u>	
<u>Numerical Score:</u>		
Section I. Organization Qualifications and Experience (Max: 10 Points)	10	
Section II. Proposed Services (Max: 40 Points)	38	
Section III: Cost Proposal (Max: 40 Points)	40	
Section IV: Maine Business and Economic Impact Consideration (Max: 10 Points)	8	
TOTAL POINTS (Max: 100 Points)	96	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201806125
 RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services
 BIDDER: Sprint Communications
 DATE: August 29, 2018

**EVALUATION OF SECTION III
Cost Proposal
Price: Comparison with Lowest Bid**

Total Points Available: 40 Score: 40

Lowest submitted Cost Proposal	÷	Cost Proposal being scored	x	Score Weight	=	Score
12,700	÷	12,700	x	40 points	=	40

Evaluation Team Comments:

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201806125

RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services

BIDDER: Sprint Communications

DATE: August 29, 2018

**EVALUATION OF SECTION IV
Maine Business and Economic Impact Consideration**

Total Points Available: 10 Score: 8

MAINE BUSINESS ANALYSIS			
	Total	Maine Resident	Maine Impact
Number of FTE Employees:	3.0	4.0	133 %
Payroll:	\$221,306	\$284,281	128%
Average percent of MAINE BUSINESS ANALYSIS:			131 %

1-74%:	2 points	
75-100%:	4 points	4

MAINE ECONOMIC IMPACT		
	Total amount in Maine	
Income Taxes Paid (State):	\$ 0	
Property Taxes Paid (Local):	\$ 30,955	
Wages to Maine Residents:	\$ 284,281	
Payments to Maine Subcontractors Estimated:	\$ 5,364,028	
Sum of MAINE ECONOMIC IMPACT:		\$5,679,263

\$1 - \$1,000,000:	2 points	
\$1,000,001 - \$10,000,000:	4 points	4
>\$10,000,000:	6 points	

Total Points for Maine Business and Economic Impact Consideration:	8
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**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201806125
RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services
BIDDER: Hamilton Relay
DATE: August 29, 2018

Instructions: *The purpose of this form is to record all evaluation notes and scoring that is obtained through consensus discussions among the full evaluation team for this Request for Proposals (RFP) process. The RFP Coordinator or Lead Evaluator should complete this form and maintain the only copy. This form should reflect the full team's consensus evaluations, and this form is **not** meant to take the place of individual evaluation notes, which are still required from each member of the evaluation team. A separate form is available for individual evaluation notes. Please submit a copy of this document to the Division of Procurement Services as part of your contract award selection documents.*

DEPARTMENT NAME: Telecommunications Relay Service Council
NAME OF RFP COORDINATOR: Elizabeth J. Wyman
NAMES OF EVALUATORS: Elizabeth Wyman, Owen Logue, Christy LoCicero, Terry Morrell

SUMMARY PAGE

<u>Pass/Fail Criteria</u>		
	<u>Pass:</u>	<u>Fail:</u>
◆		
◆		
	<u>Points Awarded:</u>	
<u>Numerical Score:</u>		
Section I. Organization Qualifications and Experience (Max: 10 Points)	10	
Section II. Proposed Services (Max: 40 Points)	35	
Section III: Cost Proposal (Max: 40 Points)	24	
Section IV: Maine Business and Economic Impact Consideration (Max: 10 Points)	0	
TOTAL POINTS (Max: 100 Points)	69	

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201806125
 RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services
 BIDDER: Hamilton Relay
 DATE: August 29, 2018

**EVALUATION OF SECTION III
Cost Proposal
Price: Comparison with Lowest Bid**

Total Points Available: 40 Score: 24

Lowest submitted Cost Proposal	÷	Cost Proposal being scored	x	Score Weight	=	Score
12,700	÷	21,000	x	40 points	=	24

Evaluation Team Comments:

**STATE OF MAINE
TEAM CONSENSUS EVALUATION NOTES**

RFP #: 201806125

RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services

BIDDER: Hamilton Relay

DATE: August 29, 2018

**EVALUATION OF SECTION IV
Maine Business and Economic Impact Consideration**

Total Points Available: 10 Score: 0

MAINE BUSINESS ANALYSIS			
	Total	Maine Resident	Maine Impact
Number of FTE Employees:	Confidential	0.0	0 %
Payroll:	Confidential	\$0	0%
Average percent of MAINE BUSINESS ANALYSIS:			0 %

