SOLICITATION/CONTRACT/ORDER FOR COMMERCIAL ITEMS
OFFEROR TO COMPLETE BLOCKS 12, 17, 23, 24, & 30

1. REQUISITION NUMBER: PR201201230012
PAGE 1 OF 402

2. CONTRACT NO.: GS-00-Q-13-NS-D-3000
3. AWARD/EFFECTIVE DATE:
4. ORDER NUMBER:
5. SOLICITATION NUMBER: QTA-0-12-FK-A-0010
6. SOLICITATION ISSUE DATE: 03/01/2012

7. FOR SOLICITATION INFORMATION CALL:
a. NAME: Frank Krempa
b. TELEPHONE NUMBER (No collect calls): 703 306-6713
8. OFFER DUE DATE/ LOCAL TIME: 04/02/2012

9. ISSUED BY — CODE:
GSA FAS ITS QTAEB
10304 Eaton PL
Fairfax , VA 22030

10. THIS ACQUISITION IS [X] UNRESTRICTED OR [ ] SET ASIDE: % FOR:
[ ] SMALL BUSINESS
[ ] HUBZONE SMALL BUSINESS
[ ] SERVICE-DISABLED VETERAN-OWNED SMALL BUSINESS
[ ] WOMEN-OWNED SMALL BUSINESS (WOSB) ELIGIBLE UNDER THE WOMEN-OWNED SMALL BUSINESS PROGRAM
[ ] EDWOSB
[ ] 8 (A)
NAICS: 517910
SIZE STANDARD:

11. DELIVERY FOR FOB DESTINATION UNLESS BLOCK IS MARKED
[X] SEE SCHEDULE
12. DISCOUNT TERMS:
[ ] 13a. THIS CONTRACT IS A RATED ORDER UNDER DPAS (15 CFR 700)
13b. RATING:
14. METHOD OF SOLICITATION
[ ] RFQ [ ] IFB [X] RFP

15. DELIVER TO — CODE:
Address to be provided on each Task Order issued under this contract.

16. ADMINISTERED BY — CODE:
See Block #9

17a. CONTRACTOR/ OFFEROR — CODE: — FACILITY CODE:
Sprint Communications CO LP
12524 Sunrise Valley Drive
Reston, VA 20196-0001 DUNS#:603493677
Cage Code: 5FS99, ATTN: Suzanne L. Amra
TELEPHONE NO. (703) 433-4827

18a. PAYMENT WILL BE MADE BY — CODE:
As designated on each Task Order

[ ] 17b. CHECK IF REMITTANCE IS DIFFERENT AND PUT SUCH ADDRESS IN OFFER

18b. SUBMIT INVOICES TO ADDRESS SHOWN IN BLOCK 18a UNLESS BLOCK BELOW IS CHECKED [ ] SEE ADDENDUM

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21 QUANTITY	22. UNIT	23. UNIT PRICE	24 AMOUNT
	This is an IDIQ contract for Federal Relay Services See Section 5 for Unit Prices by service,by Ordering Period Minimum Revenue Guarantee is $1,000.00 Total Estimated contract Not to Exceed (NTE) value is $69,592,951.54				

(Use Reverse and/or Attach Additional Sheets as Necessary)

25. ACCOUNTING AND APPROPRIATION DATA
2012.2013.285x.IT21.00.Q00TCA00.AF230.H08

26. TOTAL AWARD AMOUNT (For Govt. Use Only)
$1,000.00

[ ] 27a. SOLICITATION INCORPORATES BY REFERENCE FAR 52.212-1, 52.212-4. FAR 52.212-3 AND 52.212-5 ARE ATTACHED. ADDENDA [ ] ARE [ ] ARE NOT ATTACHED
[X] 27b. CONTRACT/PURCHASE ORDER INCORPORATES BY REFERENCE FAR 52.212-4. FAR 52.212-5 IS ATTACHED. ADDENDA [X] ARE [ ] ARE NOT ATTACHED

[X] 28. CONTRACTOR IS REQUIRED TO SIGN THIS DOCUMENT AND RETURN 1 COPIES TO ISSUING OFFICE. CONTRACTOR AGREES TO FURNISH AND DELIVER ALL ITEMS SET FORTH OR OTHERWISE IDENTIFIED ABOVE AND ON ANY ADDITIONAL SHEETS SUBJECT TO THE TERMS AND CONDITIONS SPECIFIED

[ ] 29. AWARD OF CONTRACT: REF. Sprint OFFER DATED 07/20/2012. YOUR OFFER ON SOLICITATION (BLOCK 5), INCLUDING ANY ADDITIONS OR CHANGES WHICH ARE SET FORTH HEREIN, IS ACCEPTED AS TO ITEMS: All

30a. SIGNATURE OF OFFEROR/CONTRACTOR: Nancy Salisbury

31a. UNITED STATES OF AMERICA (SIGNATURE OF CONTRACTING OFFICER): Frank J. Krempa

30b. NAME AND TITLE OF SIGNER (Type or print):
Nancy Salisbury
Regional Vice President

30c. DATE SIGNED: 11-16-12

31b. NAME OF CONTRACTING OFFICER (Type or print): Frank J. Krempa

31c. DATE SIGNED: 11/16/2012

AUTHORIZED FOR LOCAL REPRODUCTION
PREVIOUS EDITION IS NOT USABLE

STANDARD FORM 1449 (REV. 2/2012)
Prescribed by GSA - FAR (48 CFR) 53.212

Approved by
Public Sector Legal
as to legal form
11-16-12

19. ITEM NO.	20. SCHEDULE OF SUPPLIES/SERVICES	21. QUANTITY	22. UNIT	23. UNIT PRICE	24. AMOUNT

25a. QUANTITY IN COLUMN 21 HAS BEEN

☐ RECEIVED ☐ INSPECTED ☐ ACCEPTED, AND CONFORMS TO THE CONTRACT, EXCEPT AS NOTED: _____

25b. SIGNATURE OF AUTHORIZED GOVERNMENT REPRESENTATIVE	25c. DATE	25d. PRINTED NAME AND TITLE OF AUTHORIZED GOVERNMENT REPRESENTATIVE
25e. MAILING ADDRESS OF AUTHORIZED GOVERNMENT REPRESENTATIVE		25f. TELEPHONE NUMBER OF AUTHORIZED GOVERNMENT REPRESENTATIVE 25g. E-MAIL OF AUTHORIZED GOVERNMENT REPRESENTATIVE

26. SKP NUMBER ☐ PARTIAL ☐ FINAL	34. VOUCHER NUMBER	35. AMOUNT VERIFIED CORRECT FOR	36. PAYMENT ☐ COMPLETE ☐ PARTIAL ☐ FINAL	37. CHECK NUMBER
38. S/R ACCOUNT NO.	39. S/R VOUCHER NUMBER	40. PAID BY		

41a. I CERTIFY THIS ACCOUNT IS CORRECT AND PROPER FOR PAYMENT	42a. RECEIVED BY (Print)
41b. SIGNATURE AND TITLE OF CERTIFYING OFFICER 41c. DATE	42b. RECEIVED AT (Location)
	42c. DATE REC'D (YYYYMMDD) / 42d. TOTAL CONTAINERS

Sprint

Sprint's Contract with GSA to Provide FedRelay

Contract No. GS-00-Q-13-NS-D-3000

Nov. 13, 2012

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SPRINT APPENDICES

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APPENDIX D SPRINT'S DISASTER RECOVERY PLANS
APPENDIX E SPRINT'S SYSTEM SECURITY PLAN

THESE APPENDICES CONTAIN PROPRIETARY INFORMATION AND WILL NOT BE MADE PUBLICLY AVAILABLE.

This information is subject to Sprint's policies regarding use and is the property of Sprint and/or its relevant affiliates and may contain restricted confidential or privileged materials intended for the sole use of the intended recipient. Any review, use, distribution or disclosure is prohibited without authorization.

Disclosure Statement

This proposal is provided in response to requirements of GSA and may include trade secrets or confidential or financial information that is exempt from disclosure under the Freedom of Information Act, 5 U.S.C § 552, and other applicable law, and shall not be duplicated, used, or disclosed - in whole or part - for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offer or as a result of - or in connection with - the submission of this data, GSA shall have the right to duplicate, use or disclose the data to the extent provided in the resulting contract. This restriction does not limit GSA's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction are contained on sheets annotated with a restrictive legend.

In the event of any conflicts or omissions in this Federal Relay award, the order of precedence for resolution would be:

(a) This contract document named GS-00-Q-13-NS-D-3000, dated November 13, 2012, followed by:
(b) Sprint's Response and Transmittal Letter dated April 30, 2012 to the Solicitation, and then the
(c) The GSA Solicitation QTA-0-12-FK-A-0010.

Executive Summary

The Federal government has long been recognized for its proactive approach in promoting telecommunication accessibility by providing appropriate accommodations to its employees. The General Services Administration (GSA) has remained at the forefront in the provision of functionally-equivalent telecommunications access via the Telecommunication Relay Service (TRS) and subsequently the Federal Relay service (FedRelay). This is evidenced by the fact that in 1988, a full two years prior to the passage of the American's with Disabilities Act (ADA), Congress passed Public Law 100-542 which established the FedRelay service to support Federal employees who are deaf, hard of hearing or have a speech disability. The GSA began providing FedRelay in 1989.

In 1992, Sprint was selected as the first national FedRelay provider. Sprint has provided this valuable service continuously since the initial implementation in 1993. Sprint Relay has been privileged to have worked in conjunction with the GSA over past eighteen (18) years to provide FedRelay of the highest quality. The Sprint Relay staff looks forward to the opportunity to not only continue to serve but to continue to improve upon Relay services for Federal employees for the next contract term.

Sprint Relay affirms its commitment to meeting the needs of the GSA, Authorized Organizations and individual FedRelay users. In this proposal, Sprint demonstrates why FedRelay users appreciate the services they receive from Sprint Relay and underscores the many reasons why the GSA should continue to entrust Sprint with the provision of the Federal government's telephone and internet-based Relay services.

Effective Proven Approach

Sprint has an in-depth understanding of the complexities of the FedRelay program and has sophisticated processes in place to support FedRelay including, but not limited to, the following:

- Delivering Outreach to Federal employees and government agencies who may be unaware of the availability of FedRelay
- Offering on-line and one-on-one training on the process for Authorized Organizations to complete the necessary Task Orders needed to authorize service
- Removing barriers to using FedRelay by providing multiple access methods (e.g., toll-free numbers, website) for each FedRelay service
- Providing customer support for the GSA, Authorized Organizations and individual FedRelay users on all aspects of service

Sprint will build upon the existing FedRelay program to deliver services under the new contract as detailed in the Technical Approach.

Experienced Project Team

Sprint brings to GSA the benefit of its full-service Life-cycle team with extensive experience in managing and supporting the FedRelay program, including the following:

- [redacted]

[redacted]

- [redacted]

- [redacted]

High Quality Products

With Sprint as the GSA's Total Relay Service provider; Authorized users in Authorized Organizations will continue to have access to the highest quality Relay services combined with the most technically-advanced features available in the industry. During the current contract, Sprint has invested over $12 million dollars in its Relay platforms and products to ensure that we are providing the most desired products and features available in the industry. Sprint will continue this tradition by investing over $1.9 million in 2012 in its Relay platforms and products.

- **Federal TTY Relay (FTTY):** Sprint will continue to provide a feature-rich, TTY Relay service for Federal employees using Sprint's third-generation platform which was introduced during the current contract term. [redacted]

- **Federal Speech to Speech (FSS):** Specially-trained CAs will continue to function as voice facilitators for Relay users with speech disabilities who may experience difficulty being understood over the telephone. Sprint's exceptional STS Service has been used as the model for introducing this service in Germany and New Zealand. Sprint will provide advanced features for FSS users including My Email Set-Up, My Saved Messages and My Places.

- **Federal Captioned Telephone Service (FCTS):** Sprint will continue to provide one-line and two-line CapTel for FedRelay users. In addition, Sprint will introduce the internet version of the CapTel phone for FedRelay users.

- **Federal Video Relay Service (FVR):** VRS is an innovative service, offering a more natural method of communication for people whose primary language is American Sign Language. Sprint will continue to provide videophone, ISDN and web access to this service. Domestic FVR users may request a ten-digit telephone number. In

addition, Sprint will allow collocated users of FVR, also known as Video Relay Interpreting (VRI).

- **Federal IP Relay (FIPR):** Sprint will continue to provide FIPR, which functions similar to a traditional TTY-to-Voice Relay call with one major difference – the call is initiated from a computer via an Internet connection. Domestic FIPR users may request a ten-digit local telephone number. Sprint will provide a redesigned FIPR website for the new contract.

- **Federal Relay Conference Captioning (FCR):** RCC is another service which ensures functional equivalency to FedRelay users by bringing communication access into the conference room. RCC allows deaf and hard of hearing employees to participate in multi-party conferences and conference calls. RCC incorporates the very latest in internet text streaming technology to support multi-party conference calls for employees who depend on Federal Relay for communication.

Additional information on each of the FedRelay products and its benefits are detailed in this proposal.

Clarifications and Exceptions to the RFP

Sprint has made a good faith effort to respond to all Solicitation terms and requirements to the best of its ability and knowledge. If Sprint is awarded the contract, Sprint will negotiate in good faith to execute a definitive agreement for the equipment and services contemplated by the Solicitation that will incorporate elements of the Solicitation, Sprint's Solicitation responses, the terms and conditions described in this Response and any additional commercially reasonable terms and conditions negotiated by the parties. To the extent Sprint has clarified or taken exception to a Solicitation term or proposed additional terms not addressed in the Solicitation, such comments have been included only after careful consideration of the Solicitation requirements, Sprint's corporate policies, and applicable law.

Sprint – The GSA's Total Relay Solution

Sprint will continue to offer highly experienced support staff, including the current Agency Liaison, Senior Program Manager and Senior Account Executive to support FedRelay, along with a full menu of features and services. The GSA is further assured of most reliable and secure telecommunication network in the country at a fair and competitive price. As the Federal Government's Total Relay Solution provider, the GSA is guaranteed that Sprint will continue to deliver the highest quality of Relay Services to the Federal Government and its employees. This is ensured by selecting Sprint Relay as the provider of TRS, CapTel, STS, VRS, Internet Relay, RCC and Wireless Relay to all government agencies around the world. It is our belief that this proposal will underscore why Sprint is the clear choice Relay Provider for the U.S. Government.

Technical Approach

2.0 Scope of Contract

The FedRelay provides telecommunications relay services for the Government. The scope of the FedRelay contract includes any services necessary for the Government to satisfy its requirements for worldwide relay services for the life of the contract. The term of the FedRelay contract is a four (4) year base period with two (2) two-year option periods, for a total performance period not to exceed eight (8) years, if all options are exercised.

The Contractor shall perform relay services through the FedRelay. The FedRelay shall relay calls to/from individuals who are deaf, hard of hearing, deaf/blind, or speech disabled who want to communicate with hearing individuals or hearing and speech impaired individuals within a participating Federal agency or other eligible organization.

The Contractor is solely responsible for managing the service under the guidance of the COR of the FedRelay program.

Sprint Response:

Sprint understands that the FedRelay program has been designed to provide functionally-equivalent telecommunications relay services for the Government and that the scope of the contract includes any services necessary for the Government to satisfy its requirement for worldwide relay services for the life of the contract. With over eighteen (18) years' experience of providing FedRelay, Sprint has an in-depth understanding of the needs of GSA, individual government organizations and individual relay users.

Sprint's proposal includes a four (4) year base contract period. Sprint's proposal includes two (2) optional renewal periods for a period of two (2) years, for a total performance period not to exceed eight (8) years, if all options are exercised.

Sprint will perform relay services through the FedRelay including relaying calls to and from individuals who are deaf, hard of hearing, deaf/blind or who have a speech disability who want to communicate with a hearing individual or an individual with a hearing or speech disability within a participating Federal Authorized Organization possessing a valid Task Order.

Sprint acknowledges that it is solely responsible for managing the FedRelay service under the guidance of the COR of the FedRelay program.

2.1 Authorized Organizations

The resulting contract is for the use of all Federal agencies, authorized Federal contractors, agency-sponsored universities and laboratories; and when authorized by law or regulation, state, local, and tribal governments, and other organizations eligible to use GSA sources of supply and Services. For purposes of this contract, these organizations will be referred to as Authorized Organizations.

The Government is not obligated or required to use this contract to satisfy its requirement for TRS services.

At the discretion of the GSA Contracting Officer the Contractor may be directed to provide service to any Authorized Organization using a task order issued by GSA.

A list of Authorized Organizations will be provided upon contract award. This list may be revised at any time by written notice from the GSA Contracting Officer.

Sprint Response:

Sprint will make FedRelay available to all Authorized Organizations including use by all Federal agencies, authorized Federal contractors, agency-sponsored universities and laboratories, and when authorized by law or regulation, state, local and tribal governments, and other organizations eligible to use GSA sources of supply and Services. Sprint acknowledges that for the purposes of this contract, these organizations are referred to as Authorized Organizations.

Sprint understands that Authorized Organizations are not required to use this contract to satisfy its requirement to provide TRS services.

Sprint understands that a list of Authorized Organizations will be provided to Sprint by GSA upon contract award. Sprint will work cooperatively with the GSA Contracting Officer (GSA CO) to develop a standardized form in which the GSA CO can add or delete Government agencies on the approved Authorized Organizations list. Sprint will permit the GSA CO to submit this new form for any changes to the Authorized Organization list at any time during the contract period. Sprint will update its systems based on the modifications submitted within thirty (30) days. Sprint will provide a complete list of the Authorized Organizations after the changes have been implemented for GSA's review and approval **and upon receipt of the GSA modification** to be provided by GSA within 10 calendar days of receipt.

In order for an Authorized Organization to receive services under this contact, the Authorized Organization will be required to submit a signed Task Order to Sprint before calls are processed. Requests to activate service or terminate service under a Task Order will require at least thirty (30) calendar days' notification from the Authorized Organization to Sprint so that Sprint can ensure that supporting services are updated appropriately. Please note that changes to the list of Authorized Organizations must be completed before requests to start or end service through a Task Order can be completed. For example, it may take up to sixty (60) days for a new agency to be added to the Authorized Organization list and then process the Task Order.

To assist Authorized Organizations understand the process of submitting a Task Order, Sprint provides clear and easy-to-follow instructions to interested Authorized Organizations. Sprint provides downloadable instructional flyer and presentations. A copy of a sample instructional

flyer has been provided on the following page. Sprint's Agency Liaison/Outreach Coordinator is also available for one-on-one training with Authorized Organizations, as requested.

Sprint also actively seeks feedback on the Task Order instructions and will continue to update the information based on feedback from the GSA and Authorized Organizations.

Sprint

Federal Relay - Task Order Process[1] *(direct-billing)*

The Federal Agency's Designated Agency Representative (DAR) and/or Contract Officer (CO) will need to complete and submit the two forms (#1 and #2) as follows:

Step 1: Form #1 – Task Order

Complete your agency's specific ***Task Order Form,*** or use **GSA's** *Standard Form 1449 or Optional Form 347* which can be downloaded at www.federalrelay.us in your web browser in the "Task Order" tab. Both forms have been "pre-filled" and all you need to do is update the "red" sections.

Step 2: Form #2 – Billing Contact Information

Complete the Sprint – Federal Relay ***Billing Contact Information Form*** *(Included in the OF347 and SF1449 documents on the last page)*

Step 3: Submission

- Both forms (Task Order and Billing Contact Information) need to be submitted via fax **(913-523-9070)** to Sprint - Federal Relay Program Management for review and approval.
- If all documents are completed and in order, it will take Sprint up to 90 days to set up the Agency direct-billing account. The Federal Relay Program Manager will communicate to the GSA and DAR/CO the effective billing date.

For Further Information

- Federal Relay and/or contract, go to www.federalrelay.us, call Federal Relay Customer Service at 1-800-877-0996 (Voice/TTY) or email federalrelay@sprint.com
- Questions about change from "centralized" to "direct" billing, contact GSA – Federal Relay Program Office at (703) 306-6308 or patricia.stevens@gsa.gov

[1] *Note: The above Task Order process is subject to change at any time.*

GSA Contract Holder

Contract No. GS00T07NSD0010

Sample Task Order Instructional Flyer

2.2 Authorized Calls by Authorized Users

Authorized FedRelay calls are only those calls placed to or from Authorized Organizations.

Authorized FedRelay Users are the Authorized Organizations and the general public accessing the Authorized Organizations for conducting business with the Government.

The FedRelay Contractor shall develop procedures addressing any operational, systematic, and administrative constraints that shall be implemented to determine and ensure that the FedRelay relays only those calls placed to or from authorized FedRelay users. The procedures shall address how the Contractor shall ensure that FedRelay calls are in fact authorized calls. These procedures will be incorporated into the resulting contract. The Contractor shall provide proposed procedure updates to the Contacting Officer (CO) at least 60 calendar days prior to the planned implementation. Any such updated procedures are subject to CO approval prior to implementation.

