

ADDENDUM 1

RFP 473-19-00003

REQUEST FOR PROPOSALS TO PROVIDE RELAY ACCESS SERVICES

Introductory Note:

The Public Utility Commission of Texas (PUCT) has issued a request for proposals (RFP) for a telecommunications carrier to provide Texas statewide telephone relay access service (TRS or “relay service”) for persons with speech and/or hearing impairments. TRS provides telephone interpreting service for people who can hear and those who are deaf, hard of hearing, deaf-blind, or speech disabled. TRS makes it possible for persons with hearing loss or speech disability who may or may not be using special equipment to communicate with hearing persons without special equipment or with other persons with special equipment (e.g. oralist using voice-carryover conversing with a deaf person using a telecommunications device for the deaf (TTY)). The TRS provider selected must provide access to the telecommunications network in Texas equivalent to the access provided to other customers.

The Request for Proposals provided an opportunity for vendors to ask questions. Below are the questions we received through the specified process and the PUCT’s answers to those questions.

The PUCT received four questions sent to PUCT’s Financial Administration Division through the email address payables@puc.texas.gov. We will not respond to those questions because the RFP requires questions to be sent to RFPCorrespondence@puc.texas.gov. Deviating from the specified procedure is unfair to the vendors who have adhered to the specific requirements of the RFP.

Questions and Answers:

Question 1: Per-minute rates for this RFP are based on Conversation minutes. This means that the State does not pay for set-up and wrap time, yet the provider has costs associated with that call. To calculate a conversation per-minute rate, providers estimate, or project, the amount of time required for set-up and wrap and use that projection to build a session to conversation minute ratio. That’s why a cost-per-conversation minute will always be higher (per-minute) than a cost-per-session minute. Session minute billing takes into account all the time a CA is engaged with an end user and is therefore closest to the traffic models we use to schedule our staff. Will the PUCT consider moving to a Session minute basis?

Answer 1: Proposers should provide a proposal that meets the specifications of the RFP. However, any proposer may offer additional options for compensation in its proposal as long as the proposal stays within the page limitation requirements.

Question 2: RFP Section IV.A states that website development and maintenance is reimbursable up to \$10,000 per year, and Section IV.D states that website costs incurred will be reimbursed up to \$5,000 per year. Will the PUCT please clarify which amount is reimbursable?

Answer 2: Up to \$5,000 will be reimbursed for all website costs, including website development and maintenance. This answer amends the RFP to correct the drafting error.

Question 3: IV Outreach A. Budget: The TUSF will reimburse the TRS provider up to \$75,000 per year (beginning December 1, 2020) for outreach and promotional items to Texas localities including up to \$10,000 per year for website development and maintenance. IV Outreach D. Website Development and Maintenance: Costs incurred will be reimbursed up to \$5,000 per year. Would the State please clarify if the Vendor should consider \$5,000 or \$10,000 for Website Development and Maintenance?

Answer 3: Up to \$5,000 will be reimbursed for all website costs, including website development and maintenance. This answer amends the RFP to correct the drafting error.

Question 4: In several sections the State references “ASA Non-Compliance Penalty” and other penalty fees. Would the State agree the amount of the penalty is consistent with the current contract?

Answer 4: Yes.