

DECISION MEMORANDUM

TO: COMMISSIONER KJELLANDER
COMMISSIONER RAPER
COMMISSIONER ANDERSON
COMMISSION SECRETARY
LEGAL
WORKING FILE

FROM: GRACE SEAMAN

DATE: JUNE 17, 2016

RE: 2016 IDAHO TELECOMMUNICATIONS RELAY REQUEST FOR
PROPOSAL SERVICE AWARD AND CONTRACT; CASE NO.
GNR-T-16-06.

BACKGROUND

The Idaho Telecommunications Relay Service (TRS) was established in 1992 pursuant to Title IV of the Americans With Disabilities Act (ADA), and 47 C.F.R. 64.601(7). The ADA provision established the requirements to provide access for a communications-impaired person to send and receive messages to and from a non-communications-impaired person. The Idaho legislature authorized the Commission to appoint a TRS Administrator to coordinate TRS services in *Idaho Code* § 61-1301. *Idaho Code* § 61-1303 outlines the responsibilities of the TRS Administrator. These responsibilities include: (1) consult with and receive recommendations from the advisory committee, or a representative thereof, appointed by the commission pursuant to *Idaho Code* 61-1306; (2) issue a request for proposals (RFP) to providers of message relay services requesting responsive proposals to provide such services as may be necessary for the program; (3) evaluate the responsive proposals and recommend one (1) or more proposals to the commission for its review and approval; and (4) enter into a contract with the provider of TRS, which contract and provider have been approved by the commission.

THE 2016 TRS RFP

Hamilton Relay, Inc. fka Hamilton Telephone Company dba Hamilton Telecommunications (“Hamilton”) is Idaho’s current TRS service provider. Hamilton’s contract expires on December 1, 2016. Consequently, the TRS Administrator, Mr. Bob Dunbar, prepared

an RFP approved by the Commission. The RFP was released on May 2, 2016 with a response due date of June 1, 2016. In the RFP, service providers were required to submit costs for a fixed rate three-year service contract with the option for three one-year extensions. Only one company responded to the RFP; Hamilton Relay, Inc.

Following the approval of the RFP and pursuant to Rule 103, IDAPA 31.46.02, a TRS Advisory Committee ("the Committee") was formed to assist the Administrator in the assessment of the RFP response. Hamilton's response and the evaluation is explained in more detail below.

RFP RESPONSE AND EVALUATION

Hamilton's response contained a fixed 36-month rate of \$2.75 per conversation minute (an increase of \$.46 per minute over the current rate) for basic relay service. Hamilton also submitted a rate of \$2.22 per conversation minute (an increase of \$.07 per minute) for Captioned Telephone (CapTel) service. Hamilton's rates include all necessary equipment and personnel to provide the services outlined in the RFP.

Mr. Dunbar reviewed Hamilton's response and determined that the Company complied with all requirements stated in the RFP. He then presented his evaluation to the Committee during a conference call on June 14, 2016. The Administrator and the Committee members unanimously agreed that Hamilton should be awarded the RFP. Thus, Mr. Dunbar submitted a letter recommending that the Commission award the 2016 RFP to Hamilton.

STAFF ANALYSIS AND RECOMMENDATION

Staff has reviewed the RFP response analysis and recommendation presented by the Administrator. Also, upon review of the current TRS fund balance, the proposed rate increases will not require any adjustments to the 2016 funding. Staff believes Hamilton has provided excellent service to Idaho relay users. Staff recommends Commission approve the Administrator's recommendation to award the 2016 RFP service contract to Hamilton at the proposed rates and direct Mr. Dunbar to begin negotiations to secure a contract with Hamilton Relay, Inc. effective December 1, 2016.

COMMISSION DECISION

Does the Commission agree?


Grace Seaman

Udmemos/trs rfp award