Sprint Response:

As a part of the new contract, Sprint will only process and bill authorized FedRelay calls placed to or from Authorized Organizations with a valid Task Order. Once GSA provides a list of Authorized Organizations to Sprint and Sprint receives the signed Task Order from the Authorized Organization, as outlined in Section 2.1 above. Sprint will follow standard operational, systematic and administrative constraints to ensure that FedRelay is processing only calls from or to Authorized Users:

- **FTTY and FSS:** When a call is placed to FedRelay using FTTY or FSS, the Communications Assistant (CA) will ask the calling party to confirm the name of the Authorized Organization. Once provided, the CA will confirm that the Authorized Organization is in the system with an active Task Order. If the Authorized Agency does not have an active Task Order, the caller will be instructed that FedRelay is unable to place the call and will refer the caller to alternate relay services (e.g., 711). It should be noted that this process is the same for users communicating in TTY, Voice, or ASCII.
- **FCTS:** Authorization from Captioned Telephone (CapTel) users occurs systematically by use of the Equipment Serial Number (ESN) contained in the CapTel phone. For calls initiated from a CapTel device, if the ESN of the CapTel phone corresponds to the Authorized Organization with a valid Task Order, the call is placed and the Authorized Organization is recorded in the Call Detail Record (CDR). If a valid Task Order is not in place, the call will not be processed. For calls initiated from a Voice user, the Authorized Organization is documented once the call is connected to the CapTel device when the ESN is recorded for billing purposes. "CapTel" means analog and internet based CapTel services.
- **FIPR:** Sprint requires domestic IP users to register for a ten-digit, local telephone number. During this process, the caller confirms his or her Authorized Organization. Casual IP callers also will be required to register for a 10-digit number. For voice users, or non-domestic users, the CA verifies the Authorized Organization has a Task Order on a per-call basis when the call is placed. If a Task Order is not in place, the caller will be instructed that the CA is unable to place the call. The caller will be referred to Sprint IP who can place domestic calls only.
- **FVR:** Sprint offers domestic FVR users the option of registering for a ten-digit, local telephone number. During this process, the caller confirms his or her Authorized

Organization. For casual callers (without a ten-digit number), voice users, or non-domestic users, the VI verifies the Authorized Organization has a Task Order on a per-call basis when the call is placed. If a Task Order is not in place, the caller will be instructed that the VI is unable to place the call. The caller will be referred to our VRS vendor or the customer's preferred VRS provider.

- **FCR:** FCR is provided as a scheduled service, rather than an on-demand service. As a part of the scheduling process, FCR users are required to identify their Authorized Organization from a drop down list on the online ordering site. Only Authorized Organizations with an active Task Order can be selected. Once the service is ordered, Sprint confirms that the requestor has provided a government e-mail address (i.e., ends in .mil, .gov .fed.us, or .edu). If an Authorized Organization uses e-mail extension not included in this list, Sprint will explore on a case-by-case basis alternate validation methods with the Authorized Organization in order to protect the integrity of the FedRelay system against inappropriate usage. Sprint will provide calls outside normal operating hours with the Agency Contracting Officer's approval.

Sprint understands that changes to these procedures or processes are subject to mutual approval and will be discussed with the CO at least sixty (60) days prior to the planned implementation.

2.3 Geographic Coverage

The Contractor shall provide FedRelay services and features for both domestic and non-domestic locations. Domestic locations are those within the fifty United States, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam, and the Northern Marianas. All other locations are defined as non-domestic for the purposes of this contract. The geographic coverage shall be as broad as possible for all services.

Sprint Response:

As described in Section 2.0, Sprint understands that the FedRelay program has been designed to provide functionally-equivalent telecommunications relay services for the Government and that the scope of the contract includes any services necessary for the Government to satisfy its requirement for *worldwide* relay services for the life of the contract.

In support of GSA's goal to provide geographic coverage that is as broad as possible for all FedRelay services, Sprint's proposal includes the following geographic coverage for FedRelay products:

- **FTTY and FSS:** With Sprint as the FedRelay provider, domestic FTTY and FSS users will continue to be able to place calls to both domestic and non-domestic locations. Internationally-based TTY or FSS callers will be able to dial (605) 331-4923 to reach FedRelay in order to place calls to domestic locations. Please note that Sprint will not support international to international calls through the FTTY and FSS service.
- **FCTS:** With Sprint as the FedRelay provider, domestic FCTS users will continue to be able to place calls to both domestic and non-domestic locations. Voice callers, who are in non-domestic locations, will able to place calls to domestic locations by dialing (608) 204-2770. CapTel phones are programmed to dial a domestic toll-free number. Therefore, Authorized Organizations with CapTel users in non-domestic locations will

be advised to provide a link to the North America Numbering Plan in order to support these international calls. Please note that Sprint will not support international to international calls through the FCTS service. "CapTel" means analog and internet based CapTel services.

- **FIPR:** With Sprint as the FedRelay provider, domestic FIPR users will continue to be able to place calls to both domestic and non-domestic locations. Domestic FIPR users will be required to register to receive a local, ten-digit number, which can be reached from both domestic and non-domestic locations. Voice callers, who are located in non-domestic locations, may also place calls to FIPR users by dialing the FIPR International number (605-331-4924). Please note that Sprint will not support international to international calls through the FIPR service.
- **FVR:** With Sprint as the provider of FedRelay, domestic FVR users will continue to be able to place calls to both domestic and non-domestic locations. Domestic FVR users may also register to receive a local, ten-digit number, which can be reached from both domestic and non-domestic locations. Please note that Sprint will not support international to international calls through the FVR service.
- **FCR:** With Sprint as the provider of FedRelay, FCR will continue to be available for both domestic and non-domestic locations. However, the FedRelay user requesting the service must provide a domestic telephone line for the Captioner to listen and relay the call.

2.4 Upgrades and Enhancements

The Government recognizes that telecommunications technologies and services are rapidly evolving and advancing. The Government expects FedRelay services and features to remain up-to-date with commercial equivalents. No requirements in this solicitation are intended to discourage or impair the development of improved technology that fosters the availability of telecommunications for persons who are deaf, hard of hearing, deaf/blind, or speech disabled. The Government anticipates that the services and features available under this contract will be increased, enhanced, and upgraded as these improvements become available. Contractor shall remain current with commercial standards. The Contractor shall follow the procedures for proposing new or improved service offerings throughout the life of the contract as outlined in Section 7.4.

Sprint Response:

With the rapid changes available in telecommunications and assistive technologies, Sprint and its subcontractors pride themselves on being industry leaders in embracing new technical developments. If a new development is taken on by the commercial side of Sprint or its subcontractors, then Sprint will make reasonable efforts to bring those same technologies to FedRelay users in compliance with Section 7.4 of the RFP. Sprint understands that the Government may elect whether or not to offer these new technologies and services under this contract and that there may be additional costs involved for any new technical developments. As noted in the Executive Summary, Sprint has invested over twelve (12) million dollars during the life of the current contract in upgrading existing Sprint Relay products and services. During 2012, Sprint is currently planning on investing $1.9 million dollars on Relay products and services.

3.0 Requirements

This section includes the Government's minimum requirements under this procurement.

The following Table 1 lists the required FedRelay services and what GSA expects will be, at time of contract award, the closest commercial equivalent.

Table 1

Name of Service	Abbreviation	Commercial Equivalent at expected award date
Federal TTY Relay	FTTY	TTY
Federal Speech to Speech	FSS	Speech to Speech
Federal Captioned Telephone*	FCTS	Captioned Telephone Service
Federal IP Relay	FIPR	IP Relay
Federal Video Relay*	FVR	Video Relay Service Video Remote Interpreting*
Federal Captioned Relay	FCR	Relay Conference Captioning

**** Federal Captioned Telephone "CapTel" means analog and internet based CapTel services.***
**** Federal Relay differs from the Commercial Equivalent services in that this contract places no restriction on the proximity of the users to each other. For each service the users may be collocated. For FVR it is permissible to use the service for interpreting.***

Sprint Response:

Sprint will continue to provide Federal TTY Relay (FTTY), Federal Speech to Speech (FSS), Federal Captioned Telephone (FCTS), Federal IP Relay (FIPR), Federal Video Relay Service (FVR) and Federal Captioned Relay (FCR). As a part of the new contract, Sprint will expand the FVR service to allow for collocated (i.e., same-room) interpreting. This service is known commercially as Video Relay Interpreting (VRI). At 60 days after the contract is effective Sprint will provide services on Federal Holidays. This is true for all services in this section.

Sprint would like to bring to GSA's attention that during the current contract, Sprint also has received several requests from Authorized Organizations to allow collocated Relay Conference Captioning for same room conferences or meetings. If approved by GSA, Sprint stands ready to offer collocated Relay Conference Captioning service as a part of the FCR service. Please note that the person requesting the collocated FCR service would be required to follow all provisions of FCR service including providing a telephone number so that the Captioner can dial in, listen to the conversation and provide the FCR service.

To protect Sprint's investment in the marketing and outreach of FedRelay over the past eighteen (18) years and reduce confusion among FedRelay users, Sprint will continue to offer the services with the existing commercial names including TTY, Speech to Speech, CapTel, IP Relay, Video Relay Service, and Relay Conference Captioning (RCC).

3.1 General Requirements

The Contractor shall provide and manage the FedRelay service. The Contractor shall provide customer assistance to FedRelay users (e.g., answering questions and providing directory assistance, with no additional charges). The Contractor shall provide the services and features specified herein.

Sprint Response:

Sprint will continue to provide and manage the FedRelay service. Sprint will continue to offer customer assistance for FedRelay users for each type of service that is identified in Section 3.0 above. Figure 1 below provides information on the types of customer assistance available for each service. Please note that representatives from Authorized Organizations are also welcome to contact Sprint's Liaison/Outreach Coordinator for questions on the FedRelay program.

Service(s)	Approved Customer Assistance Access Methods	Supported Communication Methods	Additional Options
FTTY, FSS, FIPR	800-877-0996	Customer Assistance for users in the following modes: TTY, ASCII, Voice, STS, and IP	Fax, Email, and Mail
FCTS	888-269-7477	Customer Assistance for FCTS users in Voice	TTY, Fax, Email, Mail
FVR	800-709-5783 (Voice) www.help.myfedvrs.tv [1]	Customer Assistance for FVR in Voice or in video for American Sign Language (ASL) users	TTY, Fax, and Email
FCR	800-775-7838	Customer Assistance for FCR users in Voice	Fax and Email A separate telephone number and email is available for technical assistance.
Sprint- Federal Relay Program Management Office *Angela Officer*	703-592-4906 (Office) 866-486-7858 (fax) Angela.officer@sprint.com	Customer Assistance for General Federal Relay Service Inquiries including, but not limited to task orders, billing issues, and presentation requests	Voice, Fax, Email
Sprint- Federal Relay Agency Liaison *Natalie Clanton*	720-545-0152 (Office) 913-523-9070 (fax) Natalie.clanton@sprint.com	Customer Assistance for General Federal Relay Service Inquiries including, but not limited to task orders and billing issues, and presentation requests	Voice, Fax, Email

Figure 1 – Customer Assistance Methods

When a FedRelay user requests customer assistance using one of the approved customer assistance access methods outlined above in Figure 1, using one of the supported communication methods, the Authorized Organization will not be charged for any minutes associated with the request.

However, if an Authorized User places a call requiring customer assistance using one of the relay services offered by FedRelay, charges would apply. For example, FCR Customer Service representatives cannot speak and provide voice-to-text captions for CapTel callers. Therefore, if a FedRelay user, who relies on captioning in order to communicate on the phone, initiates a customer assistance call, the minutes spent captioning the call would be billed to the Authorized Organization. Likewise, if a FedRelay caller requests assistance with

[redacted]

a FCR call while calling through FVR, the minutes spent providing Video Relay Service would be billed to the Authorized Organization.

3.1.1 FedRelay Services and Features

(a) The Contractor shall provide the following services:

Type I) 1. FTTY/Voice/ASCII/Baudot (English and Spanish)
2. Speech to Speech (English and Spanish)

Sprint Response:

Federal TTY Relay (FTTY)

Sprint will continue to provide all Type 1 services 24/7/365 in English and Spanish, including Federal holidays. If approved by the Government, Sprint will also continue to offer Spanish-to-English and English-to-Spanish translation for voice to text calls (and vice versa).
All Relay telecommunications equipment used to support the FedRelay is capable of receiving and transmitting in Voice, Baudot and ASCII, with Baudot (TTY) as the primary setting. All commonly used TTY protocols, including 2400 and ASCII rates are supported at each CA position. When an FTTY call is received at the Communication Assistant (CA) position, the system connects the user in the appropriate manner, Voice or Text. TTY signals are automatically identified as either Baudot or ASCII; if ASCII, the appropriate Baud rate is detected. ASCII rates up to and including 19,000 bps is supported by the Sprint platform. The domestic TTY Baud rate of 45.5 and the international rate of 50 Baud are also supported. This automatic identification of call-types for incoming calls provides a quick and efficient technique for varied customer input and reduces the average Relay CA work time to a minimum. At 60 days after the contract is effective Sprint will provide services on Federal Holidays.

Intelligent design allow the CA to handle either voice or data lines from the same CA workstation. Additionally, Sprint's telecommunications equipment has the capability of sending and receiving Dual Tone/Multi-Frequency (DTMF) signals, enabling the CA to navigate Interactive Voice Response Units, answering machines, and other automated systems on behalf of the caller.

In addition to standard TTY and voice services, Sprint offers a full array of call-types including, but not limited to, Voice Carry Over (VCO), Two-Line VCO, Hearing Carry Over (HCO), Two-Line HCO, Deaf-Blind (with automated pacing), and advanced call types (e.g., VCO to HCO, VCO to VCO, VCO to TTY, HCO to TTY).

Sprint's FTTY service also permits callers to register call-handling preferences as a part of the Customer Profile. These preferences can be accessed from the primary telephone number or remotely by providing the CA with a username and password.

Federal Speech to Speech (FSS)

Sprint was the first provider to offer Speech to Speech services and continues to be committed to providing this essential service.

Sprint will continue to provide a professional FSS service in which specially-trained CAs provide re-voicing support for Federal employees with a speech disability. Sprint allows each

FSS user to customize the support received. The FSS CA can simply repeat when only words that are unclear or can repeat everything, based on the caller's preferences.

Sprint has a comprehensive FSS program which includes a hearing acuity test, specialized training for Speech to Speech CAs, and advanced Speech to Speech calling features. Sprint's proven methods for clarifying the message, when unsure, has proven to be successful for many Federal employees.

Speech to Speech is provided in both English and Spanish. FSS users must choose between English-language and Spanish-language on a per-call basis. Translation is not offered and callers cannot switch between English and Spanish on the same call.

Type II ***3. Federal Captioned Telephone Service (FCTS) (English and Spanish)***

Sprint Response:

Sprint will continue to provide Federal Captioned Telephone Service (FCTS) in English 24/7/365 (including Federal holidays) and Spanish-language daily from 8:00 am to 12:00 am EST (including Federal holidays). At 60 days after the contract is effective Sprint will provide services on Federal Holidays. Please note that FCTS callers must choose between English-language and Spanish-language for each call. Translation is not offered and callers cannot switch between English and Spanish on the same call.
Sprint has been providing trials and service using Ultratec voice-recognition technology for almost ten (10) years to the Federal government. This proven technology has been designed to function in the same manner as traditional telephones with important distinction: captions are provided. This service is especially helpful for hard of hearing users who may not be comfortable using TTY Relay.

Type III ***4. Federal Video Relay Service (FVR) (English and Spanish)***
Both Web-Based and ISDN Options must be offered.
5. Federal Internet Protocol (IP) Relay (English and Spanish)
6. Federal Relay Conference Captioning (FCR) (English and Spanish)

Sprint Response:

Federal Video Relay Service (FVR)

Sprint will continue to provide FVR Monday – Friday from 7:00 am to 11:00 pm EST, including Federal holidays. FVR will support callers using both American Sign Language (ASL) and spoken English or Spanish languages. Please note that if a trilingual Video Interpreter (VI) with skills in ASL, English and Spanish is needed to process the call, advanced notice of twenty-four (24) hours will be required. Sprint will continue to provide multiple access methods for FVR including web-based, videophone, and ISDN access. At 60 days after the contract is effective Sprint will provide services on Federal Holidays.

Federal Internet Protocol (FIPR)

Sprint will continue to provide FIPR in both written English and Spanish. FIPR services will be available 24/7/365, including Federal holidays. Translation between English and Spanish will continue to be available. At 60 days after the contract is effective Sprint will provide services on Federal Holidays.

FIPR calls are processed by the same high-quality CAs who process TTY calls ensuring that Federal employees receive consistent service. As documented in the Corporate Experience

section, Sprint's IP service has received high marks in typing proficiency, efficiency and overall passed calls in comparison to other IP Relay providers.

Federal Relay Conference Captioning (FCR)

Sprint will provide FCR in both English and Spanish from 8:00 am to 6:00 pm in all US time zones, including Federal holidays. FCR callers must choose between English-language and Spanish-language when scheduling each call. Translation is not offered and callers cannot switch between English and Spanish on the same call. At 60 days after the contract is effective Sprint will provide services on Federal Holidays.

English

Sprint will provide FCR (in English) with twelve (12) hours' advanced notice. English FCR calls will be billed from the scheduled start time of the event until the last caption is transmitted. English FCR calls may be cancelled with twelve (12) hours' notice. However, if a call is not cancelled at least twelve (12) hours' before the call is scheduled to begin, the Authorized Agency will be charged a cancellation or no-show fee which is based on the scheduled length of the call, as outlined in Figure 2 below.

Scheduled Duration	Billed
One hour (1) or less	Fifteen (15) minutes
Longer than one (1) hour	Thirty (30) minutes

Figure 2 – Cancellation or No-Show Fee Charged

Spanish

Sprint will provide Spanish FCR calls with forty-eight (48) hours' advanced notice. It is Sprint's intention to make an effort to accommodate requests for Spanish FCR calls with less notice. Spanish FCR calls will be billed based on the scheduled time. If a call is not cancelled with at least 48 hours before the call is scheduled to begin, the Authorized Agencies will be charged for the entire scheduled time.

Please note that notification time for Spanish FCR may be shortened, during the life of the contract to match English FCR notification schedules, if Sprint determines that sufficient volume has been achieved.

Type IV ***Branded Services - The Contractor may provide any above service or combination of services with branding specified for an Authorized Organization. This would require specific toll-free numbers and/or logins. Examples would be "IRS Relay" and "GSA Relay."***

Sprint Response:

Based on discussions with GSA, Sprint understands that a very limited number of Authorized Organizations may desire a branded service (e.g., "IRS Relay") in order to increase usage. Sprint will be happy to explore custom branded service solutions with a limited number of Authorized Organizations. Sprint has lots of experience in establishing new branded services and will consult directly with the Authorized Organization on the benefits, risks and challenges based on Sprint's vast experience in this area. Based on the specific branding desires of the Authorized Organization, Sprint will evaluate the request on a case-by-case basis as a part of the custom solution process. It should be noted that there are currently approximately twenty access methods for FedRelay and if the Authorized Organization wishes to duplicate all of those with branded services, the costs may be significant.

Sprint will continue to offer FedRelay login options through www.federalip.us and www.myfedvrs.us for users of FIPR and FVR services. These services allow users to set up their own log-in name and password as well as local 10-digit number for FIPR or FVR services. However, users of these services do not receive branded greetings or macros based upon their log-in data that is specific to their Authorized Organization.
In addition, Sprint's FCR service has been designed to allow users to choose their respective Authorized Organization from a drop down list of all Authorized Organizations when "booking an event." This allows users to choose their Authorized Organization for billing purposes prior to the actual start of the conference call. Again, users of this service will not receive a branded greeting or macro based on the Authorized Organization name chosen for the conference call.

FCTS devices (i.e., CapTel phones) are each branded by their Equipment Serial Number (ESN) and is branded during the ordering process to the user's corresponding Authorized Organization. However, FCTS users do not receive greetings or macros that specify the name of the Authorized Organization when placing or receiving FCTS calls.

(b) The Offeror shall provide, at a minimum, the following features:

(1) Type I Services: as required by FCC TRS Rules

Sprint Response:

Sprint meets or exceeds the most current mandatory minimum FCC TRS standards for all FedRelay services, except in those areas in which this RFP and/or Sprint's specific responses contradict FCC requirements.

(2) Type II Single-line, two-line and IP access shall be available.

Sprint Response:

Sprint will provide the following Type II services including CapTel phones using the traditional wireline phone network in either single-line mode or two-line mode and an internet-enabled CapTel phone (e.g., CapTel model 800i or future model numbers).
Please note that Sprint will not be providing an internet-only based CapTel solution (e.g., WebCapTel) for FedRelay users at this time.

