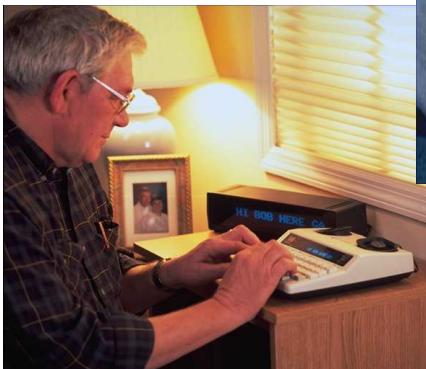


CapTel Enhanced Relay Services

Tennessee

Request for Proposals for
CapTel Enhanced Relay Service
RFP Number #31611-20101
Cost Proposal Copy



Cost Proposal

June 29, 2010

Confidential Proprietary Information

COST PROPOSAL & SCORING GUIDE


NOTICE: THIS COST PROPOSAL MUST BE COMPLETED EXACTLY AS REQUIRED

COST PROPOSAL SCHEDULE— The Cost Proposal, detailed below, shall indicate the proposed price for the entire scope of service including all services defined in the Scope of Services of the RFP Attachment 6.6., *Pro Forma* Contract and for the entire contract period. The Cost Proposal shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract resulting from this RFP. All monetary amounts shall be in U.S. currency and limited to two (2) places to the right of the decimal point.

NOTICE: The Evaluation Factor associated with each cost item is for evaluation purposes only. The evaluation factors do NOT and should NOT be construed as any type of volume guarantee or minimum purchase quantity. The evaluation factors shall NOT create rights, interests, or claims of entitlement in the Proposer.

Notwithstanding the cost items herein, pursuant to the second paragraph of the pro forma contract section C.1. (refer to RFP Attachment 6.6.), "The State is under no obligation to request work from the Contractor in any specific dollar amounts or to request any work at all from the Contractor during any period of this Contract."

This Cost Proposal must be signed, in the space below, by an individual empowered to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If said individual is not the *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to legally bind the proposing entity.

PROPOSER SIGNATURE:	
PRINTED NAME & TITLE:	John Nelson, President of Relay and Vice President of Hamilton Telephone Company
DATE:	June 25, 2010

PROPOSER LEGAL ENTITY NAME:	Hamilton Telephone Company d/b/a Hamilton Telecommunications		
Cost Item Description	COST	Evaluation Factor	Evaluation Cost (cost x factor)
Proposed Unit Cost per Conversation Minute	\$1.87	413,400	\$773,058.00
EVALUATION COST AMOUNT (sum of evaluation costs above): The RFP Coordinator will use this sum and the formula below to calculate the Cost Proposal Score. Numbers rounded to two (2) places to the right of the decimal point will be standard for calculations.			
lowest evaluation cost amount from <u>all</u> proposals <hr/> evaluation cost amount being evaluated		x RFP § 5.1. 40 (maximum section score)	= SCORE:
State Use – RFP Coordinator Signature, Printed Name & Date:			

The evaluation factor is based upon a scenario of average yearly estimated call volume of 78,000 calls multiplied by the average estimated call duration of calls is 5.3 minutes. The estimated annual growth rate is 200 calls per year. All proposed scenarios are for evaluation purposes only.

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&
Proprietary Information**



As stated in the Tennessee Regulatory Authority Response to Questions State of Tennessee RFP 31611-20101, question A.13.1, Hamilton's price per minute includes an annual outreach spend of \$50,000. This includes labor and other items discussed in Tab 3.

\$99 Self-Purchase Program for Customers

If so desired and in order to provide the best price on equipment, Hamilton will arrange, for a limited time only, to make CapTel phones available for just \$99.00 (*normally a retail value of \$495*) to consumers directly. This program can support anyone who does not want to or does not qualify for the State's Equipment Program. End users can make use of a 90-day trial period, which guarantees that if end user is not entirely happy with CapTel, s/he can return the phone for a full refund within 3 months. To obtain a CapTel phone, end users simply submit a completed order form to WCI (Weitbrecht Communications, Inc.). Hamilton will make order forms available via the CTRS website and Customer Service.

Hamilton has not included any additional costs in its per-minute rate associated with the \$99 self-purchase offer. This is a separate program and not a part of the per-minute rate. As stated previously, Hamilton will make the \$99 self-purchase equipment offer available to Tennessee.

Subsidized CapTel Device for Equipment Distribution Program

In the past several months, Hamilton has received a great deal of feedback from Administrators in the States it provides CapTel asking that \$99 phone be made available to state equipment distribution programs. In response to the feedback received from State Administrators, Hamilton has worked with CTI to develop a program to offer subsidization of \$99 CapTel devices to EDPs.

This subsidized program for EDPs is a separate program and not a part of the per-minute rate offered in Hamilton's Price Proposal.

If the TRA is interested in learning more about this program or receiving a proposal for this program, please let Hamilton know and we will provide this information.

Hamilton's CapTel rates include all work required to operate Tennessee CapTel. If additional features or services are required or desired during the term of the contract, Hamilton will provide pricing for those additional services to the State. Hamilton's rate includes two-line CapTel.

Hamilton has identified per **conversation** minute, defined as the time, in minutes and seconds, from the time period the relay originator is connected to the called party's number and transcription begins and continues until the moment the CA directs the workstation to end the call or when one of the two parties disconnect. This includes answering machine, or voice menu.



Conversation Minutes do not include the time in queue (call is ringing, waiting for the call to connect to the other phone number), call set-up, call wrap-up, or calls that have reached numbers that are busy or received no answer.

The prices quoted in this proposal are not below Hamilton's anticipated costs to provide this service.

Hamilton welcomes any questions regarding its price proposal.