

# Vermont Telecommunications Relay Service Provider and Caption Telephone Service provider RFP questions and answers

- Q. 1.2 Contract Period and Page 2. Detailed Requirements/Desired Outcomes 2.1.1.A – Would Vermont define the applicable term of the contract – both the initial term and the extension options?
- A. **Initial Term: July 1, 2022 – June 30, 2024,  
Extension: July 1, 2024 – June 30, 2026**
- Q. Pricing: 3.1.1 - Is the bidder expected to present pricing for the option period(s) at the time of the bid submission?
- A. **The extension is a continuance of the current contract. The contract terms will remain the same.**
- Q. 4.1 Content and Format of Responses – Does Vermont have a preferred format for the Pricing Schedule? Will Vermont allow the bidder to present a fixed Monthly Recurring Charge (MRC) for service instead of price-per-minute? Pricing will not fluctuate based on call volume.
- A. **There is no preferred format for the price schedule. Please feel free to propose any pricing options, Fixed MRC, per minute or other.**
- Q. TRS and Captioned Telephone Standards – letter u. – This requirement appears to be out-of-date. Today, people who may have speech difficulties commonly identify as Speech-to-Speech (STS) or Hearing Carry Over (HCO) users. These users can choose to identify an STS or HCO call preference through the Customer Profile to connect automatically to a CA in their preferred communication mode. Would Vermont consider removing the requirement?
- A. **Yes.**
- Q. TRS and Captioned Telephone Standards – letter d. – Regarding the requirement for monthly reporting for TTY Turbocode – As of March 2022, .1% of Vermont Relay callers have Turbocode usage. Would Vermont consider removing this requirement?
- A. **Yes. You may note in the RFP response Turbocode will not be reported separately.**
- Q. Will the State please provide the current per minute rate for both TRS and CapTel?
- A. **No. Please provide best possible pricing.**
- Q. Will the State please provide the current rate for the annual outreach program in Vermont? Will the State clarify if this is a full-time or part-time outreach program?
- A. **Please provide best possible pricing including outreach.**
- Q. The RFP notes in numerous places that the contract start period will begin on July 1, 2022. FCC TRS Rules require a provider to transfer customer profile data to a new Relay Provider at least 60 days in advance of their last day of service. As a result a 60 day cut-over is typically sufficient as long as

there is a timely receipt of the customer profile data from the current provider. As a result, will the State please affirm that the contract period will begin 60 days after contract execution?

**A. The current provider is obligated to complete a transfer if a new provider is selected. The Contract Term begins on July 1<sup>st</sup> 2022. Overlap between providers may be required to complete the transfer. The transfer will be completed with all applicable federal and state laws.**

Q. The RFP indicates that the following documents must be completed. They are not included in the RFP. Will the State please provide the following referenced documents:

a. Price Schedule / Price Quotation form (Attachment D).

**A. There is no preferred format for the price schedule. The reference to Attachment D is an error. There is no preferred format for the price schedule.**

Q. Checklist Questions: Referenced on RFP page 6, section 6 as Bid Submission Checklist, Also listed as the checklist and certification form (Attachment A), Checklist is also reference on RFP page 7 as identifying the documents that must be included with the proposal.

**A. The reference to a checklist in Attachment A is an error. Please use Section 6. Bid submission Checklist on page 6.**

Q. Is the Protective Agreement document required? Where is it?

**A. The Protective agreement reference as Attachment B is an error. The Protective agreement is not necessary.**

Q. Will the State please provide actual traffic volume by month for the past two years, including the following:

a. The number of session and conversation minutes for Intrastate calls for both TRS and CapTel  
 b. Can this data be broken out to show Spanish and STS usage?

**A. The following data is available:**

## VERMONT

### INTRASTATE MINUTES

	TTY Conversation	TTY Session	STS Conversation	STS Session	CTS Conversation	CTS Session
May 2020 - April 2021 - Average Monthly Minutes	485.10	1,093.15	0.37	1.44	2,411.98	2,770.12
May 2021 - April 2022- Average Monthly Minutes	273.45	694.35	0.00	0.18	1,233.03	1,351.29

### SPANISH MINUTES

**Total minutes. No breakdown for Intrastate.**

	Conversation	Session
May 2020 - April 2021 - Average Monthly Minutes	0.00	3.08
May 2021 - April 2022 - Average Monthly Minutes	0.00	2.58