(3) Type III:

(i) FVR Mail (Message Service Associated with FVR).

Sprint Response:

Sprint was the first provider to offer VRS Mail and will continue to offer FVR Mail to FedRelay users. This feature allows hearing callers to leave video messages where the VI records the message in ASL and sends the message to the FVR user via e-mail or a wireless device. Sprint currently supports two formats for FVR Mail including mobile (3GP) and Windows Media Player capability (.wmv).

(ii) FCR Service. Provides web interface for non-hearing participants to conferences and conference calls.

Sprint Response:

Sprint will continue to provide FCR Service to FedRelay users. Please note that Sprint and its vendor do not provide the web interface link for non-hearing participants to conferences and conference calls for FCR. At the request of Authorized Organizations with security concerns,

the Authorized Organization now provides the web link for the Captioner to join and provide captioning.

It should also be noted that FCR is a scheduled service with billing terms and conditions that differ from other FedRelay services, as defined by Figure 3 below.

	English	Spanish
Notice Required	Twelve (12) hours	Forty-eight (48) hours
Billable Increments	Scheduled start time until the last caption is sent.	Scheduled Caption Time
Cancellation or No-Show Penalty		
Calls Up to One Hour	Fifteen (15) minutes	Full Scheduled Time
Calls Over 60 min	Thirty (30) minutes	Full Scheduled Time

Figure 3 – FCR Billing Terms and Conditions

(c) The Offeror shall provide Custom Solutions at the request of Authorized Organizations. These services will be ordered using procedures in Section 6.5, Ordering Procedures.

Sprint Response:

Sprint will evaluate Custom Solutions on a case-by-case basis. At Sprint's sole discretion, Sprint will be happy to explore custom solutions as may be necessary by various Government Agencies and will submit proposals for cost as the custom solution dictates.

Sprint has demonstrated flexibility over the past eighteen (18) years in determining solutions which meet the needs of Authorized Organizations. For example, when parent Authorized Organizations requested visibility into sub-agency level usage, Sprint created a "Rolled Up Billing" process to supply the parent Authorized Organization to view usage information for the sub-agency.

While Sprint cannot provide a blanket statement agreeing to provide solutions for all requests, Sprint remains committed to providing Custom Solutions, when those solutions do not impact Sprint or its subcontractor's ability to perform or business model.

3.2 Service, Technical, and Functional Requirements

The Contractor shall meet or exceed the most current mandatory minimum FCC TRS standards for all FedRelay services, to include but not limited to, E911, hours of operation, average answer time, facility location, authorized calls, foreign language, ASCII and Baudot, voice mail and interactive menus, and handling customer complaints. TRS rules and requirements are available on the FCC website: www.fcc.gov/cgb/dro/4regs.html. However, reporting of logos and complaints will be provided solely to the GSA CO/COR.

Sprint Response:

Sprint meets or exceeds the most current mandatory minimum FCC TRS standards for all FedRelay services, except in those areas in which this RFP and/or Sprint's specific responses contradict FCC requirements, such as same room Video Relay Interpreting or subcontracting of Video Relay Service which is prohibited by the FCC standards. Sprint understands that FedRelay requirements override the FCC minimum standards.

Should the FCC or GSA require changes that affect the cost of the services offered by Sprint or its subcontractors during the proposed contract period, Sprint shall be entitled to an

equitable adjustment to Sprint's per-minute rates. Sprint and the GSA CO will negotiate any necessary additional charges in good faith and with the understanding that time is of the essence in such negotiations.

Customer Complaint Logs

Sprint has an established system to track customer complaints for all FedRelay products. Sprint's Customer Contact Online Database (CCOD) provides a tool for all Sprint and subcontract personnel to document customer issues and resolution. Sprint will continue to provide reporting and complaint logs directly and solely to the GSA CO/COR.
Sprint historically has received and reported very low levels of customer complaints for the FedRelay services.

In the event of service interruption during operational hours, the Offeror shall ensure that users of the FedRelay shall receive a clear message (both voice and TTY) that explains the reason for the closure and the anticipated time of resuming service (at the principal or redundant site), and requests that the user call back to the FedRelay.

Sprint Response:

In the event of service interruption during operational hours, Sprint will provide FedRelay (FTTY) users with a clear message in both voice and TTY that explains the reason for the closure and the anticipated time of service resumption (at the principal or redundant site) and a request that the user dial back to the FedRelay.

In the unlikely event of blockage of trunks into the Center, a message announcing, "I am sorry, all circuits are busy now. Please try again later." or a fast busy tone will be heard. For blockage of more than a few minutes, call re-routing action will restore complete service.
When an interruption in service occurs during operation hours, Sprint will provide callers with a clear message (both voice and TTY) which includes an explanation about the the reason for the closure, the anticipated time of service resumption, and a request for callers to call FedRelay back. When possible, Sprint will re-route the FedRelay traffic to the back-up Relay Center prior to activating the delay message.

Sprint relies on the re-routing capability of the Sprint FedRelay network to avoid situations where an intercept message may be necessary. A system or service outage at the FedRelay Call Center will cause incoming calls to be re-routed to the FedRelay designated back-up center.

The Offeror shall provide Spanish language relay service and a method to connect Spanish-language callers to the respective Communications Assistant (CA) or Video Interpreter (VI).

Sprint Response:

Sprint provides Spanish-language FedRelay services for each of the required services. At 60 days after the contract is effective Sprint will provide services on Federal Holidays. This is true for all services in this section. Sprint provides clear instructions to Spanish-speaking FedRelay users to reach the respective CA or VI, including the following access methods:

- **FTTY:** Sprint instructs FedRelay users who wish to place Spanish-to-Spanish FTTY calls to dial 1-800-845-6136, where they will be connected to a Spanish-speaking CA. Sprint instructs FTTY users who wish to place a call requiring Spanish-to-English translation (or English-to-Spanish translation) to dial 888-474-8983 to reach a bilingual CA.

- **FSS:** Sprint instructs FSS users requiring Spanish-language support to dial the FedRelay STS number (877-877-8982) and to verbally request a CA who speaks Spanish. Once requested, the caller will be transferred to a Spanish-speaking CA.

- **FCTS:** Sprint instructs FedRelay CapTel users to select Spanish-language, which is an option on the CapTel phone itself. Voice callers who wish to place a call to a Spanish-speaking FCTS user may dial the dedicated Spanish toll-free access number (866-217-3362.)

- **FIPR:** Sprint makes it easy for FIPR users to select Spanish-language (including translation) support. When placing a call from the FIPR website, there is a language option for both English and Spanish. When the Spanish-language option is selected, the call is immediately routed to a bilingual, Spanish-speaking CA. Voice callers may also request Spanish-to-Spanish or Spanish-to-English translation directly with the CA, who will transfer the caller to a bilingual CA.

- **FVR:** Sprint provides Spanish support for all FVR access methods, including the following:

  - Videophone users may dial espanol.myfedvrs.tv[2] to reach a Spanish-speaking VI.
  - Web camera users may select the Spanish-language option on the FVR software.
  - Hearing callers may dial the customer's ten-digit local number, dial the general access number or the ISDN general access number and request a Spanish-speaking VI.

  As noted in Section 3.1.1, 24-hour advanced notice is required is for an ASL/English/Spanish (trilingual) FVR call.

- **FCR:** Sprint will update the current FCR scheduling system to include options for English or Spanish. Spanish FCR calls will require forty-eight (48) hours' advanced notice. Spanish FCR calls will be billed based on the scheduled time. If a Spanish FCR call is not cancelled with at least forty-eight (48) hours' advanced notice, the Authorized Organization will be charged for the entire scheduled time. Please note that the notification time may be shortened, at Sprint's discretion, during the life of the contract to match English notification schedules, if sufficient volume is achieved.

FTTY, FSS, FCTS, FIPR shall be available 24 hours each day every day.

Sprint Response:

Sprint will provide FTTY, FSS, FIPR, and FCTS (English only) twenty-four (24) hours a day, including Federal holidays. Sprint will provide Spanish-language FCTS daily from 8:00 am – 12:00 am EST, including Federal holidays. At 60 days after the contract is effective Sprint will provide services in both languages on Federal Holidays.

FVR shall be available at a minimum from 7 am to 6 pm in each time zone of the 50 United States. ISDN capability is required within six months of award in addition to IP-based service.

Sprint Response:

Sprint will continue to provide FVR from 7 am to 11 pm EST Monday through Friday, including Federal holidays.

[2] Link is only accessible by Videophone.

As the incumbent provider, ISDN access through FVR is currently provided today. Sprint will continue to offer access through ISDN, without interruption. The number for ISDN users to call FVR is (877) 709-5798. The number for hearing individuals to call ISDN FVR users is (877) 709-5801.

FCR shall be available at a minimum from 8 am to 6 pm in each time zone of the 50 United States. On-line scheduling must allow authorized users to schedule an event within 24 hours of the start of a conference. Access codes and login information for the web-based interface shall be provided to uses only by e-mail and only to the requestor. Transcript of the captioning must be available to the scheduler of the event upon completion. At the scheduler's option the transcript may be provided online to the participants.

Sprint Response:

Sprint will provide FCR at a minimum from 8 am to 6 pm in each US time zone of the fifty (50) United States.

Sprint understands that GSA desires, with the start of this contract, to allow scheduling within a minimum of twenty-four (24) hours from the start of the conference. As the incumbent provider, GSA has previously requested to provide on-line scheduling, allowing authorized users to schedule an event within twelve (12) hours of the start of a conference. Sprint was successful in bringing this enhancement to FCR users. With the new contract, Sprint will continue to allow this same level of support requiring Authorized Users to schedule an event for English support within twelve (12) hours of the start of a conference. Please note that Spanish-language FCR support will require forty-eight (48) hours' advance notification.
In addition, Sprint will continue to charge customers in the event of a no-show or cancellation, as detailed in Figure 3 located in Section 3.1. To ensure that all FCR users are aware of the no-show and cancellation policies, Sprint and its FCR vendor will continue to display a pop-up screen to advise customers of the charge.

All information for access codes and login information for web-based interfaces will be available only by email only and only to the requestor of the event. To prevent fraud, Sprint will not give this information out via phone and/or to another person requesting the codes or login information. Unedited transcripts of the captioning will be available to the requestor and/or the participants, if ordered by the approved requestor immediately following the conference via online. If requested by the Authorized User who initiated the FCR request, the transcript of the call will be destroyed at the conclusion of the call.

3.3 Telecommunications and Information Systems Equipment Standards

The Contractor shall meet the most current FCC requirements for TRS facilities, equipment and technology. The Contractor shall provide all the necessary equipment to operate a quality FedRelay TRS facility. The Offeror shall provide all automated data processing equipment, personnel, software and acquire all manufacturers' licensing agreements for equipment operation. TRS rules and requirements are available on the FCC website: www.fcc.gov/cgb/dro/4regs.html.

In any conflict between this contract and the FCC TRS rules, the conditions of this contract shall prevail.

Sprint Response:

[redacted]

3.4 Telecommunications and Information System Design

The Contractor shall meet or exceed the most current FCC requirements for TRS system design. TRS standards can be found at www.fcc.gov/cgb/dro/4regs.html. The Offeror shall meet the following additional requirements:

Sprint Response:

Sprint meets or exceeds the most current mandatory minimum FCC TRS standards for all FedRelay services, except in those areas in which this RFP and/or Sprint's specific responses

contradict FCC requirements. Sprint understands that FedRelay requirements override the FCC minimum standards.
Should the FCC or GSA require changes that affect the cost of the services offered by Sprint or its subcontractors during the proposed contract period, Sprint shall be entitled to an equitable adjustment to Sprint's per-minute rates. Sprint and the CO will negotiate any necessary additional charges in good faith and with the understanding that time is of the essence in such negotiations.

(a) The Offeror shall interface with necessary relay operation equipment utilized in the FedRelay operation with the Local Exchange Carrier (LEC) circuits and/or facilities. Equipment includes, but is not limited to telephones, personal computers/computer terminals, special headsets, and call detail recording equipment. The Offeror shall be responsible for the payment of any and all fees associated with these circuits and/or facilities.

Sprint Response:

Sprint will be fully responsible for the initial and any future designs including the component level of the system. All equipment, software and facilities required to achieve the standards and handle the types of calls required for the Federal Relay Service will be provided and maintained by Sprint. This includes all components necessary to interface with relay operation equipment utilized with the LEC.

Sprint provisions each of its Relay facilities with all necessary equipment, software, circuits, telephone service, staff, training, setup, testing, reporting and other program elements required for successful operation of the Relay Center. Sprint conducts periodic resource analyses, which includes daily and weekly traffic reports of trunking facilities and 800 calling patterns to evaluate the service and determine the need for upgrades and expansions. Trunking, workstations and other support equipment are expanded when usage studies indicate that system components are operating at 75% of the equipped capacity. Equipment utilization is monitored weekly and quarterly. Usage studies of TRS system components ensure that optimum capacity requirements are met to keep costs at a minimum while ensuring high service standards.

Sprint furnishes all necessary Telecommunication equipment and software required, in compliance with the provisions of the RFP. During the past twenty-one (21) years, Sprint and our supporting contractors have planned, funded, constructed and activated over a dozen fully functional TRS Centers.

(b) The Contractor shall interface relay operation equipment utilized in the FedRelay operation with GSA's FTS2001 and/or Networx long distance carriers, local carriers, or any subsequent Federal Acquisition Service (FAS) long distance service providers' circuits and/or facilities. Equipment includes, but is not limited to, telephones, personal computers/computer terminals, special headsets, and call detail recording equipment.

Sprint Response:

Sprint currently holds the FTS2001 Continuity Bridge contract (contract number GS00Q11NSD0038) which has been extended to November 30, 2012 and has one option left to continue to February 28, 2013 before it ends. However, Sprint also holds the Networx Enterprise contract which expires on May 30, 2017.

Supporting the existing Federal Relay contract, Sprint has furnished all the necessary equipment to provide the service. Sprint has and will continue to furnish all the equipment, software, and furniture required to operate the FedRelay Center or Centers that serve FedRelay. This includes telephones, personal computers/computer terminals, special headsets, and call detail recording equipment. All units currently used conform to Sprint's demand for leading-edge technology and operational effectiveness.

(c) The Contractor shall provide all equipment, lines, and other instruments required to provide the services stated herein. The Offeror's service and telecommunications/ADP equipment shall interface with all Networx, FTS2001, or any subsequent FAS service, the North American Numbering Plan (NANP), and with incoming or outgoing toll-free services provided by Authorized Organization. The service provider(s) and the interface specifications may be subject to change.

Sprint Response:

Sprint will provide all equipment, lines, and other instruments essential to the provision of Relay services call centers. Sprint will continue to be responsible to provide Federal Relay Service lines that have access to the customer's equipment. The government agencies and/or customers are responsible to pay for their own video phones, TTYs, wireless devices, laptops and other equipment. Sprint's Relay services are accessible using the North American Numbering Plan (NANP). Sprint will continue to be responsible for ensuring that the equipment, facilities, and/or local telecommunications services provided for the FedRelay, function with Sprint's long distance service, which is GSA's FTS2001 current long distance carrier, as well as GSA's subsequent Networx long distance service provider(s). This commitment to service and growth assures adequate FedRelay resources and affirms Sprint's pledge of exceptional Relay service.

Should the GSA change the interface specifications during the proposed contract period, Sprint shall be entitled to an equitable adjustment to Sprint's per-minute rates. Sprint and the CO will negotiate any necessary additional charges in good faith and with the understanding that time is of the essence in such negotiations.

(d) The offeror shall provide separate toll-free 800 numbers. One for TTY and one for voice relay users.

Sprint Response:

Sprint will continue to provide and support the existing TTY and Voice toll-free access numbers for Federal Relay. In addition, Sprint provides additional toll-free numbers for specific FTTY call types.

Please see Figure 4 below for a list of FedRelay access methods supported by Sprint.

FedRelay Number	Language	Communication Method
FTTY and FSS		
800-877-8339	English	TTY/ASCII
866-377-8642	English	Voice

877-877-6280	English	Voice Carry Over
800-877-8339	English	Hearing Carry Over
877-877-8982	English and Spanish	Speech-to-Speech
866-893-8340	English	Telebraille
605-331-4923	English or Spanish	International FTTY
800-845-6136	Spanish	FTTY and FSS
888-474-8983	Spanish to English Translation	FTTY
FCTS		
888-801-7210	English	Voice
608-204-2799	English	Voice International
	FIPR	
Local Ten-Digit Number	English or Spanish	ASL User
www.federalip.us	English or Spanish	IP access
FVR		
Local Ten-Digit Number	English or Spanish	ASL User
www.myfedvrs.us	English and Spanish	Web Camera access
www.fedvrs.tv[3]	English and Spanish	Videophone access
www.espanol.fedvrs.tv[4]	Spanish	Videophone access
www.vco.myfedvrs.tv[5]	English	Videophone Voice Carry Over Access
877-646-7441	English and Spanish	911/Emergency ISDN access
877-709-5797	English	Videophone access
877-709-5798	English and Spanish	ISDN

[3] Link is only accessible by Videophone.
[4] Link is only accessible by Videophone.
[5] Link is only accessible by Videophone.

877-709-5801	English and Spanish	Voice to ISDN

Figure 4 – Sprint's FedRelay Toll-free Numbers and URLs

The Contractor shall provide a written notification of any changes or modifications in the Contractor's FedRelay System design (i.e., the number or type of lines or hardware/software changes) to the CO and COR, at least thirty (30) calendar days prior to such changes or modifications. These changes must be approved by the CO and COR prior to implementation.

Sprint Response:

Sprint will provide advance notification, when reasonably possible, of changes to the FedRelay services, features, technology.

[redacted]

3.5 Service Security, Information Privacy, and Reliability

3.5.1 Security Assessment and Authorization (A&A) Requirements

A Contractor entering into an contract for services to the General Services Administration (GSA) and Federal Clients, shall be contractually subject to all federal and GSA IT security directives, standards, policies, and reporting requirements. The contractor shall comply with Federal Information Security Management Act associated guidance and directives to include all applicable, current and new Federal Information Processing Standards (FIPS), NIST Special Publication (SP) 800 series guidelines (FIPS and NIST SPs available at: http://csrc.nist.gov/), GSA IT security directives, policies and guides, and other appropriate government-wide laws and regulations for protection and security of Government IT. Compliance references will include at a minimum:

- ***Federal Information Security Management Act (FISMA) of 2002; available at: http://csrc.nist.gov/drivers/documents/FISMA-final.pdf***
- ***Clinger-Cohen Act of 1996 also known as the "Information Technology Management Reform Act of 1996"; available at: http://www.cio.gov/Documents/it_management_reform_act_feb_1996.html.***
- ***Privacy Act of 1974 (5 U.S.C. § 552a).***
- ***Homeland Security Presidential Directive (HSPD-12), "Policy for a Common Identification Standard for Federal Employees and Contractors", August 27, 2004; available at: http://www.idmanagement.gov/.***
- ***Office of Management and Budget (OMB) Circular A-130, "Management of Federal Information Resources", and Appendix III, "Security of Federal Automated Information Systems", as amended; available at: http://www.whitehouse.gov/omb/circulars_a130_a130trans4/.***
- ***OMB Memorandum M-04-04, "E-Authentication Guidance for Federal Agencies." (Available at: http://www.whitehouse.gov/omb/memoranda_2004).***
- ***FIPS PUB 199, "Standards for Security Categorization of Federal Information and Information Systems."***
- ***FIPS PUB 200, "Minimum Security Requirements for Federal Information and Information Systems."***

- *FIPS PUB 140-2, "Security Requirements for Cryptographic Modules."*
- *NIST Special Publication 800-18 Rev 1, "Guide for Developing Security Plans for Federal Information Systems."*
- *NIST Special Publication 800-30, "Risk Management Guide for Information Technology Systems."*
- *NIST Special Publication 800-34 Revision 1, "Contingency Planning Guide for Information Technology Systems."*
- *NIST SP 800-37, Revision 1, "Guide for Applying the Risk Management Framework to Federal Information Systems: A Security Life Cycle Approach."*
- *NIST Special Publication 800-47, "Security Guide for Interconnecting Information Technology Systems."*
- *NIST Special Publication 800-53 Revision 3, "Recommended Security Controls for Federal Information Systems and Organizations."*
- *NIST Special Publication 800-53A, Revision 1, "Guide for Assessing the Security Controls in Federal Information Systems and Organizations, Building Effective Security Assessment Plans."*
- *NIST Special Publication 800-88, "Guidelines for Media Sanitization"*
- *NIST Special Publication 800-128, "Guide for Security-Focused Configuration Management of Information Systems."*
- *NIST Special Publication 800-137, "Information Security Continuous Monitoring for Federal Information Systems and Organizations."*

In addition to complying with the requirements identified in the Government policies, directives and guides specified above, the contractor must comply with the current GSA policies, directives and guides listed below to include newly developed or updated versions when issued (the current documents are referenced within the GSA IT Security Policy and are available upon request submitted to the GSA CO):

- *GSA Information Technology (IT) Security Policy, CIO P 2100.1(G).*
- *GSA Order CIO P 2181.1 "GSA HSPD-12 Personal Identity Verification and Credentialing Handbook".*
- *GSA Order CIO 2104.1, "GSA Information Technology (IT) General Rules of Behavior"*
- *GSA Order CPO 1878.1, "GSA Privacy Act Program"*
- *GSA IT Security Procedural Guide 01-01, "Identification and Authentication"*
- *GSA IT Security Procedural Guide 01-02, "Incident Response"*
- *GSA IT Security Procedural Guide 01-05, "Configuration Management"*
- *GSA IT Security Procedural Guide 01-07, "Access Control"*
- *GSA IT Security Procedural Guide 01-08, "Audit and Monitoring"*
- *GSA IT Security Procedural Guide 04-26, "FISMA Implementation"*
- *GSA IT Security Procedural Guide 05-29, "IT Security Training and Awareness Program"*
- *GSA IT Security Procedural Guide 06-29, "Contingency Plan Testing"*
- *GSA IT Security Procedural Guide 06-30, "Managing Enterprise Risk"*
- *GSA IT Security Procedural Guide 06-32, "Media Protection Guide"*

- ***GSA IT Security Procedural Guide 07-35, "Web Application Security Guide"***
- ***GSA IT Security Procedural Guide 08-39, "FY 2012 IT Security Program Management Implementation Plan"***
- ***GSA IT Security Procedural Guide 08-43, "Key Management Guide"***
- ***GSA IT Security Procedural Guide 09-44, "Plan of Action and Milestones (POA&M)"***
- ***GSA IT Security Procedural Guide 10-50, "Maintenance Guide"***
- ***GSA IT Security Procedural Guide 11-51, "Conducting Penetration Test Exercise Guide"***

Sprint Response:

Sprint will comply with the attached Appendix E - Sprint System Security Plan.