1-74%:	2 points
75-100%:	4 points

MAINE ECONOMIC IMPACT		
	Total amount in Maine	
Income Taxes Paid (State):	\$0	
Property Taxes Paid (Local):	\$ 0	
Wages to Maine Residents:	\$0	
Payments to Maine Subcontractors Estimated:	\$0	
Sum of MAINE ECONOMIC IMPACT:		\$ 0

\$1 - \$1,000,000:	2 points
\$1,000,001 - \$10,000,000:	4 points
>\$10,000,000:	6 points

Total Points for Maine Business and Economic Impact Consideration:	0
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**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201806125

RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services

BIDDER NAME: Hamilton Relay

DATE: 8-29-18

EVALUATOR NAME: Christy LoCicero, Council Member

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Evaluator Comments:

(F) # p4. Wants to negotiate section 10. P7. Check CA training data/#s, Deaf Culture training, Emergency Preparedness. * Mobile CapTel
 NOT A B16 "Phone" Company (Verizon, Sprint, ATT etc.)
 p.19 uses costatics for CA Eval.
 p.20 Typing speed - data? 83.2 WPM Accuracy 98.2% CAUSA @ 95% accuracy (How do they determine words per call? missing)
 spoken accuracy measured by?? 99.9%
 p.24 13 Centers of Spanish (software changes)
 p.28 DATA for complaints??
 p.30 2 1/2 x equity than debt.
 p.31 WITH COMPARISON CHART w/ SPRINT TIMES + SRVC.
 p.32 LOWEST COST PROVIDER HIGHER BILLABLE MINUTES.
 p.35 CapTel - subcontractor p.39 DIXIE ZIEGLER - VP
 CHELSEA CERVANTES - ME ACCT MGR
 p.43 Project implementation of staff.
 p.45 -> NO Litigation
 p.46 meet all FCC requirements + stds.
 p.55 spelling, reading, typing proficiency
 etc. Hiring process training, Deaf Culture, Deaf history
 p.72 change of STS-CA is 30 min not FCC 20m. requirement
 Details on services -> 84p.
 p.88. Qtrly assessments - requires 80% or above: 85% within 10 sec. (p.91)
 answer seconds: 9.0 w/ 96% calls in 10sec. or less.
 p.93: 24 hrs / 7 days / week
 P.100 "ABOVE & BEYOND" P.119 Outreach Plans

Appendix C:
 ① Maine Relay ② Idaho Relay - 6th RFP process. No projects outside of relay
 ③ Louisiana Relay - 4th RFP ④ Maryland Relay - 2nd contract
 ⑤ NM - 4th contract ⑥ CA - 2nd contract ⑦ District of Columbia - 2nd contract
 ⑧ GA - 3rd contract ⑨ 20 projects

* listed exhibits & presentations

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201806125

RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services

BIDDER NAME: Hamilton Relay

DATE: August 9, 2018

EVALUATOR NAME: Elizabeth J. Wyman

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Instructions: *The purpose of this form is to record proposal review notes written by **individual** evaluators for this Request for Proposals (RFP) process. It is **required** that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.*

Individual Evaluator Comments:

Section I
Qualifications and experience – from introductory materials but also from A-183 Appendix C materials, which repeats a lot of the material from the front of the bid
Provide services in 18 states
In business since 1901; providing relay for 27 years
Mentions their outreach – we did not RFP for outreach
Subcontracts captioning to CTI of Madison
Would like to negotiate certain provisions of the standard state contract
On the EEO provision, would have to defer to state attorneys as to whether alternative is allowed (they say they currently have this provision in their contract. They do not have any in-state employees)
“performing to industry standards or simply meeting FCC requirements is just not good enough for Hamilton.” Will go above and beyond
Family owned
Industry leading training for CAs, deaf culture
Answer performance – how is it “second to none”? what evidence?
13 centers, including 6 CTI centers, fully redundant – very good
Emergency preparedness – back up plans – good
National database for three digit N11 dialing
Backup PSAP database for redundancy – good
Able to tailor reporting to meet our needs – good
FCC compliance – gave very good example of how they do more than lip service compliance (page 8)
Meeting stringent security standards NIST
Listing the consecutive contract awards, including Maine -- good
Listing the enhancements they have offered – industry leaders – good examples
Personal attention – we have certainly seen that with our Maine contract – they are very responsive
Own their own code – good; has had IP structure since 2012
Their workstations are state of the art – good
Project One – Maine Relay – we know they have done an excellent job since 2004
Project Two – Idaho Relay – they have been the provider since 1992 and have been awarded the contract in several subsequent RFPs
Project Three – Louisiana Relay – they have provided the services since 1998
Project Four – Maryland Relay since 2007
Project Five – New Mexico since 2009
Project Six – California since 2010
Project Seven – DC since 2014

