

PSC-TRS-2023-1: ADDENDUM TO RFP AND MEMORANDUM
QUESTIONS AND ANSWERS
FINAL AND COMPLETE

Date: February 9, 2024
To: All Bidders
From: Nebraska Public Service Commission, Communications Department
Re: Addendum to Request for Proposal (PSC-TRS-2023-1)
To be opened March 8, 2024 at 2:00 PM Central Time

Questions and Answers

Following are the questions submitted and answers provided for the above mentioned Request for Proposal, current to the date of this memorandum. The questions and answers are to be considered as part of the Request for Proposal. It is the Bidder's responsibility to check the Nebraska Public Service Commission website for all addenda or amendments.

This Addendum and Memorandum constitutes the entirety of questions posed and answers provided for the pendency of the question and answer period, which closed on February 9, 2024. No additional questions will be answered at this time.

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Question Number	Request for Proposal Section Reference	Request for Proposal Page Number	Question	Commission Response
1.	Scope of Service	Page 1	<p>Will the state reduce the base terms to 2-yr, with two 1-yr renewal periods under mutual written agreement by T-Mobile and the State?</p> <p>There are numerous changes to TTY-based Telecommunications Relay Service regulations coming that are expected to have an effect on what services will be provided to state TRS users. For example, from the FCC's Report and Order (16-169):</p> <ol style="list-style-type: none"> 1) FCC Order 16-169, (https://docs.fcc.gov/public/attachments/FCC-16-169A1.pdf) Paragraph 83: Additionally, we seek comment on whether the incorporation of RTT into the provision of TRS operations should be mandated or only allowed. Along these lines, we seek comment on the appropriate regulatory treatment for RTT in the TRS context. Specifically, given that RTT is a text-based form of communication – as is TTY-based TRS and IP Relay, should this feature be subject to the same regulatory treatment that applies to TTY-based TRS, or would it be more appropriate to consider this akin to IP Relay for purposes of the Commission's TRS rules? 2) FCC Public Notice DA 23-662, (https://docs.fcc.gov/public/attachments/DA-23-662A1.pdf) The Consumer and Governmental Affairs Bureau (CGB or Bureau) of the Federal Communications Commission (FCC or Commission) seeks comment on a Petition for Limited Waiver filed by T-Mobile Accessibility (T-Mobile) seeking waiver of the requirement that the TTY-based relay service be capable of communicating with the American Standard Code for Information Interchange (ASCII) format. T-Mobile contends that the ASCII format is now obsolete and has very few users 	<p>The Commission is not compelled to switch to a 2-yr contract term with renewals. The Price Quotations provide flexible pricing within each year of the contract. Further, most changes proposed could be initiated as contract addendums or amendments to the contract.</p>

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2.	16. Speed of Answer (Percent of Calls Answered Withing 10 Seconds)	Page 35	The State requires at least 90% of all calls are answered by the relay center within ten (10) seconds. This requirement presents significant challenge for the vendor due to continuous decline in call volume. We would like to request the state to follow the FCC standard of 85/10, which is the benchmark being offered for all of our states today.	The Commission will so agree to adhere to the FCC standard of 85/10 measured on a daily basis.

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