[redacted]

[redacted]

Federal Relay Approach

Sprint will continue to maintain an updated accreditation boundary with new security requirements from NIST and GSA as they apply to low impact systems and add them to the System Security Plan.

[redacted]

3.5.1.4 Contract Deliverables

3.5.1.4.1 Deliverables to be provided to the GSA COR/ISSO/ISSM on a Quarterly basis

1. ***Plan of Action & Milestones (POA&M) Updates (Monthly updates/reviews are required for any vulnerabilities identified as a high or critical). (NIST SP 800-53 R3; CA-5)***
2. ***Vulnerability scanning reports for Operating System, Web Application, and Database scans (as applicable). (NIST SP 800-53 R3; RA-5)***
3. ***Vulnerability scanning results shall be managed and mitigated in the POA&M and submitted together with the quarterly POA&M submission. (NIST SP 800-53 R3; PM-4 and GSA CIO-IT Security Guide 09-44 R1)***

Sprint Response:

Sprint has read, understands and will comply on a quarterly basis.

3.5.1.4.2 Deliverables, as a minimum, to be provided to the GSA COR/ISSO/ISSM initially and as updates (if required) on an Annual basis

1. ***System Security Plan (NIST SP 800-53 R3: PL-2)***
2. ***Security Accreditation Boundary Document (BSD) (NIST SP 800-37 R1)***
3. ***User Certification/Authorization Review (Annotated on POA&M) (NIST SP 800-53 R3: AC-2)***
4. ***Information Security Awareness and Training (NIST SP 800-53 R3: AT-1)***
5. ***System(s) Baseline Configuration Standard Document (NIST SP 800-53 R3: CM-2)***
6. ***System Configuration Settings (NIST SP 800-53 R3: CM-6)***
7. ***Contingency Plan (NIST SP 800-53 R3: CP -2)***
8. ***Configuration Management Plan (NIST SP 800-53 R3: CM-9)***
9. ***Contingency Plan Test Plan (NIST SP 800-53 R3: CP-4)***
10. ***Contingency Plan Test Report (NIST SP 800-53 R3: CP-4)***
11. ***Incident Response Test Report (NIST SP 800-53 R3: IR-3)***
12. ***Information System Interconnection Agreements (NIST SP 800-53 R3: CA-3)***
13. ***Rules of Behavior (NIST SP 800-53 R3: PL-4)***
14. ***GSA NIST 800-53 R3 Control Tailoring Worksheet (NIST SP 800-53 R3: AC-1)***
15. ***GSA NIST SP 800-53 rev3 Baseline Summary of Controls Table (NIST SP 800-53 R3: AC-1)***
16. ***Independent penetration test and report (NIST SP 800-53 R3: CA-7 &RA-5)***
17. ***Annual FISMA Assessment (NIST SP 800-53 R3: CA-2)***

Sprint Response:

Sprint has read, understands and will comply on an annual basis.

3.5.1.4.3 Deliverables to be provided to the GSA COR/ISSO/ISSM Biennially

The Contractor shall develop and keep current the deliverables listed below, as outlined in the specified NIST documents as well as appropriate GSA IT Security Procedural Guides. The GSA Control Tailoring Worksheet shall be used by the contractor to meet the deliverable requirements listed below. A template for the GSA NIST 800-53 R3 Control Tailoring Worksheet will be provided upon request submitted to the GSA CO and shall be used as a guide to maintain update requirements.

A. ***Access Control Policy and Procedures (NIST SP 800-53 R3: AC-1)***
B. ***Security Awareness and Training Policy and Procedures (NIST SP 800-53 R3: AT-1)***
C. ***Audit and Accountability Policy and Procedures (NIST 800-53 R3: AU-1)***
D. ***Identification and Authentication Policy and Procedures (NIST SP 800-53 R3: IA-1)***
E. ***Incident Response Policy and Procedures (NIST SP 800-53 R3: IR-1, reporting timeframes are documented in GSA CIO IT Security Procedural Guide 01-02, Incident Handling)***
F. ***System Maintenance Policy and Procedures (NIST SP 800-53 R3: MA-1)***

G. Media Protection Policy and Procedures (NIST SP 800-53 R3: MP-1)
H. Physical and Environmental Policy and Procedures (NIST SP 800-53 R3: PE-1)
I. Personnel Security Policy and Procedures (NIST SP 800-53 R3: PS-1)
J. System and Information Integrity Policy and Procedures (NIST SP 800-53 R3: SI-1)
K. System and Communication Protection Policy and Procedures (NIST SP 800-53 R3: SC-1)
L. Key Management Policy (NIST SP 800-53 R3: SC-12)

Sprint Response:

Sprint has read, understands and will comply.

3.5.1.5 Additional Security Requirements

In accordance with FAR Part 52-239-1, the Contractor shall not publish or disclose in any manner, without the Contracting Officer's written consent, the details of any safeguards either designed or developed by the Contractor under this contract or otherwise provided by the Government. To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of Government data, the Contractor shall afford the Government access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases. If new or unanticipated threats or hazards are discovered by either the Government or the Contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.

A. The deliverables identified in Section J9. shall be labeled "CONTROLLED UNCLASSIFIED INFORMATION" (CUI) or Contractor selected designation per document sensitivity. External transmission/dissemination of For Official Use Only (FOUO) and CUI data to or from a GSA computer must be encrypted. Certified encryption modules must be used in accordance with FIPS PUB 140-2, "Security requirements for Cryptographic Modules."

B. As prescribed in the Federal Acquisition Regulation (FAR) clause 24.104, if the system involves the design, development, or operation of a system of records on individuals, the contractor shall implement requirements in FAR clause 52.224-1, "Privacy Act Notification" and FAR clause 52.224-2, "Privacy Act."

C. The Contractor shall cooperate in good faith in defining non-disclosure agreements that other third parties must sign when acting as the federal government's agent.

D. The government has the right to perform manual or automated audits, scans, reviews, or other inspections of the vendor's IT environment being used to provide or facilitate services for the government. In accordance with the FAR clause 52.239-1, the Contractor shall be responsible for the following privacy and security safeguards:

- **The Contractor shall not publish or disclose in any manner, without the CO's written consent, the details of any safeguards either designed or developed by the Contractor under this task order or otherwise provided by the government.** ***Exception – Disclosure to a Consumer Agency for purposes of C&A verification.***
- **To the extent required to carry out a program of inspection to safeguard against threats and hazards to the security, integrity, and confidentiality of any non-public government data collected and stored by the Contractor, the Contractor shall afford the government logical and physical access to the Contractor's facilities, installations, technical capabilities, operations, documentation, records, and databases within 72 hours of the request. Automated audits shall include, but are not limited to, the following methods:**

1. **Authenticated and unauthenticated operating system/network vulnerability scans.**

a. Authenticated and unauthenticated web application vulnerability scans.

b. Authenticated and unauthenticated database application vulnerability scans.

Automated scans can be performed by government personnel, or agents acting on behalf of the government, using government operated equipment, and government specified tools. If the vendor chooses to run its own automated scans or audits, results from these scans may, at the government's discretion, be accepted in lieu of government performed vulnerability scans. In these cases, scanning tools and their configuration shall be approved by the government. In addition, the results of vendor-conducted scans shall be provided, in full, to the government.

- **If new or unanticipated threats or hazards are discovered by either the government or the Contractor, or if existing safeguards have ceased to function, the discoverer shall immediately bring the situation to the attention of the other party.**

Sprint Response:

Sprint has read, understands and will comply.

3.5.2 Service Security

The Contractor shall cooperate with and assist GSA and a certified third-party vendor for assessment and authorization (A&A) (Some references refer to A&A as Certification and Accreditation (C&A)) of all FedRelay IP-based systems. The Contractor's systems, to include Operational Support Systems (OSS), shall be accredited at a system categorization level of low as determined by FIPS 199 by GSA within 120 calendar days following contract award. GSA's A&A process is outlined in Attachment 3: IT Security Procedural Guide. (Note: Costs for GSA or Third-party testing will be borne by GSA; any associated costs to the Contractor resulting from the A&A activities will not be covered by GSA.)

The Contractor shall comply with Homeland Security Presidential Directive 12 (HSPD-12).

Under "Customized Solutions," an Authorized Organization may request an accreditation and authorization at a higher system categorization level (FIPS 199). Cost associated with this increase in categorization level shall be negotiated and included at the task-order level.

Sprint Response:

Sprint has read and understands. Please note that "Customized Solutions" requests may be initiated by an Authorized Organization. However, it remains at Sprint's sole discretion to provide the solution.

3.5.3 Information Privacy

Offerors shall perform a Privacy Impact Assessment (PIA) on all services/systems within sixty (60) calendar days of contract award. The GSA template for a PIA is available in Attachment 2.

Sprint Response:

Sprint has read, understands and will comply.

3.5.4 Service Reliability

The Contractor shall meet or exceed the most current FCC requirements for operation of TRS facilities and networks. FCC TRS standards can be found at www.fcc.gov/cgb/dro/4regs.html.

Sprint Response:

Should the FCC or GSA require changes that affect the cost of the services offered by Sprint or its subcontractors during the proposed contract period, Sprint shall be entitled to an equitable adjustment to Sprint's per-minute rates. Sprint and the CO will negotiate any necessary additional charges in good faith and with the understanding that time is of the essence in such negotiations.

3.6 Corporate Experience

The Contractor (and/or subcontractor) shall have the following prior experience providing relay service to individuals who are deaf, hard of hearing, deaf/blind, or speech disabled:

(a) The Contractor (or subcontractor or both) shall have at least two (2) years of recent experience, within the past four (4) years, as a prime contractor in successfully operating and managing a relay service.

(b) The Contractor (or subcontractor or both) shall have at least two (2) years prior experience, within the past four (4) years, in providing relay service to individuals who are deaf, hard of hearing, deaf/blind, or speech disabled, utilizing comparable telecommunications equipment.

(c) The Contractor (or subcontractor or both) shall have at least two (2) years of experience in providing access to and/or from individuals who are deaf, hard of hearing, deaf/blind, or speech disabled who utilize a TTY or a similar device to communicate with a Communications Assistant (CA).

(d) The Contractor (or subcontractor or both) shall have at least two (2) years of experience in providing access to and/or from individuals who are deaf, hard of hearing, deaf/blind, or speech disabled who require video relay service to communicate via a Video Interpreter (VI).

3.7 Personnel

The Contractor shall provide experienced personnel to properly, adequately, safely, and economically manage and operate the FedRelay service. The Contractor shall comply with the Americans with Disabilities Act and employ such personnel to the maximum extent practicable. Personnel required shall include, but are not limited to:

(a) Liaison/Outreach Coordinator
(b) Communications Assistants
(c) Video Interpreters

All qualification requirements and requirements to remain current also apply to any subcontractors used to support this contract,

3.7.1 Liaison/Outreach Coordinator

The Contractor shall provide a Liaison/Outreach Coordinator to promote the FedRelay in a manner that ensures the accessibility of the Federal telecommunications services. The target audience is federal employees who are deaf, hard of hearing, deaf/blind, or speech disabled as well as is all Authorized Organizations. The Liaison/Outreach Coordinator shall be, at a minimum, responsible for managing the outreach activities specified below.

The Liaison/Outreach Coordinators shall:

(a) Have demonstrated experience in or the capabilities to perform the outreach activities specified.
(b) Be familiar with typewritten TTY language, American Sign Language (ASL), and common terminology and language structure/syntax.
(c) Possess a Bachelor's Degree in a related field, or alternatively four (4) years of applicable job experience.
(d) Be a citizen of the U.S. or an alien who has been lawfully admitted for permanent residence as evidenced by the Immigration and Naturalization Service (INS) Permanent Resident Card (INS Form I-551).

3.7.1.1 Outreach, Liaison, Marketing Activities

The Contractor shall develop and implement a plan to promote FedRelay awareness, at a minimum, through creative, innovative outreach. Once a quarter, the Contractor shall brief GSA on the following:

1. The Contractor's accomplishments for the preceding quarter and what accomplishments are expected for the remainder of the current quarter.
2. How the Contractor's marketing/outreach matched the plan during the current quarter
3. Plan for the following quarter to include:

- Marketing to Authorized Organizations: Which Authorized Organizations, with whom, when, how, priorities
- Outreach: Which Authorized Organizations/audience, with whom, when, how, priorities

The Contractor shall provide a draft, courtesy copy to GSA one week prior to the quarterly meeting. GSA may or may not comment on the draft copy of the Outreach Plan.

Within one week of the quarterly briefing, the Contractor will provide a final version of the PowerPoint briefing to the GSA COR.

The quarters of the year are defined for the purposes of the plan as:

- First Quarter: October, November, December
- Second Quarter: January, February, March
- Third Quarter: April, May, June
- Fourth Quarter: July, August, September

3.7.1.2 General Requirements

All outreach and liaison activities (including web-based videos, brochures, presentations, and Liaison contact) shall, whenever possible, include the following information about FedRelay:

(a) The FedRelay program and mission.
(b) Description of FedRelay services and access telephone numbers and web addresses.
(c) Any necessary technical requirements and/or equipment needed to access the services.
(d) Explain FedRelay confidentiality policy as specified in Section 3.9.
(e) How to access customer service and acquire technical assistance.
(f) How to access the U.S. Government TTY Directory, and acquire FedRelay brochures.
(g) How to contact GSA and the Contractor's program office and outreach coordinator, telephone numbers and email addresses.
(h) Show the benefits for using FedRelay and its service offerings.

The Contractor shall direct all media liaison or requests for information from the news media to the GSA COR.

3.7.1.3 Outreach Tasks

3.7.1.3.1 FedRelay Website

The Contractor shall develop a website to access FedRelay services and shall provide a redacted version of the FedRelay contract and a list of all FedRelay prices through this website. Prices listed on this website shall include the GSA FedRelay Contract Management Fee as described in Section 6.7. The Contractor's website shall be fully operational ninety (90) days after contract award. The Contractor's website shall comply with Section 508 standards.

3.7.1.3.2 Outreach Materials

In order to ensure consistency with GSA's branding guidelines and program policy, the Contractor shall submit the design and quantity of all outreach materials, such as scripts, brochures, flyers, and newsletters to be produced to the COR for approval prior to production or distribution.

3.7.1.3.3 Liaison Activities

The Contractor shall establish a liaison with Authorized Organizations in order to promote the FedRelay services.

The Contractor shall contact customers for educational purposes regarding the FedRelay service and offer to provide briefings on the FedRelay and benefits. The Contractor shall participate as an exhibitor in at least four annual Federal Government and industry conferences and tradeshows. Examples of major trade shows and conferences are as follows:

a) National Training Conference for the Deaf and Hard of Hearing in Government Annual Conference
b) Deaf and Hard of Hearing in Government (DHHIG)
c) FOSE
d) GSA EXPO
e) GSA Assistive Acquisition Day
f) GSA Annual IDEAS Conference
g) National Association for the Deaf Annual Conference/ TDI Annual conference
h) Self Help for Hard of Hearing Annual Conference
i) DOD Computer Accommodation Program CAPS Annual Conference
j) GSA Section 508 Coordinators Annual Conference

3.7.2 Communications Assistants

The Contractor shall provide Communications Assistants (CA) who meet the most current FCC TRS standards. TRS standards are available at www.fcc.gov/cgb/dro/4regs.html.
All CAs shall be a citizen of the U.S. or an alien who has been lawfully admitted for permanent residence as evidenced by the Immigration and Naturalization Service (INS) Permanent Resident Card (INS Form I-551).

3.7.3 Video Interpreters

The Contractor shall provide Video Interpreters (VI) who meet the most current FCC TRS standards. TRS standards are available at www.fcc.gov/cgb/dro/4regs.html.

Video Interpreters shall be certified by the Registry of Interpreters for the Deaf (RID), National Association for the Deaf (NAD) level III or above, or State equivalent certified interpreters. All Video interpreters shall adhere to the RID Code of Professional Conduct. RID code of Professional Conduct can be found at www.rid.org/ethics/index.cfm.
All Video Interpreters shall also be a citizen of the U.S. or an alien who has been lawfully admitted for permanent residence as evidenced by the Immigration and Naturalization Service (INS) Permanent Resident Card (INS Form I-551).

3.8 Training

The Contractor shall meet or exceed the current FCC standards for training all personnel working on the FedRelay contract. TRS standards are available at www.fcc.gov/cgb/dro/4regs.html.

3.9 FedRelay Confidentiality Policy

The Contractor shall meet the most current FCC standards for maintaining confidentiality and conversation content when processing FedRelay calls. FCC rules are listed at www.fcc.gov/cgb/dro/4regs.html.

The Contractor shall ensure that no records are maintained of the contents of any conversation, in accordance with the Privacy Act of 1974 (P.L.93-579), the Internal Revenue Service Acquisition Procedures (IRSAP), and Office of Management and Budget (OMB) Guidance on the Privacy Act of 1974 (Federal Register, Volume 52, No.75, page 12990).
The confidentiality and release of information regarding the identification of callers and the content of telephone conversations of calls relayed under this contract is governed by the Privacy Act of 1974, IRSAP, the Freedom of Information Act, and implementing regulations and policies. All Contractor employees working on this contract shall be acquainted with these laws.

The Contractor shall comply with the following confidentiality policy:

(a) Contract Managers, Communications Assistants (CA), Video Interpreters (VI, Supervisors, and all personnel who may have access to FedRelay conversations are prohibited from disclosing the content of any relayed conversation, with certain exceptions as listed below:

(1) To resolve issues with Supervisors regarding customer complaints.

(2) To prevent clear and imminent danger to the public when legal requirements allow confidential information be revealed.

(3) Contractor shall consult with the GSA CO when in doubt as to the validity of an exception.

(b) Contract Managers, CAs, VIs, Supervisors, and all personnel who may have access to FedRelay conversations shall sign a pledge of confidentiality. The pledge of confidentiality shall remain in effect after termination of employment. The pledge of confidentiality shall prohibit the above referenced personnel from:

(1) Identifying the name of any caller.

(2) Revealing or acting upon any information obtained from the caller while relaying calls, except to resolve issues regarding complaints which are handled through the supervisors.

(3) Discussing the specifics of any call relayed (even for training purposes) with coworkers, counselors or other support services. Nor shall specifics

be discussed with supervisors, except to resolve issues regarding complaints.

(c) The Contractor shall maintain a file of the original, signed pledges for each employee. The Contractor shall make the file available to the Contracting Officer or COR upon request.

3.10 Quality Assurance Surveillance Plan

The Contractor shall establish a complete quality assurance surveillance plan (QASP) to ensure that the performance requirements are met. Contractor shall address Performance Requirement, measurement technique, frequency, standard for measurement, individual performing measurement. The Government will monitor the Contractor's performance using customer feedback and through review of monthly deliverables.

3.11 Transition

The Offeror shall submit a Transition Plan within thirty (30) days after contract award to the COTR for approval. This plan shall describe the process of planning for and transferring relay services from the existing FedRelay Contractor. Transfer of relay services include, but is not limited to, phone numbers, IP addresses, and any other transition-related data.