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201806125

RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services

BIDDER NAME: Hamilton Relay

DATE: August 9, 2018

EVALUATOR NAME: Elizabeth J. Wyman

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

They list up to 21 states – we only asked for 3 projects so this is a bit excessive
The organizational chart does not identify the number of individuals in each area, such as the number of supervisors and CAs
A-245 provides general job descriptions but without explanation of who will fill the role for Maine services and how those services will be provided
Page 29 provides a financial snapshot of debt to equity; page 31 notes “we are a debt free American company where Relay is an important aspect of our business”
For financial information – they have asked us to keep it confidential but will have to check with state purchasing on this – no one asked if it could be kept confidential in Q&A
They have provided financials for the past three years in compliance with the RFP; they are financially sound
I gleaned much of the information above from the introductory section of the bid; page 1-35 seems to be the “start” of the proposal with respect to Section I on qualifications; it would have been better if they had just started with this section because much of the information in the introduction is duplicative but time consuming to review
Section II
Services to be provided
C-259 Traffic reports
Showing the report template, which is very good
They include outreach information – but the RFP did not ask for outreach services so this is not relevant to the RFP
Their proposal is not well organized so it’s hard to figure out whether they are trying to provide information on qualifications or services.
On page 20 they provide information regarding their typing statistics for accuracy – over 95 percent, which is excellent
They provide third-party evaluation of their captioning service (Cositics) – excellent and showing that they are leaders in accuracy
On page 23 – 93% of calls answered within 10 seconds – excellent
Average Speed of Answer (ASA) is .9 seconds
Process CapTel calls from 13 call centers
On page 25 description of the Hamilton CapTel Call Me # -- seems very innovative
Pages 26-27 include outreach information but we are not asking for bids on that service
Complaint handling (page 28) caller will reach a supervisor immediately – excellent
On page 31 they provide the results of a test that was conducted as part of the Montana bidding process – they beat Sprint; very interesting that they included this information
Page 1-43 sets forth the “project implementation”
Page 1-46 agree to comply with all FCC requirements and it is evident from the proposal that they know how to do this work
Section II answers technically begin on 2-51 but I have gleaned information from other parts of the proposal that fit into this category
“Relay Your Way” personalized relay services offered 24-7
At 2-52 “Processing CTS calls from thirteen geographically dispersed locations provides a level of redundancy far above our competition” excellent
Really excellent description of how captel works for the hard of hearing and gives the caller a natural experience of a phone call

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201806125

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BIDDER NAME: Hamilton Relay

DATE: August 9, 2018

EVALUATOR NAME: Elizabeth J. Wyman

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

2-54 and 55 explain the training they do for their CAs – excellent
Spelling tests and typing proficiency standards are excellent; “the average typing speed of Hamilton CAs is 78 wpm with 98% accuracy” that is outstanding
Explanation of their hiring and training plans – really helpful
They provide a very detailed description of how they train to provide specific services, such as STS (2-85)
The proposal runs through all the federal requirements and explains how they meet them. This exceeds what the RFP described so it is much appreciated!
2-102 describes their conferencing service – interesting
2-108 begins description of marketing and outreach but we did not RFP for these services
2-128 CPNI and confidentiality assurances given
2-132 provide number for complaints
2-135 complaint log
2-136 they correct the RFP to point out that the reports given to Maine do provide a breakdown for in state out of state minutes – I stand corrected! I wish I had known this when writing the RFP
2-166 Christa Cervantes would continue to be account manager – excellent. She is really responsive

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201806125

RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services

BIDDER NAME: Hamilton Relay

DATE: August 14, 2018

EVALUATOR NAME: Owen Logue, Council Member

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Evaluator Comments:

