

**BEFORE THE TENNESSEE REGULATORY AUTHORITY**

**NASHVILLE, TENNESSEE**

**September 14, 2010**

<b>IN RE:</b>	)	
	)	
<b>PROVISION OF ENHANCED RELAY CAPTEL</b>	)	<b>DOCKET NO.</b>
<b>SERVICE FOR THE HARD-OF-HEARING AND</b>	)	<b>10-00143</b>
<b>THE LATE-DEAFENED CITIZENS OF TENNESSEE</b>	)	

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**ORDER AWARDING THE CAPTEL CONTRACT TO HAMILTON TELEPHONE  
COMPANY D/B/A HAMILTON TELECOMMUNICATIONS**

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This matter came before Chairman Mary W. Freeman, Director Eddie Roberson, Director Kenneth C. Hill, and Director Sara Kyle of the Tennessee Regulatory Authority (the "Authority") at a regularly scheduled Authority Conference held on July 26, 2010 for consideration of approving a company as CapTel service provider for the State of Tennessee.

**BACKGROUND**

The Authority voted during its January 31, 2005 Authority Conference to provide CapTel service in Tennessee. CapTel is a specialized type of relay service that serves a particular subset of deaf and hard-of-hearing individuals. The initial CapTel Request for Proposal ("RFP") 316.11-014 was issued on June 24, 2005, and Sprint Communications Company ("Sprint") was selected as the CapTel service provider. The current contract with Sprint expires on August 31, 2010. Therefore, an RFP was issued to invite any interested companies to submit proposals to be considered to provide CapTel service for the contract term beginning September 1, 2010 through August 31, 2015.

Two bidders submitted proposals in response to the RFP: Sprint and Hamilton Telephone Company d/b/a Hamilton Telecommunications ("Hamilton"). Service procurement procedures for the State of Tennessee require that the award of a professional services contract be based upon (1) the

qualifications and experience of the applicant; (2) the technical proposal to provide the service consistent with the RFP; and (3) the cost proposal, with each criterion assigned a specific weight when scoring the proposals.

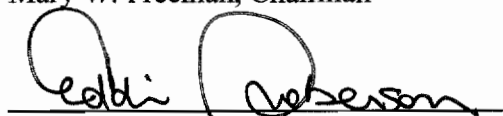
#### **FINDINGS AND CONCLUSIONS**

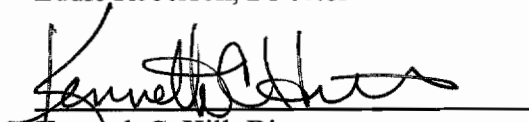
The panel considered the results of the scoring of the proposals at its regularly scheduled Authority Conference held on July 26, 2010. The panel found that Hamilton's overall proposal score was higher than Sprint's. Thereafter, based on the results of the scoring, the panel voted unanimously to approve Hamilton as the CapTel service provider for the State of Tennessee for the contract period from September 1, 2010 through August 31, 2015. The panel further directed TRA Staff to continue with the contract approval process with the Department of Finance and Administration and the Comptroller of the Treasury.

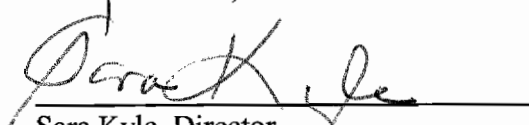
#### **IT IS THEREFORE ORDERED THAT:**

Hamilton Telephone Company d/b/a Hamilton Telecommunications shall be awarded the contract to provide CapTel service in the State of Tennessee for the period beginning September 1, 2010 and ending August 31, 2015.

  
Mary W. Freeman, Chairman

  
Eddie Roberson, Director

  
Kenneth C. Hill, Director

  
Sara Kyle, Director