



**REQUEST FOR INFORMATION
REPLACEMENT TELEPHONE SYSTEM**

DULUTH TRANSIT AUTHORITY

Addendum #1

April 26, 2021

A. Answers to questions to date:

1. The current overhead paging system at the DTA Operations Center is a Bogan amp analog system from the early 2000;s.
2. For recording calls, currently the paratransit dispatcher, the regular route dispatcher and Customer Service automatically record calls. There is no option to start or stop recording.
3. No phones need to be wall mounted.
4. Regarding integration with HP network infrastructure: The DTA uses HP switches and a majority of HP services. We are just looking for a response on whether the proposed system could integrate with the HP infrastructure.
5. Regarding ~~lab~~ system training: The DTA is seeking information on the ability to provide a test environment for training before the system goes live to ensure that the solution provided 100% coverage before switch over. The DTA may elect to not include this if a Request for Proposals is issued at a later date.
6. Regarding references: a generic reference statement is all that is necessary, since references may change depending on the type of system that the DTA may elect to procure. No specific references are required at this time.