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Iowa Utilities Board issues request for proposals on telecommunications relay services

(Des Moines) – The Iowa Utilities Board has issued a Request for Proposals (RFP) to select a qualified service provider for the Iowa Telecommunications Relay Service, known as “Relay Iowa,” and the Iowa Captioned Telephone Relay Service, known as “CapTel Relay,” plus associated outreach efforts. [View or download a copy of the RFP.](#)

Iowa’s relay services provide individuals who are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking the opportunity to participate in vital two-way communications with hearing persons for everyday business or personal calls.

By issuing the RFP, the Board intends to award a three-year contract from January 1, 2017, through December 31, 2019, with one possible three-year extension that may be granted at the sole discretion of the Board. The relay provider will be selected by a formal competitive process, and proposals must be received by the Board on or before 4:30 p.m. on June 30, 2016.

On or about September 20, 2016, the Board will issue a public announcement of its intent to award the contract, and the notice of intent to award will be posted on the Board’s website, <https://iub.iowa.gov>.

Relay Iowa provides full telephone accessibility in both English and Spanish, to people who are deaf, hard-of-hearing, deaf-blind, or have difficulty speaking. Specially trained Communication Assistants confidentially process relay calls and stay on the line to relay conversations electronically, on a Text Telephone (TTY), or verbally to hearing parties.

CapTel Relay service enables users to view word-for-word captions of telephone conversations, and requires the use of a specialized captioned telephone. A typical user has the ability to speak and some residual hearing, and can listen to telephone conversations while reading captions on the telephone’s text display for clarification.

Relay Iowa and CapTel Relay services are available 24 hours a day, 365 days a year, with no restrictions on the number of calls placed or on the length of the call.

To learn more, call Relay Iowa customer service at 1-888-516-4692, visit the Relay Iowa website, <http://www.relayiowa.com/>, call CapTel customer service at 1-888-269-7477, or visit the CapTel website, <http://www.relayiowa.com/captel.html>.

Additional consumer information regarding these services can be found on the Board's website, <https://iub.iowa.gov/relay-iowa>.

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The Iowa Utilities Board regulates utilities to ensure that reasonably priced, reliable, environmentally responsible, and safe utility services are available to all Iowans.

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