Sprint Response:

Within thirty (30) days after contract award, Sprint will submit a Transition Plan to the COTR for approval. Sprint's Transition plan will describe the process for implementing relay services under the new contract.

If Sprint is not selected as the new provider, Sprint will work cooperatively with the incoming provider to transition services.

Corporate Experience

The Offeror shall provide documentation that it has provided relay services to individuals who are deaf, hard of hearing, and/or have speech disabilities. Corporate experience may include the experience of companies who will be offering service under a team, partner or subcontracting arrangement.

Sprint Response:

Since our humble beginning providing TTY Relay services to one state in 1990, Sprint has grown to be the largest TRS and CapTel provider in the world, yet the heart of the Sprint product is not the size of our business, but the care and understanding we have for our users.

[redacted]

[redacted]

Measurement	Explanation	2011 Rank	2012 Rank	2012 Notes
Conversation Length	[redacted]	[redacted]	[redacted]	[redacted]
Session Length	[redacted]	[redacted]	[redacted]	[redacted]
Typing Speed	[redacted]	[redacted]	[redacted]	[redacted]
FCC Typing Compliance	[redacted]	[redacted]	[redacted]	[redacted]
Overall Customer Care	[redacted]	[redacted]	[redacted]	[redacted]

[redacted]

[redacted]

[6] Please note that Sprint's non-disclosure agreement with PGL prevents us from disclosing other Relay provider results or sharing the full audit report with the evaluators. If desired, Sprint will provide the contact information for PGL so that a full report can be purchased.

[redacted]

[redacted]

[redacted]

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[redacted]

[redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]

Sprint will monitor and intervene in any fraudulent use of Federal IP Relay Services in the manner described below:

(SUPERVISOR (NAME/ID #) HERE. THIS CALL HAS BEEN FLAGGED AS POTENTIAL FRAUDULENT ACTIVITY. UR PARTY HAS CHOSEN TO END CALL. GOODBYE SK)

[BEGIN SPRINT PROPRIETARY]

PROOF

[redacted]

PROOF

[redacted]

Measurement	Explanation	2012 Rank[8]	2012 Notes
Conversation Length	[redacted]	[redacted]	[redacted]
Session Length	[redacted]	[redacted]	[redacted]
FCC Typing Compliance	[redacted]	[redacted]	[redacted]
Overall Passed Calls	[redacted]	[redacted]	[redacted]

[redacted]

[END SPRINT PROPRIETARY]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

The Offeror shall provide a detailed description of the following:

> ***a) Engagement/project, name and contract number, including the customer name and address, period of performance (dates), a specific point of contact with Phone number and email address, a listing of services provided, (see services identified in CLIN table), volume of activity (number of calls and minutes), dollar value per year and total dollars for the contract,***

Sprint Response:

As permitted, Sprint has provided a list of references of customers. Sprint invites GSA to speak directly to these customers for additional information, if desired.

Customer Name	Began Services	Total Experience	Services Provided	Contact Information
				sheriamta@aol.com

[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Bsoukup@c-s-d.org
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] cheryl@cei.net
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] joe.benedetto@dora.state.co.us
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] peter.pescosolido@po.state.ct.us
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Shari.e.smith@verizon.com
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] bcasey@psc.state.fl.us

[redacted]	[redacted]	[redacted]	[redacted]	[redacted] wendy.a.takanishi@hawaii.gov
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] pabren@aol.com
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Ginny.Barr@relayindiana.com
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] msaltzer@r-l-s-a.com
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] jim.stevens@ky.gov
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Bsoukup@c-s-d.org

[9] Sprint ceased providing VRS services through the TRS Interstate fund on January 4, 2012.

[redacted]	[redacted]	[redacted]	[redacted]	[redacted] randy.few@psc.state.ms.us
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] steve.stovall@nebraska.gov
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] pahammond@adsd.nv.gov
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] amanda.noonan@puc.nh.gov
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] patricia.campbell@bpu.state.nj.us
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] arella@tafny.org

[redacted]	[redacted]	[redacted]	[redacted]	[redacted] paul.buckrell@consultel.co.nz
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Jan.Withers@dhhs.nc.gov
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] mressler@nd.gov
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] lisa.colosimo@puc.state.oh.us
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] bta@brightok.net
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Jon.Cray@state.or.us

[redacted]	[redacted]	[redacted]	[redacted]	[redacted] rmiranda@jrtpr.gobierno.pr
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] dhipp@regstaff.sc.gov
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Bsoukup@c-s-d.org
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Eileen.alter@puc.state.tx.us
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] sunni.eriksen@state.vt.us
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] lichtrw@dshs.wa.gov

[redacted]	[redacted]	[redacted]	[redacted]	[redacted] dhowell@psc.state.wv.us
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] Jack.Cassell@doa.state.wi.us
[redacted]	[redacted]	[redacted]	[redacted]	[redacted] lcieli@state.wy.us

[redacted]

b) Description of hours of operation by service.,

Sprint Response:

Sprint has a great deal of experience in providing Relay service with operating hours that meets or exceeds the customer's expectations. Sprint currently provides most Relay services on a twenty-four (24) hour basis. The following services are provided with limited hours for the following customers:

- Relay Conference Captioning (RCC) is provided to states and corporate customers from 8:00 am to 6:00 pm in all US time zones.
- CapTel with Spanish-support for is provided to Sprint's State customers from 8:00 am to 12:00 am EST.
- Sprint currently provides Video Relay Service in the country of New Zealand from Monday - Friday 9:00 am to 5:00 pm New Zealand Time (NZT)
- CapTel Customer Service for our State customers is open 24/7. However, this group is closed on holidays.

If awarded the solicitation, Sprint will provide FedRelay services in accordance with the hours outlined in Sprint's Technical Approach.

c) Which, if any, services were provided in Spanish

Sprint Response:

Sprint has been committed to providing Spanish language support for Relay customers. In fact, Sprint was the first TTY Relay provider to introduce Spanish-language support in 1993. Sprint currently provides TRS, STS, VRS, CTS and IP services in Spanish.

For the upcoming Federal contract, Sprint will provide services in Spanish as outlined in Sprint's Technical Approach.

d) Geographic coverage (metropolitan areas, states, regions, international)

Sprint Response:

Sprint has experience providing Relay services in more locations than any other U.S. Relay provider including the following geographic areas, divided by service.

e) Ability to manage subcontractors, partners or team members if the offer anticipates using such in the performance of the contract.

Sprint Response:

Sprint will continue to assume all responsibility for its subcontractors. As the prime vendor, Sprint is responsible for overall service performance and requires the ability to manage its subcontractors as necessary to fulfill the overall service performance if and when a subcontractor is required.
Sprint has long standing relationships with each of the subcontractors included in Sprint's proposal and all subcontractors are currently providing services under the current contract.

f) Experience with security and Privacy Act issues.

Sprint Response:

Sprint protects personal data and customer proprietary network information (CPNI) in accordance with its privacy policy, U.S. law, and consistent with European Data Protection laws and requirements of other countries. A copy of Sprint's general privacy policy can be found at: www.sprint.com/privacy.

Sprint has a dedicated, long-existing Office of Privacy. A multidisciplinary team of Sprint privacy professionals works across the enterprise, teaming with the Information Technology Department, Corporate (including network) Security, Product Design, Marketing and Sales, among others, to build privacy and risk mitigation into the design and delivery of Sprint services. Our efforts to protect customer privacy are iterative and both anticipate and respond to privacy risks, new regulations or statutes, and changes in technology. Our aim is to communicate well with our customers about our information privacy practices, provide consumers with choices about their data use, and be accountable for the use and protection of their information.

[redacted]

[redacted]

i-Comply

[redacted]

[redacted]

- www.sprint.com/governance/docs/sprint_nextel_code_of_conduct20081223.pdf
- www.sprint.com/companyinfo/scm/docs/SprintPrinciplesBusConductforConsultantsContractorsSuppliers_new.pdf
- www.sprint.com/governance/docs/SecuritiesLawCompliance.pdf
- www.sprint.com/companyinfo/scm/docs/3205_NonEmployee_TE_Policy.pdf
- [redacted]
- [redacted]
- [redacted]

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g) Requirements stated under Paragraph 3.6 - The Contractor (and/or subcontractor) shall have the following prior experience providing relay service to individuals who are deaf, hard of hearing, deaf/blind, or speech disabled:

The Contractor (or subcontractor or both) shall have at least two (2) years of recent experience, within the past four (4) years, as a prime contractor in successfully operating and managing a relay service.

The Contractor (or subcontractor or both) shall have at least two (2) years prior experience, within the past four (4) years, in providing relay service to individuals who are deaf, hard of hearing, deaf/blind, or speech disabled, utilizing comparable telecommunications equipment.

The Contractor (or subcontractor or both) shall have at least two (2) years of experience in providing access to and/or from individuals who are deaf, hard of hearing, deaf/blind, or speech disabled who utilize a TTY or a similar device to communicate with a Communications Assistant (CA).

The Contractor (or subcontractor or both) shall have at least two (2) years of experience in providing access to and/or from individuals who are deaf, hard of hearing, deaf/blind, or speech disabled who require video relay service to communicate via a Video Interpreter (VI).

Sprint Response:

Sprint exceeds all requirements listed above. Sprint has continuously provided Telecommunication Relay Service for over twenty-one (21) years to the majority of the United States, the Federal government, as well as Puerto Rico and New Zealand. Sprint has been providing TRS for the Federal Government for the past eighteen years, securing four bids in 1993, 1998, 2004 and 2007. This includes experience as a prime contractor successfully operating and managing a relay service, providing relay service to individuals who are deaf, hard of hearing, deaf/blind or speech disabled, providing access to and from individuals who use a TTY or similar device to communicate with a CA and providing access for video relay service using a Video Interpreter.

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4.0 PERFORMANCE DATA AND REPORTING REQUIREMENTS

In order to ensure the adequate provision of service, the Contractor shall collect and archive traffic and utilization data, and produce and provide statistical information in the form of performance and usage reports. All reports and reporting will be on a Federal Government fiscal year basis. The Federal Government fiscal year runs from October 1 through September 30 of the following calendar year.

4.1 Traffic and Utilization Data

The Contractor shall provide traffic and utilization data as outlined below:

4.1.1 Traffic and Utilization Reports

(a) The Contractor shall provide a Microsoft© Access database (Version 2003 or later) for FedRelay Relay Authorized Organization usage and monthly update data for the database. This database shall be delivered thirty (30) days after award and include direct bill and usage data in dollars by Authorized Organization and total minutes of usage by service for each Authorized Organization. The Access database shall include queries to pull specific Authorized Organization yearly usage data per month by services and generate reports with monthly total Federal Relay usage. Monthly updates to this database shall be submitted to the COR no later than the thirtieth (30th) calendar day of the month for the preceding month. New or additional 'ad hoc' reports will incur an additional cost for the Government.

(b) The Contractor shall provide a monthly summary report in Microsoft© Excel (Version 2003 or later or compatible format) showing the totals for the following items:

(1) Number of Calls Offered
(2) Number of Abandoned Calls
(3) Average Speed of Answer

(4) Number of Calls Handled
(5) Number of Disconnected Calls
(6) Number of Calls in Queue
(7) Total Number of Incoming and Outgoing Calls by Day and Month
(8) Total Number of Incoming and Outgoing Calls by LATA
(9) Number of Communication Assistants on Duty, per Day; however, Sprint only will provide the number of FTTY CAs on duty. The number of Communication Assistants on Duty information is not available for the other FedRelay services.

Sprint Response:

Sprint will collect and archive traffic and utilization data, and produce and provide statistical information in the form of performance and usage reports. All reports and reporting will be on a Federal Government fiscal year basis. Sprint understands that the Federal Government fiscal year runs from October 1 through September 30 of the following calendar year. Sprint will continue to establish direct invoicing requirements with each Authorized Organization. Sprint will continue to supply comprehensive traffic and utilization reports and invoices, including the following:

- Sprint will continue to provide a Microsoft Access© database for FedRelay Authorized Organization usage and monthly update data for the database. This database includes direct bill and usage data in dollars by Authorized Organization and total minutes of usage by service for each Authorized Organization. The current database that Sprint provides does not have a report generation feature. Upon contract award, Sprint will work with GSA to develop requirements for the report presentation. Based on those discussions, Sprint will provide an implementation schedule. Implementation includes gathering requirements, building a report or feature, testing, validating results and implementation. The complexity of the request will impact the delivery schedule. Once implemented, the Access database will include queries to pull specific Authorized Organization yearly usage data per month by services and generate reports with monthly total FedRelay Relay usage and monthly updates to this database will be submitted to the COR, no later than the thirtieth (30th) calendar day of the month for the preceding month.

- On a monthly basis, Sprint will continue to provide a monthly summary report in Microsoft© Excel showing the totals for the following items: Number of Calls Offered, Number of Abandoned Calls, Average Speed of Answer, Number of Calls Handled, Number of Disconnected Calls, Number of Calls in Queue, Number of Incoming and Outgoing Calls by Day and Month, Total Number of Incoming and Outgoing Calls by LATA (for wireline-based services), and Number of Communications Assistants on Duty per Day (for FTTY only).

4.1.2 Trouble Report

The Contractor shall provide a monthly report on all telecommunications and PC/computer-related (including software) problems discovered or reported. Report shall be provided no

later than the 15th calendar day of the month to the COR. The Contractor shall provide the following information on the reports:

(a) Date and Time the Call is Received
(b) Identification Number of CA or VI who Received the Call
(c) Name of Supervisor on Duty and Telephone Number
(d) Trouble Ticket Number
(e) Location of Call Center
(f) Description or Nature of Reported Problem or Trouble (include type of service affected, example FTTY, CTS etc.)
(g) Authorized Organization Name and Calling from Number and/ or Calling to Number
(h) Status of Trouble and Pending Actions
(i) Verification of Call-Back (if applicable)
(j) Date and Time Trouble was Resolved

4.1.3 Disaster Recovery Plan

The Contractor shall provide a Disaster Recovery Plan. This plan shall respond to all potential natural and man-made disasters and system failures. The Contractor shall be responsible for maintaining and updating the plan. Contractor shall submit a disaster recovery plan as part of its proposal. An updated report shall be provided to the COR annually. The disaster recovery plan shall include the following:

(a) Notification Procedures
(b) Complete Loss of Service Procedure
(c) Partial Loss of Service Procedure
(d) Disaster Recovery Follow-up Procedures
(e) Time Frames for Service Restoration
(f) Trouble Reporting Procedure
(g) Escalation Procedures to Include:
(h) Levels of Escalation – Initiation of Trouble Call to Upper Management (i.e. Names of Company Officers and Staff, to Include Technicians, etc.)
(i) Name, Address, Telephone Number and email Address of Customer Service Agent, Manager or Technician Assigned to Trouble Ticket.
(j) Network Criteria:
  (i.) Describe systems and the capacity to support service offered
  (ii.) Define Mean Time to Repair – include actual hours

4.2 Files Maintained by the Contractor

The Contractor shall maintain files, as described in paragraphs 4.2.1 and 4.2.2, in accordance with FAR 52.215-02, for the duration of the contract. The Contractor shall make the files available to the Contracting Officer or COR within fifteen (15) calendar days upon request. A summary of contract deliverables and their associated requirements is provided in Section 11.0.

4.2.1 Correspondence File

The Contractor shall answer correspondence addressed to or inquiring about the FedRelay operation.

(a) The Contractor shall maintain copies of original correspondence and

responses.

(b) The Contractor shall respond to incoming letters within five (5) workdays. If the information is not available within five (5) workdays, the Contractor shall call the inquirer or send a letter stating when a response may be expected. A form letter is acceptable.

(c) The Contractor shall maintain a correspondence file for the life of the contract. The Correspondence file shall be made available to the Government upon request.

4.2.2 Quality Control File and Monthly Summary

The Contractor shall maintain a file of all Quality Control inspections conducted by the Contractor and corrective action(s) taken to remedy any deficiencies found.

The Contractor shall provide to the COR, a monthly summary of all quality control action(s), including a description of all events that required quality control activity and the corrective action(s) taken.

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[redacted]

[redacted]

[redacted]

5.0 PRICE SCHEDULE

5.1 Pricing of Orders

All task orders awarded under this contract shall be priced in accordance with the prices contained in the awarded contract price schedule. For customized solutions, pricing will be established in accordance with Section 6.5 Ordering Procedures.

Sprint Response:

Sprint will bill Authorized Organizations in accordance with the prices contained in the awarded contract price schedule. If customized solutions are requested and approved, pricing will be established in accordance with Section 6.5 Ordering Procedures.

5.2 Prices

The Contractor shall provide the services as stated in this Performance Work Statement. These services will be provided in accordance with the following established fixed-price schedule:

5.2.1 Price Schedule

Prices in response to the FedRelay Solicitation for all CLINs ending in 001 through 006 will be based on a per call minute. A call minute is a unit of time spanning sixty (60) seconds that will be used for reporting and billing purposes under the FedRelay contract. The call minutes shall occur only when a calling party is connected to a Communications Assistant or Video Interpreter through to the time the caller disconnects or is disconnected from the service, which could include time on multiple calls relayed by the CA or the VI for the caller. A call minute does not include the time a caller waits in queue for a CA or VI, or the time a call is ringing waiting to be connected to a CA or VI. No calls will be invoiced without an authorized FedRelay user involved in the call.

Sprint Response:

CLIN 001 through 005

Sprint has provided prices in response to the FedRelay Solicitation for all CLINs ending in 001 through 005 will be based on a per call minute. A call minute is a unit of time spanning sixty (60) seconds that will be used for reporting and billing purposes under the FedRelay contract. The call minutes shall occur only when a calling party is connected to a Communications Assistant or Video Interpreter through to the time the caller disconnects or is disconnected from the service, which could include time on multiple calls relayed by the CA or the VI for the caller. A call minute does not include the time a caller waits in queue for a CA or VI, or the time a call is ringing waiting to be connected to a CA or VI. No calls will be invoiced without an authorized FedRelay user involved in the call.

CLIN 006

As noted in Sprint's proposal, FCR is a scheduled service. FCR calls will be billed according to the chart below and include penalties for cancelling without the required notice.

	English	Spanish
Notice Required	Twelve (12) hours	Forty-eight (48) hours

Billable Increments	Scheduled start time until the last caption is sent.	Scheduled Caption Time
Cancellation or No-Show Penalty		
Calls Up to One Hour	Fifteen (15) minutes	Full Scheduled Time
Calls Over 60 min	Thirty (30) minutes	Full Scheduled Time

FCR Billing Terms and Conditions

CLIN 007: Call Detail Report (CDR)

As noted in Sprint's Technical response, Sprint is not offering Call Detail Reporting as a standard feature for Authorized Organizations. Requests for CDR reporting from Authorized Organizations will be evaluated on a case-by-case basis as a Custom Solution.

CLIN 008: Rolled-Up Billing

Sprint offers a customized billing solution for parent agencies to view charges at the sub-agency level. The billing solution is referred to as Rolled-Up Billing.

This option allows the parent agency to view usage information such as the total usage for a sub-agency (per agency bureau code); total usage by type of relay for each sub-agency (per agency bureau code). the usage and charges for the sub-agencies will sum to the usage and charges of the parent agency. The sub-agency data rolls up to the parent agency.

The length of a call shall be timed to the nearest second. Pricing must be in dollars per minute with values to four places to the right of decimal point.

Sprint Response:

Sprint will bill CLIN services 001 through 005 to the nearest second. Pricing for these services has been provided with four places to the right of the decimal point.

Sprint will bill CLIN service 006 in whole minutes. Pricing for these services has been provided with four places to the right of the decimal.

The per minute pricing shall include, but is not limited to, personnel (management and staff), telecommunications (including interface with local service, international direct distance dialing, and/or FTS2001/Networx, interLATA and intraLATA services or successor(s)), telecommunications and Information Systems equipment and the worksite facilities and furnishings (i.e., all items not covered under Line Item.)

The prices, (per minute charge) for each offered service shall be included for each of the eight years in Table 2, Contract Line Item tables.

Sprint Response:

Sprint has provided pricing tables which include personnel, telecommunications, telecommunications and Information Systems equipment and worksite facilities and furnishings.

Pricing Periods.

Period 1 starts at contract award and continues through the end of the month of the anniversary date. (As an example: if the award of the contract were June 11, 2010, Period 1 pricing would have been from June 11, 2010 through June 30, 2011.)

Subsequent periods will be 12-months long, starting the day after the prior period's end. (using the current example, the second period would have run from July 1, 2011 and ended on June 30, 2012)

5.2.2 Published Pricing Tables.

The Contractor shall make pricing tables available to Authorized Organizations. Prices provided to Authorized Organizations shall include the CMF as a part of the price, and the CMF shall not be stated separately. At the end of the published pricing tables, the Contractor shall make the following statement: "Pricing may change at any time due to changes in contract management fee."