+	Relay service for over 27 years - first to trial CapTel	
+	24 contracts in 18 states, District of Columbia and Island of Saipan	
+	NO subContractors	
+	Do not impose a Cookie-Cutter Program	
-	Strong EEO Statement does does not protect sexual preference -	weakened ADA
+	Family owned	
+	Deaf Culture training 20 hrs. initial plus 12 hrs. annually	
+	Emergency preparedness - N11 dialing for both TTY and CapTel users	
+	Current Contractor for MA - 2 previous contracts	
+	Solid backup Plan and Emergency Plan - Disaster Recovery	
+	12 best in category scores in FAS (2018) p. 16 + 22, 23	
+	Secure of cyber attacker p. 17	
+	Strong Disability Representation p. 17 (Feb 1 + 2)	
+	3rd Party Quality Assurance Telephone Tech (p. 21)	
+	CapTel for web, iOS and Android	
+	Customer Care Support 24/7 p. 27 / conflict resolution	
+	Financial stability over 5 years p. 29 2.5x More asset than debt	
+	Christine Cervante, MA Account manager (p. 46)	
+	NO litigation (p. 45)	
+	FCC certified (p. 47) / Certificate of Insurance Attachment B	
+	Speaking skills of CapTel (2nd grade level or needed accent p. 2-55)	
+	Spanish interpretation	
+	Stable training - Trainee Deaf Culture p. 2-62	
+	DRM connection p. 2-69	

- * Cell phone access / Directory Assistance (p. 2-77)
- * Speed dialing / 3 way calling (p. 2-84)
- * STB speed Recognition Screening (p. 2-85)
- * Procedure for Pricing the New Technology (p. 107)
- * Home visits and Followups p. 2-111
- ✓ ✓ Call center Plan (p. 2-111) not required

STATE OF MAINE
INDIVIDUAL EVALUATION NOTES

Page 2

RFP #: 201806125

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BIDDER NAME: Hamilton Relay

DATE: August 14, 2018

EVALUATOR NAME: Owen Logue, Council Member

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

- * Confidential agreement (p. 2-126)
 - + FCC user Billing waiver (p. 2-130)
 - + Complaint Resolution (p. 2-133)
 - * 75 Self purchase contract (p. 157)
 - * Cost Proposal form, I like option 2 (p. 2-172-3)
 - * Impact Consideration (p. 4-177)
 - Confusion around A 213+15
+ outreach C-277-289
- Phillip C. Nelson vs John A. Nelson

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201806125

RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services

BIDDER NAME: Sprint Communications

DATE: August 29, 2018

EVALUATOR NAME: Christy LoCicero, Council Member

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

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Individual Evaluator Comments:

I	I. Appendix C - p. 41	28 yrs experience. "Only Tier 1 wireless & wireline svcs in relay" ? true? what is Tier 1? P. 41 or better. Grade of svcs.
	42	5 yrs fastest speed in answers & data ?? CapTel testing results: Accuracy, speed, Accessibility, detail.
	43	13 call centers dispersed both TES & CapTel calls
	44	Deaf/HH direct involvement of employees.
	48	extended resources
	49	Project A) RI, Relay provider → 2 yrs zero complaints, customized outreach programs.
	50	Project B) Conn. Equipment distribution prgm, 24 complaints 4 yrs. outreach prgm
	51	VT (3) 11 yrs, 19 complaints in 4 yrs.
	52	proj (4) NH, - 1991-2001 North East Deaf/HH Services, Inc.
	II	II) Subcontractors. (1) CapTel, Inc. - over 15 yrs of svcs. use of Ultratec, Inc. # of TTY users in ME?
	III	(2) Communication svcs for Deaf - Manages call centers, supply agreements, (3) Vita C - Relay card captioning - supplier agreement - 12 states & U.S. government
	IV	(iii) Organ. chart - hard to read.
IV	(iv) Litigation NOT provided (v) operating revenues went down past yr.	
II	p. 19 - meets minimum & std requirements for svcs.	
Proposed SVCS	p. 21 - answers 85% all calls within 10 sec.	
??	p. 23 confidentiality & Complies, Training on ethics	
??	p. 25 Billing? Not applicable No charges. Inter & intrastate long distance, International without charges. TES only?? NOT CAPTEL?	
??	p. 26 offers SPANISH customer svcs.	
??	p. 28 billing CapTel - 411-based routing??	
??	p. 29 "Specialized" captel svcs started 02/17 but not open holidays.	