Sprint Response:

Sprint will continue to make pricing tables available to Authorized Organizations. Sprint understands that the CMF fee should be included as a part of the price and will not be stated separately. Sprint will include a disclaimer on its pricing tables to state that "Pricing may change at any time due to changes in contract management fee."

5.3 Prices All Inclusive

Prices are all inclusive any equipment, material, site preparation, calls not identified to an Authorized Organization, long-distance service, or service required for which a price is not specifically identified by the Contractor will be considered to be included in the price of a CLIN in the Price Table, or provided at no additional cost to the Government unless otherwise specified in the contract.

Sprint Response:

Sprint *has read and understands. Sprint provides pricing below in the Pricing CLIN Tables but they are exclusive of the GSA Contract Management Fee (CMF). The pricing table currently does not include the CMF. When the award is made and the CMF is determined Sprint will add that CMF rate to the unit rates in the table.*

Pricing CLIN Tables

Period 1

CLIN	Description	Invoicing Unit	Fixed Price Per Invoicing Unit
0001	Voice/FTTY Service	Per Minute Usage	$4.4852
0002	Federal Speech to Speech (FSS)	Per Minute Usage	$4.4852
0003	Federal Captioned Telephone (FCTS)	Per Minute Usage	$4.0300
0004	Federal Internet Protocol (IP) Relay (FIPR)	Per Minute Usage	$4.4852
0005	Federal Video Relay Service (FVR including collocated)	Per Minute Usage	$10.000
0006	Federal Captioned Relay (FCR)	Per Minute Usage*	$4.4852
0007	Call Detail Report (CDR)	Per Month	ICXXXB
0008	Rolled-Up Billing	Per Month/Per Agency	$20XX0

*Please see Section 5.2.1 above for FCR Billing terms and conditions.

Period 2

CLIN	Description	Invoicing Unit	Fixed Price Per Invoicing Unit
1001	Voice/FTTY Service	Per Minute Usage	[redacted]
1002	Federal Speech to Speech (FSS)	Per Minute Usage	[redacted]
1003	Federal Captioned Telephone (FCTS)	Per Minute Usage	[redacted]
1004	Federal Internet Protocol (IP) Relay (FIPR)	Per Minute Usage	[redacted]
1005	Federal Video Relay Service (FVR)(including collocated)	Per Minute Usage	[redacted]
1006	Federal Captioned Relay (FCR)*	Per Minute Usage	[redacted]
1007	Call Detail Report (CDR)	Per Month	[redacted]
1008	Rolled-Up Billing	Per Month/Per Agency	[redacted]

*Please see Section 5.2.1 above for FCR Billing terms and conditions.

Period 3

CLIN	Description	Invoicing Unit	Fixed Price Per Invoicing Unit
2001	Voice/FTTY Service	Per Minute Usage	[redacted]
2002	Federal Speech to Speech (FSS)	Per Minute Usage	[redacted]
2003	Federal Captioned Telephone (FCTS)	Per Minute Usage	[redacted]
2004	Federal Internet Protocol (IP) Relay (FIPR)	Per Minute Usage	[redacted]
2005	Federal Video Relay Service (FVR)(including collocated)	Per Minute Usage	[redacted]
2006	Federal Captioned Relay (FCR)*	Per Minute Usage	[redacted]
2007	Call Detail Report (CDR)	Per Month	[redacted]
2008	Rolled-Up Billing	Per Month/Per Agency	[redacted]

*Please see Section 5.2.1 above for FCR Billing terms and conditions.

Period 4

CLIN	Description	Invoicing Unit	Fixed Price Per Invoicing Unit
3001	Voice/FTTY Service	Per Minute Usage	[redacted]
3002	Federal Speech to Speech (FSS)	Per Minute Usage	[redacted]
3003	Federal Captioned Telephone (FCTS)	Per Minute Usage	[redacted]
3004	Federal Internet Protocol (IP) Relay (FIPR)	Per Minute Usage	[redacted]
3005	Federal Video Relay Service (FVR)(including collocated)	Per Minute Usage	[redacted]
3006	Federal Captioned Relay (FCR)*	Per Minute Usage	[redacted]
3007	Call Detail Report (CDR)	Per Month	[redacted]
3008	Rolled-Up Billing	Per Month/Per Agency	[redacted]

*Please see Section 5.2.1 above for FCR Billing terms and conditions.

Period 5

CLIN	Description	Invoicing Unit	Fixed Price Per Invoicing Unit
4001	Voice/FTTY Service	Per Minute Usage	[redacted]
4002	Federal Speech to Speech (FSS)	Per Minute Usage	[redacted]
4003	Federal Captioned Telephone (FCTS)	Per Minute Usage	[redacted]
4004	Federal Internet Protocol (IP) Relay (FIPR)	Per Minute Usage	[redacted]
4005	Federal Video Relay Service (FVR)(including collocated)	Per Minute Usage	[redacted]
4006	Federal Captioned Relay (FCR)*	Per Minute Usage	[redacted]
4007	Call Detail Report (CDR)	Per Month	[redacted]
4008	Rolled-Up Billing	Per Month/Per Agency	[redacted]

*Please see Section 5.2.1 above for FCR Billing terms and conditions.

Period 6

CLIN	Description	Invoicing Unit	Fixed Price Per Invoicing Unit
5001	Voice/FTTY Service	Per Minute Usage	[redacted]
5002	Federal Speech to Speech (FSS)	Per Minute Usage	[redacted]
5003	Federal Captioned Telephone (FCTS)	Per Minute Usage	[redacted]
5004	Federal Internet Protocol Relay (FIPR)	Per Minute Usage	[redacted]
5005	Federal Video Relay Service (FVR)(including collocated)	Per Minute Usage	[redacted]
5006	Federal Captioned Relay (FCR)*	Per Minute Usage	[redacted]
5007	Call Detail Report (CDR)	Per Month	[redacted]

5008	Rolled-Up Billing	Per Month/Per Agency	[redacted]

*Please see Section 5.2.1 above for FCR Billing terms and conditions.

Period 7

CLIN	Description	Invoicing Unit	Fixed Price Per Invoicing Unit
6001	Voice/FTTY Service	Per Minute Usage	[redacted]
6002	Federal Speech to Speech (FSS)	Per Minute Usage	[redacted]
6003	Federal Captioned Telephone (FCTS)	Per Minute Usage	[redacted]
6004	Federal Internet Protocol Relay (FIPR)	Per Minute Usage	[redacted]
6005	Federal Video Relay Service (FVR)(including collocated)	Per Minute Usage	[redacted]
6006	Federal Captioned Relay (FCR)*	Per Minute Usage	[redacted]
6007	Call Detail Report (CDR)	Per Month	[redacted]
6008	Rolled-Up Billing	Per Month/Per Agency	[redacted]

*Please see Section 5.2.1 above for FCR Billing terms and conditions.

Period 8

CLIN	Description	Invoicing Unit	Fixed Price Per Invoicing Unit
7001	Voice/FTTY Service	Per Minute Usage	[redacted]
7002	Federal Speech to Speech (FSS)	Per Minute Usage	[redacted]
7003	Federal Captioned Telephone (FCTS)	Per Minute Usage	[redacted]
7004	Federal Internet Protocol Relay (FIPR)	Per Minute Usage	[redacted]
7005	Federal Video Relay Service (FVR)(including collocated)	Per Minute Usage	[redacted]
7006	Federal Captioned Relay (FCR)*	Per Minute Usage	[redacted]
7007	Call Detail Report (CDR)	Per Month	[redacted]
7008	Rolled-Up Billing	Per Month/Per Agency	[redacted]

*Please see Section 5.2.1 above for FCR Billing terms and conditions.

6.0 CONTRACT ADMINISTRATION DATA

6.1 Invoice Requirements

6.1.1 The Contractor shall establish direct invoicing requirements with each Authorized Organization. The Contractor shall assign each Authorized Organization 8-character Federal Relay Invoicing Codes (FRIC). The first four characters will be the invoiced Authorized Organization's Agency Bureau code, which will be provided by the ordering Authorized Organization.

Sprint Response:

- In Section 6.1.1, Sprint's invoices will continue to feature eight (8) character Federal Invoicing Codes including four (4) characters to designate an agency and four (4) characters to designate a sub-agency.

- Sprint acknowledges that GSA may wish to investigate centralized billing during the duration of this contract. Upon notification by GSA that a centralized billing option is desired, Sprint will make commercially-reasonable efforts to explore potential solutions with GSA for a hierarchical billing code which satisfies both GSA and AO centralized billing. If a mutually agreeable decision is reached, Sprint will implement the new centralized billing as a part of the change order process. If Sprint and GSA are not able to agree on a solution or if the solution has a material adverse impact on Sprint's ability to perform or Sprint's business model, Sprint will continue to provide the existing reporting.

6.1.2.1 Contractor will provide data dictionary describing all fields in the electronic centralized invoicing within 60 days of contract award.

6.1.2.2 Any changes to invoicing formats must be provided to the COR for review 90 days prior to implementation.

6.1.3 Authorized Organizations may require specific invoicing requirements. A single invoice will be submitted monthly (by the 30th of each month) reflecting all charges through the last day of the previous month. The Contractor shall submit the official monthly invoices on electronic media as mutually agreed to by Sprint and the Authorized Organization within thirty (30) days after notice to proceed. Invoices must include, at the minimum, the total minutes, and fraction(s) thereof (see Section 5.2.1 Price Schedule), for each call for each service (FVR, FCR, IP Relay, FCTS, TRS, and Speech-to-Speech) that is ordered between the Contractor and the individual Authorized Organization.

6.1.4 The billing cycle shall be on a calendar month basis. Invoicing is due to the Authorized User by the thirtieth of the month following the month of usage.

Sprint Response:

- Sprint's invoicing cycles will continue to be based on a calendar month basis with invoices provided by the 30th of the month following the month of usage.

6.1.5 The Contractor shall not invoice calls without an authorized FedRelay user

involved in the call.

Sprint Response:

- Sprint will only invoice Authorized Organizations for calls in which a user involved in the call has stated they are calling from or to the Authorized Organization.

6.1.6 Subordinate Organization Detail

When an Authorized Organization requests detail below the level of the paying organization, the Contractor shall work with the Authorized Organization to develop a supplement to the invoice. The supplement will contain subordinate elements as designated by the Authorized Organization. The supplement will contain the same level of detail as the invoice, but only containing the detail at the individual subordinate level. The supplement to the invoice will be sent to the e-mail address specified by the parent Authorized Organization. The format of the supplement will be in MS Excel.

Sprint Response:

- Sprint will support specific invoicing requirements for Subordinate Organization Detail as defined in Sections 6.1.6. The billing solution is referred to as Rolled-Up Billing. This option allows the parent agency to view usage information such as Total usage for sub-agency (per agency bureau code); Total usage by type of relay for each sub-agency (per agency bureau code). The usage and charges for the sub-agencies will sum to the usage and charges of the parent agency. The sub-agency data rolls up to the parent agency.

6.1.7 Call Detail Reports (CDR)

An Authorized Organization may order Call Detail Reports only when mutually agreed to by the Contractor. The CDR will provide identifying information for each call. The information will consist of (as a minimum):

- Originator (telephone number or IP address)
- Termination (called party) (telephone number or IP address)
- Date of call
- Length of call
- Organizational Component being attributed with the call.

CDRs shall be delivered on the same schedule as the invoice the data represent.

Sprint Response:

- Sprint Takes Exception to this requirement in Section 6.1.7 and Sprint will not offer Call Detail Reports (CDR) as defined in Sections 6.1.7 as a part of the GSA overarching contract level. Sprint retains the right to negotiate this with individual agencies at the Task Order level.

6.2 Contractor's Remittance Address

Offeror must submit the Offeror's corporate name, including division, address, phone, point of contact, DUNS number, EFT Account number

Payments to Sprint from Authorized Organizations may be by a Government-wide purchase card (GSA SmartPay purchase card), by credit card (if not a Federal Agency), or by other authorized payment methods at the discretion of the Authorized Organization. Sprint's remittance address is:

Sprint Communications CO LP
PO Box 219530
Kansas City, MO 64121-9530
TIN# 43-1408007
DUNS# 603493677
Contact Federal Relay Team at federalrelay@sprint.com

Cage Code: 5FS99	**Subsidiary of US Telecom, Inc.**	**Remit to Address**	**Mailing Address**	**Electronic Funds Transfer Data**
DUNS#603 493677	**TIN: 43-1408007**	**Sprint**	**12502 Sunrise Valley Dr**	[redacted]
PLUS 4: FEDR	**Legal Name: Sprint Communications Company L.P.**	**P.O. Box 219530**	**Reston, VA 20196**	[redacted]
Federal Relay	**Address: 12524 Sunrise Valley Drive**	**Kansas City, MO 64121-9530**		[redacted]
	Reston, VA 20196-0001			

6.3 Contract Management

Notwithstanding the Contractor's responsibility for total management during the performance of the contract, the administration of the contract shall require maximum coordination between the Government and the Contractor. The following individuals shall be the Government's points of contact during performance.

(a) GSA Contracting Officer (CO)

All contract administration will be effected by the GSA CO whose address is shown in Block 16 of the Standard Form 1449, the Contract Award Document, which will be used to effect award of this contract. Communications pertaining to contract administration matters shall be addressed to the GSA CO. No changes in or deviation from the scope of work shall be effected without a modification executed by the CO authorizing such changes.

The CO is the only person authorized to make or approve any changes in any of the requirements of the contract, and, notwithstanding any provisions and/or clauses contained elsewhere in the contract, this authority shall remain solely with the CO. In the event the Contractor should make any changes at the direction of any person other than the CO, such change shall be considered to have been made without authority, and no upward adjustment shall be made in the contract price to cover any increase in costs incurred as a result thereof.

GSA CO

Mr. Frank J. Krempa
GSA/FAS/QTAEB
10304 Eaton Place
Fairfax, VA 22030
703-306-6713

(b) GSA Contracting Officer's Representative (COR)

A GSA Contracting Officer's Representative (COR) will be designated on authority of the GSA Contracting Officer (CO) to monitor all technical aspects of the contract. The types of actions within the purview of the GSA COR's authority are limited to:

(1) Ensuring that the Contractor performs the technical requirements of the contract.

(2) Performing or cause to be performed inspection necessary in connection with the Contractor's performance of the contract.

(3) Monitoring the Contractor's performance under the contract and notify the Contractor and CO of any deficiencies observed

(4) Coordinating Government-furnished property availability and provide for site entry of Contractor personnel, if required.

A letter of delegation shall be issued to the GSA COR, with a copy supplied to the Contractor, stating the COR's responsibilities and limitations.

GSA COR

Ms. Patricia A. Stevens
GSA/FAS/QTCBA
10304 Eaton Place
Fairfax, VA 22030
703-306-6308

6.4 Monthly Summary Report of Billed Charges and Aged Receivables

On a monthly basis, the Contractor shall furnish to the GSA CO and the GSA COR a monthly summary report documenting the FedRelay Contract Management Fee payments total charges billed for all Authorized Organizations invoiced during the monthly reporting period, the remaining dollar obligation under the guaranteed minimum, the remaining amount of unspent dollars under the maximum contract dollar limitation, and invoice dates in month and year. The total dollar activity for the month shall be broken down by contract line item number as specified in Section 5.0.

In addition, on a monthly basis, the Contractor shall submit a list of aged receivables (Authorized Organizations that have not yet paid the Contractor), a summary to date of total billed charges, and total remitted GSA Contract Management Fee (CMF), as more fully described in Sections 6.6 and 6.7, below.

6.5 Ordering Procedures

Commencing with the start date of the contract and continuing through the end of any exercised options, unless terminated earlier by the Contracting Officer, the Contractor shall perform in accordance with the Performance Work Statement.

Individual task orders shall be placed directly with the Contractor by a Contracting Officer of an Authorized Organization or by a GSA Contracting Officer acting on the behalf of an Authorized Organization. Orders may be issued any time during the term of the contract, or any extension. All orders issued before the end of the contract term shall be honored and performed by the Contractor, in accordance with the terms and conditions of the contract.

In accordance with the requirements of Section 7.4, custom solutions developed in response to an Authorized Organization order request must be submitted to the GSA/FAS Contracting Officer (CO) for a scope determination and must be approved in writing by the GSA/FAS CO prior to acceptance of the order by the Contractor. A custom solution order is defined as a written agreement between the Contractor and an Authorized Organization resulting from a custom solution proposal. For the purposes of this contract, customized solutions are primarily intended to enable agencies or organizations to access and use FedRelay relay service when, due to technical, security, and/or transmission issues, the Authorized Organization or organization is unable to make the FedRelay relay service available for their hard of hearing, deaf, deaf/blind or speech-disabled employees. All custom solutions shall be added to the contract per the modification process prior to the acceptance of a task order containing the custom solution. Any subsequent custom solution addition or change to an approved custom solution must be resubmitted to the GSA CO for a scope determination and approval prior to the implementation of the additions or changes.

All task orders shall be subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract shall prevail.

The minimum value of an individual task order submitted by an Authorized Organization shall be no less than $1000.00. The Contractor shall not refuse a task order over the minimum value without the approval of the GSA Contracting Officer.

6.6 Billing Procedures

The Contractor shall bill in arrears on a monthly basis. The Contractor shall provide billing, as illustrated in Figure 1: Billing. The Contractor shall provide a single invoice to each invoiced Authorized Organization. Each invoiced organization will validate and pay its invoice directly to the Contractor.

Payment may be by Electronic Funds Transfer (EFT); a Governmentwide purchase card (GSA SmartPay purchase card), by credit card (if not a Federal Agency), or by other authorized payment methods at the discretion of the Authorized Organization and with mutual agreement by the Contractor.

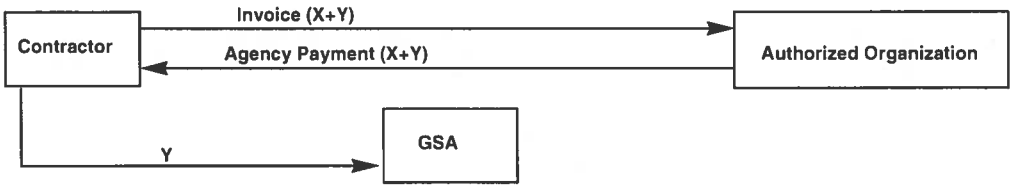
For all billings, the Contract Management Fee specified in Section 6.7 below shall be factored into the Contractor's telecommunications relay service rates. The Contract Management Fee shall not be a separate item on the invoices. For all invoices, the Contractor shall collect the

Contract Management Fee from the customer on a monthly basis. The Contractor shall directly pay (not as a credit on the invoice) to GSA the amount of the Contract Management Fee on a monthly basis. The payment shall be remitted within 30 calendar days after the end of each month.

The Contract Management Fee will be based on invoiced received amounts.

Authorized Organizations must not be invoiced for any charges not specifically allowed by a task order in effect at the time of usage of service.

FIGURE 1: BILLING



X = Contractor Charge for Telecommunications Relay Services

Y = Contract Management Fee

6.7 FedRelay Contract Management Fee

The Contractor shall collect a Contract Management Fee (CMF) on a monthly basis, payable to GSA, throughout the life of the contract. The CMF will be a percentage of the total billed charges reported on the Monthly Summary Report of Billed Charges described in Section 6.4. The CMF rate will be specified by the GSA Contracting Officer at the time of the contract award, this fee collection requirement is subject to the following:

(a) Offerors shall **not** include the fee in their proposed prices. The fee shall be added to each awarded price under the FedRelay contract. The CMF shall be included in the prices invoiced under each task order by multiplying each Contract Line Item Number price by a single factor (as an example; if the CMF rate is 9%, each CLIN price will be multiplied by 1.09) The fee shall **not** appear as a separate line item on the invoices.

(b) The GSA Contracting Officer may adjust the CMF percentage at any time during the life of the contract. The Contractor shall implement fee adjustments on the date specified in writing by the GSA CO. The GSA CO will provide the Contractor notification of the effective date no less than 60 calendar days prior to the effective date. The contractor shall adjust the fee percentage at no additional cost to the Government.

(c) The Government may choose to receive this fee by electronic funds transfer (EFT) or by check (Payable to the "General Services Administration"). To ensure that a payment by check is credited properly, the Contractor shall identify the check as "FedRelay Contract Management Fee" and include the document number, invoice dates in month and year, total amount of billed charges on the Monthly Summary Report of Billed Charges for All customers, and period of the reports. Collection and supporting documental shall be subject to audit as defined in FAR 52.215-02.

(d) The Contractor shall forward payment to General Services Administration. The address and transmittal requirements will be provided to the Contractor 30 days after contract award.

(e) If the full amount of the fee based on the amount collected is not paid within thirty (30) calendar days after the end of the applicable Government fiscal year quarter, the nonpayment shall constitute a contract debt to the United States Government under terms of Part 32.6 of the FAR. The Government may exercise all rights available to it under the Debt Collection Act of 1982 including withholding or setting off payments and interest on the debt (see FAR 52.232-17, Interest).

(f) Failure to submit Monthly Summary Reports of Billed Charges for all customers, falsification of these monthly summary reports, and/or failure to pay the fee in a timely manner may result in termination or cancellation of this contract.

7.0 SPECIAL CONTRACT REQUIREMENTS

7.1 Disclosure of Information

(a) Any Government information made available to the Contractor shall be used only for the purpose of carrying out the provisions of this contract and shall not be disclosed or made known in any manner to any person except as may be necessary in the performance of this contract.

(b) In performance of this contract the Contractor agrees to assume responsibility for protecting the confidentiality of Government records and for ensuring all work is performed under the supervision of the Contractor or the Contractor's responsible employees.

(c) Each officer or employee of the Contractor to whom information may be disclosed or made available shall be notified in writing, by the Contractor, that information disclosed to such officer or employee shall be used only for the purpose and to the extent authorized herein. Use of such information for a purpose or extent unauthorized herein may subject the offender to criminal sanctions imposed by 18 U.S.C. 641. The law provides, in pertinent part, that whoever knowingly converts to their use or the use of another, or without authority sells, conveys, or disposes of any record of the United States or whoever receives the same with intent to covert to their use or gain, knowing it to have been converted, shall be guilty of a crime punishable by a fine or imprisonment up to ten years, or both.

7.2 Customer Proprietary Network Information

When placing an order, the Authorized Organization will grant to GSA the right to access Customer Proprietary Network Information (CPNI) which GSA requires to administer the contract or manage the Federal Relay program.

7.3 Price Reductions

The Contractor may offer to the GSA Contracting Officer price reductions. The proposal shall include all contract pricing tables and the effective date(s) of the price reduction. The Contractor may be required to provide all revised pricing tables on electronic media as specified by the Contracting Officer. This Section is to allow a mechanism to allow Contractor to offer lower prices to GSA and not a means to mandate price reductions based on other Contractor-provided Relay end user pricing.

7.4 New or Improved Services

(a) Under the authority of the FAR Clause 52.212-4(c) (Changes), after contract award, the GSA Contracting Officer may solicit, and the Contractor is encouraged to propose independently, additions and/or enhancements to the services, features, or other requirements of the contract. These additions, improvements and/or enhancements may be proposed to save money, to improve performance or for any other purpose which presents a service advantage to the Government. As part of the proposed changes, the Contractor shall submit a complete proposal to the GSA Contract Officer for evaluation. Those proposed service additions and/or enhancements that are acceptable to the Government will be processed as modifications to the contract.

(b) In order to constitute a complete proposal, as a minimum, the following information shall be submitted by the Contractor:

(1) A cover letter stating:

(i) A description of the difference between the existing services contract requirement and the proposed new or improved services change, and the comparative advantages and disadvantages of each.

(ii) Itemized portions of the contract which must be modified if the proposal is adopted, and the proposed modification/revision to the contract for each such change.

(iii) An estimate of the modification in performance and price, if any, that will result from adoption of the proposal.

(iv) An evaluation of the effects that the proposed modification would have on associated price or cost to the Government, such as Government-furnished property price or cost, price or cost of related items, and price or cost of maintenance, operation, and conversion (including Government premise equipment).

(v) A statement of the time by which the contract modification adopting the proposal must be issued so as to obtain the maximum benefits of the modification during the remainder of this contract.

(vi) A proposed availability date(s) shall accompany each proposal.

(vii) Any effect(s) on contract delivery schedule shall be identified.

(2) A Price Proposal that is factual and verifiable and includes complete copies of at least three substantiated examples by sources other than the Contractor, as appropriate, or indication of need for a waiver of this requirement.

(i) Electronic media copy containing changes that reflect all proposed modifications.

(c) The Government, in writing, may reject an incomplete or unacceptable proposal. The Contractor will be advised of the areas in which the proposal was deficient or unacceptable.

(d) The Government will not be liable for proposal preparation cost or any delay in acting upon any proposal submitted pursuant to this clause. The Contractor may withdraw, in whole or in part, any proposal not accepted by the Government within the period specified in the proposal. The decision of the GSA Contracting Officer as to the acceptance of any such proposal under this contract is final.

(e) The GSA Contracting Officer may accept any proposal submitted pursuant to this clause by giving the Contractor written notice thereof. Unless and until a bilateral modification is executed to incorporate a proposal under this contract, the Contractor shall remain obligated to perform in accordance with the requirements, terms and conditions of the existing contract.

7.5 State and Local Taxes

With respect to any "after-imposed tax" identified by the Contractor in accordance with the FAR clauses incorporated by reference the ordering Authorized Organization generally will pay all state and local taxes applicable to telecommunications services delivered under this contract, with the following exceptions:

(a) Taxes from which the Federal Government is expressly exempt under the authorizing state statute or local ordinance.

(b) Any state or local tax whose legal incidence is on the Federal Government.

When notifying the CO about "after-imposed taxes" the Contractor shall cite the applicable statute or ordinance.

The Contractor shall provide to the GSA CO copies of all statutes or ordinances imposing new taxes ("after imposed taxes") within 30 calendar days of the Contractor's identification of such statutes or ordinances.

7.6 Small, Small Disadvantaged, Women-Owned Small, HUBZone, Service Disabled and Veteran Owned Business Concerns Subcontracting Program

The General Services Administration (GSA) believes that the contract will provide significant opportunities for the use of small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns as subcontractors.

The Federal Relay Program has considerable goals for small business participation. During performance of the contract, the Contractor is expected to strive to meet the following small business utilization standards:

- Small Business- 25%
- Veteran Owned Small Business (including Service Disabled & Non-Service Disabled)- 3%
- Service Disabled Veteran Owned Small Business- 3%
- Woman Owned Small Business- 5%
- HUBZone Small Business- 3%
- Small Disadvantaged Business (including 8(a) and non-8(a)) - 5%

GSA is committed to assuring that maximum practicable opportunity is provided to small, HUBZone small, small disadvantaged, women-owned, veteran-owned, and service-disabled veteran owned small business concerns to participate in the performance of this contract consistent with its efficient performance. GSA expects any subcontracting plan submitted pursuant to FAR 52.219-9, Small Business Subcontracting Plan, to reflect this commitment.

SPRINT RESPONSE:

Please see Exhibit C of Sprint's Response, "2012 Small Business Subcontracting Plan", incorporated by reference into this contract in fulfillment of the Section 7.6 requirement.

7.7 Contractor Performance Information

In conformance with the Government's need to record and maintain information on Contractor performance during the life of this contract, the Government will review periodically the manner in which the Contractor performs in accordance with the contract requirements such as: quality of service; cost efficiencies; timeliness; ordering and billing of relay services; business relations; history of reasonable and cooperative behavior; and commitment to

customer satisfaction. Information obtained as a result of the review(s) may be shared with Agencies for their use in support of future award decisions (reference FAR 42.1500).

7.8 News Releases

The Contractor shall not make any news releases pertaining to this contract without prior approval of the GSA CO. The Contractor shall provide a minimum of five business days notice.

7.9 Licenses and Permits

The Contractor shall, without additional expense to the Government, be responsible for obtaining any necessary licenses and permits, and for complying with any applicable federal, state, and municipal laws, codes, and regulation, and any applicable foreign work permits, authorizations, etc., and/or visas in connection with the performance of the contract.

7.10 Meetings/Conferences

Technical meetings, post award conferences, pre-performance conferences, and/or meetings, to include ad hoc meetings, during contract performance may be necessary to resolve issues and to facilitate an understanding of technical requirements of the contract. The Contractor shall provide its technical staff/participants at the meetings/conferences. The Contracting Officer (CO) or the CO's designated representative will schedule the meetings/conferences between the Government and the Contractor. All Contractor costs associated with the meetings/conferences shall be considered incidental to the contract; the Contractor shall not bill the Government for its attendance and participation at the meetings/conferences.

7.11 Special Requirements for Work in Areas Containing Asbestos

(a) This contract incorporates those requirements of the Occupational Safety and Health Administration asbestos regulations contained in Title 29, Part 910 of the Code of Federal Regulations (CFR). All installation and/or site preparation work undertaken in areas containing asbestos shall be completed in requirements.

(b) If during the course of performance under this contract, the Contractors suspects contact with hazardous or toxic materials/substances, such as asbestos, polychlorinated biphenyls, explosives, or radioactive materials, as specified in Subpart H and Z of 29 CFR 1910 and Federal Standard 313, the Contractor shall immediately inform the CO of these harmful material/substances, their exact whereabouts, and the identity of those individuals who have been exposed to these harmful materials/substances. The Contractor shall not disturb suspected harmful materials/substances, but will take measures to prevent exposure to individuals pending receipt of direction from the CO. The CO will coordinate any necessary action with the Contracting Officer Representative and the owner of the building.

(c) The Contractor maintains full responsibility and liability for compliance with all applicable regulations pertaining to the protection of workers, visitors to the site and persons occupying affected and adjacent areas. The Contractor holds the Government harmless against injury resulting from failure on the Contractor's part, or on the part of the Contractor's employees or subcontractors to comply with any applicable safety or health regulation.

7.12 Notice to Commence Work

The Contractor shall not commence providing the FedRelay services identified as CLINs in the RFP to Authorized Organizations until the Contractor receives notice to commence work, in writing, from the Contracting Officer (CO). For new customers without Task Orders in place Sprint will need 30 days' notice for customer to access service offerings. This restriction does not apply to certification requirements necessary to begin performance on the contract. (e.g., providing deliverables listed in Section 11.0, work required for certification under FISMA, HSPD-12, etc.).

7.13 Contract Phase-Out

Task orders and Task Order modifications may be issued up to the final day of this contract. It is anticipated that work in progress under this contract will be completed by the contract expiration date. Any task order expected to extend beyond the contract expiration date may be terminated for convenience (FAR 52.212-4(l)) of the Government on a no cost basis.

7.14 Transition to Successor Contracts

At any time GSA notifies the incumbent Contractor of a successor, either the Government another Contractor, or other Contractors, the Contractor agrees to negotiate, in good faith, a plan with a successor for determining the nature and extent of transition responsibilities required. The extent of the cooperation will include (but is not limited to) providing Authorized Organization contact information, end-user equipment identification used for invoicing (for example: electronic serial numbers), and yearly usage information by Authorized Organization and component. The FedRelay CO will manage any disagreements that may arise between or among Contractors. Transition notifications to Authorized Organizations by GSA and the Contractor will be provided 180 days prior to the termination of the contract.

7.15 Adjustments for Failure to Meet Performance Requirements

(a) Failure to meet applicable FCC standards

Failure to meet the FCC standards for answering time or typing speed will result in liquidated damages to be assessed at $500 per day. The Contractor will include as part of the Contract Management Fee liquidated damages on the next month's payment to GSA;

(b) Service Outage

A service outage is defined as a complete failure of the Contractor's relay service hardware, application software and/or equipment to process FedRelay calls. A complete failure occurs when the relay system is 100 percent incapable of processing FedRelay calls either telephonically and/or electronically via the Internet. The Government requires that the FedRelay be available (7) days per week, 24 hours per day. For each service outage of four (4) hours or longer, the Contractor will be assessed liquidated damages in the amount $500 per day. The Contractor will include as part of the Contract Management Fee liquidated damages on the next month's payment to GSA;

(c) **Deliverables**

The requirement for monthly, annual, and other applicable deliverable reports is as specified in the below Section 11 (Deliverables) of the contract. The Contractor shall submit these deliverables as prescribed in the contract. Sprint will agree to the following liquidated damages for failure to meet mutually-agreed upon deliverable report requirements at $500 per day. This Section 7.15(c) does not address obligations for reports or deliverables to Authorized Organizations, and;

(d) Cap

There will be a monthly cap on all liquidated damages in Sections 7.15(a), 7.15(b), and 7.15(c) above, which shall not exceed a combined value of $5000. The address and required method of payment will be provided by the GSA CO within 30 days of contract award.

7.16 Termination

If delivery or performance is delayed, the Government may terminate this contract in whole or in part, including a service order for one or more of the six individual relay services, under clause 52.212-4 Sprint will agree to liquidated damages in this Section in the amount of $500 per day, with a maximum cap of $35,000.

7.17 Section 508 Compliance

The Contractor shall support the Government in its compliance with Section 508 throughout the development and implementation of the work to be performed. Section 508 of the Rehabilitation Act of 1973, as amended (29 U.S.C. 794d) requires that when Federal agencies develop, procure, maintain, or use electronic information technology, Federal employees with disabilities have access to and use of information and data that is comparable to the access and use by Federal employees who do not have disabilities unless an undue burden would be imposed on the Authorized Organization. Section 508 also requires that individuals with disabilities, who are members of the public seeking information or services from a Federal agency, have access to and use of information and data that is comparable to that provided to the public who are not individuals with disabilities, unless an undue burden would be imposed on the agency.

The Contractor shall employ the Voluntary Product Accessibility™ (VPAT) methodology for verifying Section 508 compliance. The VPAT template is available by linking from www.section508.gov. The Contractor shall provide the CO and COR documentation of compliance sixty (60) days after contract award.

The Contractor should review the following websites for additional Section 508 information:

www.section508.gov/
www.access-board.gov/508.htm

7.18 National Emergency

In a time of national emergency and/or war, the Contractor personnel shall continue performance in accordance with the contract,

7.19 Internal Revenue Service: Disclosure of Information—Safeguard and Sanctions

The Contractor shall comply and assumes responsibility for its employees' compliance with the Internal Revenue Service's statutory requirements for disclosure of information as specified by the following:

All work shall be performed under the Contractor's, or the Contractor's employees' supervision.

All work shall be performed under the Contractor's, or the Contractor's employees' supervision.

Any Federal Tax Return or Return information (as defined in I.R.C. 6103(b)(1) and (2)), made available to the Contractor shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of the contract. Disclosure to anyone other than an officer or employee of the Contractor shall require prior written approval of the Internal Revenue Service. Request to make such disclosures shall be addressed to the Contracting Officer (CO).

Each officer, employee, or any other person to whom returns or return information is or may be disclosed shall be notified in writing that returns or return information disclosed to such officer or employee may be used only for a purpose and to the extent authorized herein, and that further disclosure of any such return or return information for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as $5,000.00 or imprisonment for as long as five years, or both, together with the cost of prosecution. Such person shall also notify each such officer or employee that any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the officer or employee in an amount not less than $1,000.00 with respect to each instance of unauthorized disclosure. These penalties are prescribed by I.R.C. Sections 7213 and 7431 and set forth at 26 Code of Federal Regulations (CFR) 301.6103(n).

The Internal Revenue Service may request, through the GSA Contracting Officer, to send its officers and employees into the offices and plants of the Contractor for inspection of the facilities and operations provided for the performance of any work under this contract. On the basis of such inspection the GSA Contracting Officer may require specific measures in cases where the Contractor is found to be noncompliant with the contract safeguards.

Additionally, the Contractor is required to inform its officers and employees of the penalties for improper disclosure that are imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a(m)(1), provides that any officer or employee of a Contractor, who by virtue of his/her employment or official position, has possession of or access to Authorized Organization records that contain individually identifiable information, the disclosure of which is prohibited by the Privacy Actor by rules or regulations established in the Privacy Act and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5,000.00.

7.20 Tariff(s)

In the event that a tariff upon which this contract is in whole or in part based (as filed with the Federal Communications Commission or state public utilities commission or equivalent authority, or as subsequently changed) is inconsistent with or supplemental to the terms and conditions of this contract, in such a manner that it impedes the Contractor's ability to comply with the contract as awarded or adversely affects the Government's rights under the contract, the Contracting Officer will consider whether or not a termination for cause should be issued under FAR Clause 52.233-01 Disputes in this contract.

7.21 Unauthorized use of information, data or knowledge of FedRelay

The Contractor and its subcontractors shall not use any information, data, or knowledge gained by virtue of its relationship with the Federal Relay program to market or sell services to Authorized Organizations for purposes outside the Federal Relay program or other than to support the requirements of performance of the contract. The knowledge gained includes but is not limited to names of organizations, account numbers, points of contact addresses, telephone numbers, usage, data, and statistics.

7.22 52.217-8 Option to Extend Services.

As prescribed in 17.208(f), insert a clause substantially the same as the following:
OPTION TO EXTEND SERVICES (NOV 1999)

The Government may require continued performance of any services within the limits and at the rates specified in the contract. These rates may be adjusted only as a result of revisions to prevailing labor rates provided by the Secretary of Labor. The option provision may be exercised more than once, but the total extension of performance hereunder shall not exceed 6 months. The Contracting Officer may exercise the option by written notice to the Contractor within 60 days of the end of the performance period.

7.23 52.217-9 Option to Extend the Term of the Contract.

As prescribed in 17.208(g), insert a clause substantially the same as the following:OPTION TO EXTEND THE TERM OF THE CONTRACT (MAR 2000)

(a) The Government may extend the term of this contract by written notice to the Contractor within 30 days; provided that the Government gives the Contractor a preliminary written notice of its intent to extend at least 30 days before the contract expires. The preliminary notice does not commit the Government to an extension.

(b) If the Government exercises this option, the extended contract shall be considered to include this option clause.

(c) The total duration of this contract, including the exercise of any options under this clause, shall not exceed eight years.

7.24 52.237-3 Continuity of Services.

As prescribed in 37.110(c), insert the following clause:

CONTINUITY OF SERVICES (JAN 1991)

(a) The Contractor recognizes that the services under this contract are vital to the Government and must be continued without interruption and that, upon contract expiration, a

successor, either the Government or another contractor, may continue them. The Contractor agrees to—

(1) Furnish phase-in training; and

(2) Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

(b) The Contractor shall, upon the Contracting Officer's written notice, (1) furnish phase-in, phase-out services for up to 90 days after this contract expires and (2) negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval. The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

(c) The Contractor shall allow as many personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The Contractor also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

(d) The Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (*i.e.*, costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

7.25 Applicable FAR and GSAM clauses incorporated by reference:

52.204-9 Personal Identity Verification of Contractor Personnel (Jan 2011).
52.209-9 Updates of Publicly Available Information Regarding Responsibility Matters
52.212-4 Contract Terms and Conditions—Commercial Items (Feb 2012)
52.212-5 Contract Terms and Conditions Required to Implement Statutes or Executive Orders—Commercial Items.
52.219-16 Liquidated Damages—Subcontracting Plan.

GSAM 552.212-71 Contract Terms and Conditions Applicable to GSA Acquisition of Commercial Items (Jul 2003)

The Contractor agrees to comply with any provision or clause that is incorporated herein by reference to implement agency policy applicable to acquisition of commercial items or components. The provision or clause in effect based on the applicable regulation cited on the date the solicitation is issued applies unless otherwise stated herein. The following provisions and clauses are incorporated by reference:

(a) Clauses.

552.203-71 Restriction on Advertising
552.215-70 Examination of Records by GSA

552.228-70 Workers' Compensation Laws
552.232-8 Discounts for Prompt Payment
552.232-23 Assignment of Claims
552.232-73 Availability of Funds
552.232-78 Payment Information
552.219-71 Notice to Offerors
555.219-73 Goals for Subcontracting Plan
552.232-73 Availability of Funds
552.217-71 Notice Regarding Option(s)
552.229-71 Federal Excise Tax-DC
552.232-25 Protest with GSA
552.252-06 Authorized Deviations

GSAM 552.212-72 Contract Terms and Conditions Required to Implement Statutes or Executive Orders Applicable to GSA Acquisition of Commercial Items (Sep 2003)
The Contractor agrees to comply with any provision or clause that is incorporated herein by reference to implement provisions of law or Executive Orders applicable to acquisition of commercial items or components. The provision or clause in effect based on the applicable regulation cited on the date the solicitation is issued applies unless otherwise stated herein.

8.0 INTENTIONALLY OMITTED
8.1 INTENTIONALLY OMITTED
8.1.1 INTENTIONALLY OMITTED
8.1.2 INTENTIONALLY OMITTED

8.1.3 Past Performance (5 Page Limit, surveys not included in page count)

The Offeror shall provide Point of Contact (POC) information for three (3) references who can verify the past performance of the Offeror for the engagements/projects discussed in the area of Corporate Experience. The POCs must be able to provide a past performance customer satisfaction rating, including customer satisfaction, Staff FCC certification, FCC compliance, and contract management, including, contract compliance, accuracy, trouble calls, complaint resolution and responsiveness.

The Offeror shall provide a copy of the Reference Survey Questionnaire (located at Attachment 5) to each POC, along with instructions for the POC to submit the completed survey directly to the Contracting Officer listed in Solicitation.

Sprint Response:

Sprint has provided the contact information for five (5) references who can verify Sprint's past performance relevant to this RFP. Each of these references has submitted a Reference Survey Questionnaire (RFP Attachment 5) directly to the Contracting Officer, as directed in Solicitation.