Complies w/ rest of RFP

NOT 365

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201806125

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DATE: August 9, 2018

EVALUATOR NAME: Elizabeth J. Wyman

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

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Individual Evaluator Comments:

Section I Qualifications and Experience
In its cover letter and executive summary, it states that transition to Sprint would be seamless because they have taken over for other relay services before without a problem; this might have been an obstacle to them before – "Sprint has a dedicated and experienced implementation team"
Claims to be the largest industry provider of relay services
13 call centers
Maine CRM will be Mary Beth Mothersell 21 years experience
Works with CT, NH, RI
Reciting back the language from the RFP – not very helpful or insightful but it does show they have read it and acknowledge their acceptance of the terms
Subcontractor for CapTel is CTI of Madison
Subcontractor for some call centers is Communication Service for the Deaf (CSD) of Austin
Subcontractor for RCC is VITAC of Greenwood Village, CO
Provided organizational chart
Could not itemize all the litigation it is involved in due to the size of its organization – makes sense
Provided three years of financial information; since they are publicly traded does not seem to have confidentiality issues
Appendix C at page 41
28 years in the industry
Serves 35 state customers
Largest provider and draws on those efficiencies to provide "white glove" services
Partners with outside agencies
Meets or exceeds all federal guidelines
TRS network centers are fully staffed and provided with sufficient network facilities to provide a Grade of Service of P.01 or better – what does this mean?
At page 41-42: 2017 Cositics Relay Performance Index evaluators placed scripted calls – Sprint was first place or tied for first place in average typing speed, connect time, customer care, percentage of call (60 wpm), session time, spoken accuracy and typing accuracy
Only Sprint received Outstanding Customer Care
For five years in a row, Sprint has had fastest speed of answer
CapTel testing done by outside evaluator Cositics and it received high marks on accuracy and speed
Page 46 provides the list of account team members for Maine and their duties – good
Project One RI Relay since 2016
Project Two CT since 1993 and five successive RFPs; since 2014 only 24 complaints – wow

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201806125

RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services

BIDDER NAME: Sprint Communications

DATE: August 9, 2018

EVALUATOR NAME: Elizabeth J. Wyman

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Project Three VT since 2002 and five successive contracts
Project Four NH since 1991
Sprint provides outreach and other services for these states as well
Section II Proposed services
States that one of its primary goals will be to work with the outreach provider whoever that may be – good
Agrees to and is capable of meeting all FCC and state requirements – clearly they are doing so in a large number of states
Page 20 they outline their “approach” to doing the work in chart form – this is concise and easy to read, including descriptions of training of CAs; how calls are handled; cites to each CFR requirement in the table, which is very user friendly for the evaluator – we should have used this approach in the RFP
Meets the 85% for 10 second answers
24/7 requirement met
Good explanation of their protocols for confidentiality and training on ethics, including a really good table outlining examples of breaches
Sprint complies with CPNI
Page 25 they explain how they are waived from the billing requirements through FCC, which we have agreed to with current provider
Agree to provide logs for customer complaints
Will provide a dedicated toll free customer inquiry number
Will provide reporting as required in RFP
Page 29 lays out its CapTel services
Page 30 – two line CapTel service is available
Page 31 names the account manager Mary Beth Mothersell
Page 35 outlines “unsolicited features” that Sprint offers:
Relay Conference Captioning
Web Conferencing
Mobile RCC Conferencing
Voice Assisted STS
Automated 711
VCO access number
Spanish translation
Outreach experience
We did not RFP for these services but nice to know they are available

**STATE OF MAINE
INDIVIDUAL EVALUATION NOTES**

RFP #: 201806125

RFP TITLE: Provision of Telecommunications Relay Services and Captioned Telephone Services

BIDDER NAME: Sprint Communications

DATE: August 16, 2018

EVALUATOR NAME: Owen Logue, Council Member

EVALUATOR DEPARTMENT: Telecommunications Relay Service Council

Instructions: The purpose of this form is to record proposal review notes written by individual evaluators for this Request for Proposals (RFP) process. It is required that each individual evaluator make notes for each proposal that he or she reviews. No numerical scoring should take place on these notes, as that is performed only during team consensus evaluation meetings. A separate form is available for team consensus evaluation notes and scoring. Once complete, please submit a copy of this document to your Department's RFP Coordinator or Lead Evaluator for this RFP.