[redacted]
Sonia.l.hansberry@irs.gov

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Paul.buckrell@med.govt.nz

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

Eileen.alter@puc.state.tx.us

[redacted]

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[redacted]

[redacted]

[redacted]

[redacted]

Ginny.Barr@relayindiana.com

8.1.4 Management Plan

8.1.4.1 Internal Management Practices.

Address staffing, training, retention, turnover rate, marketing, billing, customer service, FCC compliance. (10 pages)

Sprint Response:

As the incumbent provider, Sprint has personnel with the expertise readily available to support FedRelay, without requiring a learning curve. Perhaps nothing is clearer from Sprint's record of performance than the dedication of the entire Sprint's Relay team, the depth of their ties to the community, and their knowledge, professionalism, availability, and acumen in providing FedRelay with a level of quality that Federal employees have come to rely on for over eighteen (18) years. There can be no doubt that Sprint's inestimable team has a proven track record of success, and will continue to be successful in the future.

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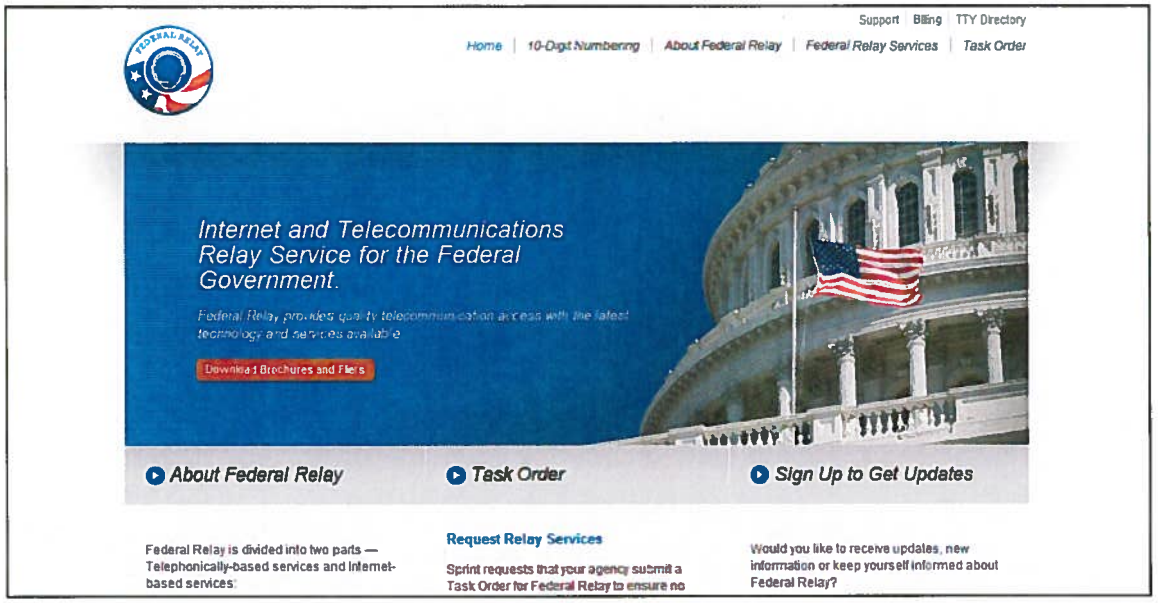
Website

Currently, Sprint provides the following website for Federal Relay Services at www.federalrelay.us. This website was redesigned and updated during the existing contract, and Sprint continues to update information as needed. Additionally, this website and all of its' entities are Section 508 compliant.

Below is an image of the current Federal Relay website at *www.federalrelay.us* :



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Outreach Brochures

As a part of the current Federal Relay contract Sprint has a variety of brochures and resources available for users. Recently a new brochure was created that is compact and concise so that Federal Relay consumers can have one location to find all of the answers to their FedRelay questions. These brochures have proven successful at tradeshows across the United States and its' territories, as users are able to take the brochures and use them for future references.

Advertisements

www.iederaldaily.com	

New Tagline

E-News:

Sprint plans to send out a quarterly e-news e-mail blast for registered e-news users.

Video Clips

Sprint has created two video clips highlighting two of Federal Relay's popular services; CapTel and Relay Conference Captioning.

www.federalrelay.us/captel http://www.federalrelay.us/relay-conference-captioning-rcc www.fedrcc.us http://www.captel.com/federal.php

National Outreach

Another benefit to having such a large team is the ability to be present at a wide variety of tradeshows and conferences across the United States.

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[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]

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In July 2012, Sprint Federal Relay is sponsoring the National Association of the Deaf tradeshow in Louisville, Kentucky and Federal Relay will be presenting a booth in the exhibit portion of the conference. The Agency Liaison plans to attend more industry specific tradeshows such as are listed in the requirements.

Sprint is dedicated to continuing with superb outreach efforts for Federal Relay, and utilizing creative, innovative methods to educate potential users of the Federal Relay Service. The Agency Liaison and Sprint Federal Relay team truly look forward to continuing a partnership with GSA and working together on creating a successful outreach plan for the new contract.

Additional details

In preparing the response for this proposal, Sprint has developed a five (5) year draft Outreach plan which summarizes Sprint's goals and tactics. Due to response limitations, Sprint has not included the draft in this response. However, if desired, Sprint would be happy to provide a copy for consideration.

8.1.4.2 Subcontract Management

Address ability and experience to manage subcontractors. (10 pages)

Submit a small business subcontracting plan pursuant to FAR 52.219-9.

Sprint Response:

Sprint has a long history spanning two decades in partnering to provide effective Relay solutions. Sprint plans to use existing long-standing Sprint subcontractors to provide the required services to meet the needs of the Federal Relay program:

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[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

[redacted]

www.sba.gov

www.CCR.gov

www.SBA.gov

SupplierDiversity@Sprint.com

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[redacted]

www.sprint.com/supplierregistration

Joyce.Christanio@sprint.com	Flora.Mayer@sprint.com

Personnel

8.1.4.3 Personnel

The Offeror shall commit in writing to maintain compliance with FCC regulation or other certifying activities such as RID for Communications Assistants (CA) and Video Interpreters (VI), including training standards. Include this commitment as part of the Management Plan.

Sprint Response:

Sprint meets or exceeds the most current mandatory minimum FCC TRS standards for all FedRelay services, except in those areas in which this RFP and/or Sprint's specific responses contradict FCC requirements, such as same room Video Relay Interpreting or subcontracting of Video Relay Service which is prohibited by the FCC standards. Sprint understands that FedRelay requirements override the FCC minimum standards and Sprint will continue to provide reporting and complaint logs directly and solely to the GSA CO/COR.
Should the FCC or GSA require changes that affect the cost of the services offered by Sprint or its subcontractors during the proposed contract period, Sprint shall be entitled to an equitable adjustment to Sprint's per-minute rates. Sprint and the CO will negotiate any necessary additional charges in good faith and with the understanding that time is of the essence in such negotiations.
All CAs, Captioners and Video Interpreters are required to sign the Federal Relay Code of Ethics, as described below.

Federal Relay Code of Ethics

The Federal Relay provides a transparent link of telecommunication between typed/signed/voiced (disabled) and voiced (non-disabled) messages. As part of the relay services organization all employees and subcontractors are bound to the following rules and regulations:

- All Federal Relay call related information is to be strictly confidential.
- Nothing is to be edited or omitted from the content of the conversation or the spirit of the Federal Relay user.
- Nothing is to be added or interjected into the content of the conversation or the spirit of the Federal Relay user.
- To assure maximum user control, the employee will be flexible in adapting to the caller's needs.
- Employees and subcontractors will strive to further competency in skill and knowledge through continued training, workshops and reading of current literature in the field.

EMPLOYEE AND SUBCONTRACTOR ROLE

- 1) The employee or subcontractor shall not disclose the content of any relayed conversation with the exception of resolving issues with supervisors regarding customer complaints.
- 2) The employee or subcontractor is prohibited from identifying the name of any caller. The employee or subcontractor shall not reveal or act upon any information

obtained from the caller while relaying calls, except to resolve issues regarding complaints that are handled through the supervisors.

- 3) The employee or subcontractor shall not discuss the specifics of any call relayed (even for training purposes) with coworkers, counselors, or other support services. Nor shall specifics be discussed with supervisors except to resolve issues regarding complaints.
- 4) Any Federal Tax Return information [as defined in Internal Revenue Code (IRC) 6103 (b)(1), (b)(2)] made available shall be used only for the purpose of carrying out the provisions of the Federal Relay contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Disclosure to anyone other than an authorized employee or subcontractor of Sprint shall require prior written approval of the Internal Revenue Service. Requests to make such disclosures should be addressed to the GSA Contracting Officer.
- 5) Return information disclosed to an employee or subcontractor can be used only for a purpose and to the extent authorized within the Federal Relay contract, and further disclosure or any inspection of such return information for a purpose or to an extent unauthorized herein respectively constitutes a felony or criminal misdemeanor punishable upon conviction by a fine of as much as $5,000.00 or imprisonment for as long as five years, or both together with the costs of prosecution. These penalties are pursuant to IRC 7213, 7213A, 7431, and 26 CFR Section 301.6103(n)-1.
- 6) Any such unauthorized future disclosure of returns or return information may also result in an award of civil damages against the employee or subcontractor in an amount not less that $1,000.00 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRC Sections 7213 and 7431 and set forth at 26 CFR Section 301.6103(n)-1.
- 7) Employees and subcontractors have been notified of the penalties for improper disclosure imposed by the Privacy Act of 1974, U.S.C. 552a. Specifically, 5 U.S.C. 552a(I)(1), which is made applicable to subcontractors by 5 U.S.C. 552a(m)(1), provides that any employee of a subcontractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is so prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than $5000.00.
- 8) Employees and subcontractors shall be responsible for the confidentiality of all calls relayed consistent with Federal Laws, Statutes and Regulations.
- 9) Employees and subcontractors shall ensure that no records are maintained of any conversation, in accordance with the Privacy Act of 1974 (P.L. 93-579), IRC 6103, 6103(n), 26 CFR Section 301.6103(n)- 1, the Internal Revenue Service Acquisition Procedures (IRSAP) and Office of Management and Budget (OMB) guidance on the Privacy Act of 1994 (Federal Register, Volume 52, No. 75, page 12990).
- 10) This Pledge of Confidentiality will remain in the employee's and subcontractor's file until termination of employment and shall be made available to an authorized representative for the General Services Administration as may be requested.

I have read and fully understand the Federal Relay Code of Ethical Behavior. I agree to comply with this Code and understand that failure to do so will lead to disciplinary action that may include my termination. I agree to process calls in the manner required by the Federal Government as detailed in the Federal Relay contract. I agree to abide by this Code of Ethics even after my employment with Sprint and/or subcontractor ends.

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[redacted] http://www.rid.org/UserFiles/File/NAD_RID_ETHICS.pdf [redacted]

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- [redacted]
- [redacted] http://www.zvrs.com/company/the-z/our-code-of-ethics
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8.1.4.3.2 Liaison/Outreach.

The Offeror shall describe the qualifications of Its Liaison/Outreach Coordinator specifically that he or she shall

- ***Have demonstrated experience in or the capabilities to perform the outreach activities specified.***
- ***Be familiar with typewritten TTY language, American Sign Language (ASL), and common terminology and language structure/syntax.***
- ***Possess a Bachelor's Degree in a related field, or alternatively four (4) years of applicable job experience.***

- ***Be a citizen of the U.S. or an alien who has been lawfully admitted for permanent residence as evidenced by the Immigration and Naturalization Service (INS) Permanent Resident Card (INS Form I-551)***

Sprint Response:

Sprint will continue to provide an Agency Liaison/Outreach Coordinator to promote the FRS in a manner that ensures accessibility of the Federal Technology System to individuals who are Deaf, Hard of Hearing, and/or have Speech-Disabilities for nationwide telecommunications with, and within the Federal Government.

Demonstrated Experience and Capabilities

[redacted]

As a part of the Outreach Program, Sprint's Agency Liaison/Outreach Coordinator will continue to provide the following support for Outreach, Liaison, and Marketing Activities:

- **Quarterly GSA briefings on Plans and Progress in compliance with RFP Section 3.7.1.1:** Sprint will continue to brief GSA on a quarterly basis as specified above. Sprint will provide a drafted courtesy copy to GSA one week prior to the quarterly meeting, and follow up with a final version of the PowerPoint presentation to the GSA COR within one week of the meeting date.
- **Meet General Requirements in compliance with RFP Section 3.7.1.2:** Sprint will include general information, whenever possible including the FRS program and mission, description of FRS services and access methods (telephone numbers and web addresses), necessary technical or equipment requirements, confidentiality policies, how to access the government TTY directory, how to contact GSA and Sprint's FedRelay team (including telephone numbers and email addresses) and will highlight the benefits of the FRS service offerings.
- **Provide FedRelay Website in compliance with RFP Section 3.7.1.3.1:** Sprint provides the following website for Federal Relay Services at www.federalrelay.us. This website was redesigned and updated during the existing contract, and Sprint continues to update information as needed. Additionally, this website and all of its' entities are Section 508 compliant. Additionally, Sprint's new draft Outreach plan includes plans to increase the navigation.
- **Design and Distribute Outreach Materials in compliance with RFP Section 3.7.1.3.2:** Sprint's Agency Liaison/Outreach Coordinator will continue to provide professional-grade Outreach Materials including brochures, flyers, and newsletters following GSA's branding guidelines. These materials will continue to be submitted for review and approval by the COR prior to distribution or production.

- **Conduct Liaison Activities and Briefings in compliance with RFP Section 3.7.1.3:** Sprint has established relationships with Authorized Organizations and is vigorous in its Outreach efforts to Authorized Organizations. Sprint will continue outreach efforts that will meet the diverse needs of FRS users and will work closely with the GSA to reach this goal. Sprint's Agency Liaison will participate in at least four (4) annual or bi-annual Federal Government and industry conferences and tradeshows as specified.

Familiar with TTY Syntax, ASL and Common Terminology

Sprint understands and will continue to ensure that the Agency Liaison/Outreach Coordinator is familiar with typewritten TTY language, American Sign Language (ASL), and common terminology and language structure and syntax. [redacted]

Education and Experience

Sprint will provide an Agency Liaison/Outreach Coordinator must possess a Bachelor's Degree in a related field, or alternatively four (4) years of applicable job experience. [redacted]

Citizenship

Sprint will provide an Agency Liaison/Outreach Coordinator who is a citizen of the U.S. or an alien who has been lawfully admitted for permanent residence as evidenced by the Immigration and Naturalization Service (INS) Permanent Resident Card (INS Form I-551). [redacted]

Life-cycle Team Support

[redacted] Sprint provides a full Life-cycle team to support Federal Relay. Additional details has been provided in the Management section. In addition, Sprint has provided resumes for the Key Personnel in the Life-cycle team in Appendix B.

9.0 INTENTIONALLY OMITTED

10.0 INTENTIONALLY OMITTED

11.0 DELIVERABLES

This Section identifies the items that the Contractor shall deliver to the Government and/or the Government's agent(s). The items the Contractor submits are called "deliverables." Additionally, any deliverable elsewhere specified in the contract modification shall also be submitted.

Each deliverable is required to be provided on time, contain accurate, detailed data, display the data in the correct format, and use the correct algorithms, processes, or criteria as specified in the requirements of this document. Any deliverable that does not meet the requirements may be rejected.

The Contractor shall provide the deliverables in the media specified by the Government and/or the Government's agent(s).

The following, Table 3, includes but is not limited to, the items that the Contractor is required to deliver to the Government and/or the Government's agent(s).

Table 3 Contractor Deliverables

RFP Section	Description	Quantity	Medium of Delivery	Where to Deliver	Submittal Date
3.4	Changes to System Design	1	Electronically In Microsoft Word format (2003 or later version)	COR CO	At least thirty (30) days prior to changes or modifications
3.5.1	Assessment and Authorization (A&A)	1	Electronically	COR CO	Within 120 days of contract award for all IP-based services only
3.5.3	Privacy Impact Assessment (PIA)	1	Electronically In Microsoft Word format (2003 or later version)	COR CO	Within sixty (60) calendar days after contract award.
3.7.1.1	Marketing/Outreach Plan	1	Electronically In Microsoft Power Point or later version)	COR	Each Quarter due one month prior to the beginning of each quarter.
3.7.1.3.1	FedRelay Website (including redacted FedRelay contract)	1	Electronically	COR	Within ninety (90) calendar days after contract award.
3.10	QASP	1	Electronically In Microsoft Office format (2003 or later version)	CO COR	In response to the RFP and annually
3.11	Transition Plan	1	Electronically In Microsoft Word format (2003 or later version)	CO COR	Within thirty (30) calendar days after contract award
4.1	Traffic Utilization	1	Electronically In	COR	Within thirty (30)

	Access File		Access format (2003 or later version)		calendar days after service implementation award with monthly updates to the database
4.1	Monthly Summary Report	1	Electronically In Microsoft Excel format (2003 or later version)	COR	Monthly by the end of each month after initial service implementation
4.1.2	Trouble Report	1	Electronically In Microsoft Word format (2003 or later version)	COR	Monthly by the end of each month after initial service implementation
4.1.3	Disaster Recovery Plan	1	Electronically In Microsoft Word format (2003 or later version)	COR	In response to the RFP and annually Within thirty (30) days after contract award and annual updates
4.2.1	Correspondence File	1		CO	Within fifteen (15) calendar days of request
4.2.2	Quality Control Report Summary	1	Electronically In Microsoft Word format (2003 or later version)	COR	Monthly by the end of each month after initial service implementation
6.4	Monthly Summary Report of Billed Charges	1	Electronically In Microsoft Word format (2003 or later version)	CO COR	Monthly by the end of each month after initial service implementation
7.17	508 Compliance	1	Electronically In Microsoft Word format (2003 or later version)	CO COR	Within sixty (60) days after contract award

Quality Assurance Surveillance Plan (QASP)

1.0 INTRODUCTION

As the incumbent provider, Sprint will continue to maintain and exceed the performance requirements set forth in the new Federal Relay Service contract with a Quality Assurance Surveillance Plan (QASP) for 2012 and beyond.

Moving forward in 2012, Sprint will continue to maintain two QASP programs simultaneously – internal (within Sprint Relay) and external (FRS customers). Sprint Relay believes in putting its program under scrutiny not just from within but from the outside as well, which allows us to maintain objectivity in our business of providing premier Federal Relay services for GSA and the Federal Government.

The 2012 QASP will continue to include an inspection system covering all the services required to meet the technical requirements as well as a method of identifying and correcting deficiencies in the quality of services performed before the level of performance becomes unacceptable.

2.0 COORDINATION WITH OTHER PLANS

Within this proposed plan, the QASP documents the quality control process, plans, procedures, and reports that will continue to ensure that all the quality requirements of the contract and the program are fulfilled. The following documents provide related and additional information to the QASP:

- 2012 FRS Disaster Recovery Plan
- 2012 FRS Training Plan

2.1 QUALITY CONTROL STRATEGIES

E. Internal (Operations)

- We will continue the Quality Test Call Program, which has been in place since 2001 to ensure that FRS has the highest quality service.
- We will continue to practice the Sprint Quality philosophy among all employees.
- We will continue the CSI, Customer Service Initiative, which was started in 2005 to address customer requests and suggestions. This was developed to meet customer's needs and enhance the relay experience for both the inbound and outbound callers.
- [redacted]
- [redacted]

F. External (Marketing)

- We will continue to use an independent company to perform test calls on a monthly basis.
- We will continue to use focus groups and/or meetings to be held at various national tradeshows across the U.S.
- We will continue to use an ongoing online (web-based) survey program on the FRS website managed by Sprint.

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Management Quality
My Team
My Business
Myself

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Customer Questions and Concerns Regarding Captioning Quality

The ARR provides a means by which we can accurately and defensibly report and respond to customer quality issues. Upon request, we will analyze the quality of the captioning of an event and provide a complete analysis. When we receive such a concern, an ARR can provide an appropriate call to action for all involved.

Trending and Analysis Reporting

Trending and data analysis is utilized to proactively address issues and to better train our Captioners and staff. We also use this feedback loop to develop best practices that support improved caption quality and delivery.

Disaster Recovery Plan

The Offeror shall provide a Disaster Recovery Plan for evaluation purposes (reference Section 4.1.3 for contents and structure).

Sprint Response:

The Disaster Recovery Plan developed for Federal Relay details the method Sprint and its contractors utilize to cope with specific disasters. It includes alternate, quick, and reliable switching of calls; and diagrams identifying where traffic will be re-routed if vulnerable circuits or equipment becomes inoperable. The Disaster Recovery plan details the steps (including escalations) to be taken to deal with the problem and restore Federal Relay.
Please see Appendix D for a copy of Sprint's Disaster Recovery Plans.