Individual Evaluator Comments:

+	35 state customers including PR + Virgin Et. p. 1-3	p. 5
+	no disruption of service p. 5	
+	Cost efficient service	
ft	Senior CRM talent ASL - 21 years of experience p. 6	
	Partnered w/ CT, NH, RI and VT p. 7	
	Sub Contractors - Cartel p. 12 / CISO p. 13 / VITAL v. 13	
-	Issues of litigation mediation, arbitration p. 15	
-	Financials on weak side p. 15	
+	Licenses and Certification current p. 16/17	
+	Complies w/ FCC requirements associated w/ TDD + CTT Services	
+	meets or exceed minimum Federal Standards p. 20-23	
+	Complaint handling - callers are not asked directed to different #	to speak w/ 5-minute p. 28
+	99% complaints resolved within 30 days p. 27	
+	policy for 911 - Emergency p. 32	
+	Real time Captioning through Caption Calling p. 35	
+	Transcription provided at no charge p. 38	
+	with Captioning Captioning at no additional charge p. 38	
+	Can use with smartphone or iPad p. 38	
-	offer to provide toll free number p. 38	
-	outreach not part of bid - work w/ NH RJ p. 39	
+	staff credentials solid p. 45-48	
+	Monthly fee \$12,700	
+	more economic impact p. 71	



STATE OF MAINE
TELECOMMUNICATIONS RELAY SERVICE COUNCIL

Paul R. LePage
Governor

William Nye
Chair

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 201806125
RFP TITLE: PROVISION OF TELECOMMUNICATIONS RELAY SERVICES and CAPTIONED
TELEPHONE SERVICES

I, Christy LoCicero, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Telecommunications Relay Service Council. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this RFP nor have I submitted a letter of support or similar endorsement.

I understand that the evaluation process is to be conducted in an impartial manner. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of Requests for Proposals presented during the review process until such time as the Department formally releases the funding decision notices for public distribution.

A large, stylized handwritten signature in black ink, appearing to read 'Christy LoCicero', written over a horizontal line.

Signature

A handwritten date 'Aug. 21, 2018' in black ink, written over a horizontal line.

Date



STATE OF MAINE
TELECOMMUNICATIONS RELAY SERVICE COUNCIL

Paul R. LePage
Governor

William Nye
Chair

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 201806125

RFP TITLE: PROVISION OF TELECOMMUNICATIONS RELAY SERVICES and CAPTIONED
TELEPHONE SERVICES

I, Owen Logue, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Telecommunications Relay Service Council. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

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8/13/18

Signature

Date



STATE OF MAINE
TELECOMMUNICATIONS RELAY SERVICE COUNCIL

Paul R. LePage
Governor

William Nye
Chair

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 201806125

**RFP TITLE: PROVISION OF TELECOMMUNICATIONS RELAY SERVICES and CAPTIONED
TELEPHONE SERVICES**

I, Elizabeth J. Wyman, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Telecommunications Relay Service Council. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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A handwritten signature in cursive script, appearing to read "EJW", written over a horizontal line.

Signature

A handwritten date "8/9/18" written in cursive script, positioned above a horizontal line.

Date

STATE OF MAINE
TELECOMMUNICATIONS RELAY SERVICES ADVISORY COUNCIL



Paul R. LePage
Governor

William Nye
Chair

AGREEMENT AND DISCLOSURE STATEMENT
RFP #: 201806125
RFP TITLE: PROVISION OF TELECOMMUNICATIONS RELAY SERVICES and CAPTIONED
TELEPHONE SERVICES

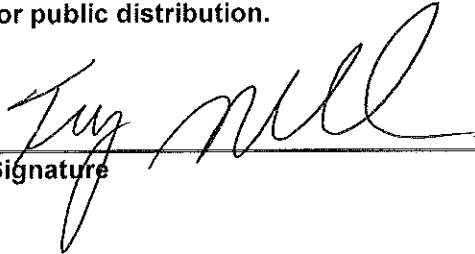
I, Terry L. Morrell, accept the offer to become a member of the Request for Proposals (RFP) Evaluation Team for the State of Maine Telecommunications Relay Service Council. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this RFP.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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Signature

8-17-18

Date