



Request for Information Replacement Telephone System

The Duluth Transit Authority is requesting information from qualified firms for a replacement telephone system.

Responses to this Request for Information are due no later than **2:00 p.m. on Thursday, April 29, 2021**. Specifications may be emailed to prospective respondents; contact nbrown@duluthtransit.com or 218-623-4329 for more information.

The DTA affirmatively assures that equal opportunity will be offered to all persons without regard to race, color, creed, religion, national origin, gender, marital status, disability, age, or veteran's status, and encourages participation of small or disadvantaged business enterprises in DTA contracts. The DTA reserves the right to accept or reject any and/or all responses in the best interest of the Authority.

Section 1: BACKGROUND

This is a Request for Information (“RFI”) only; your response is not an offer. This Request for Information does not commit the Duluth Transit Authority (“DTA”) to any incurred costs in preparation of any submission to this notice, or to contract for services of any kind. It is issued for DTA research purposes only. The DTA may issue a Request for Proposals for services described in this document at its discretion.

The DTA provides regular route transit services and paratransit services in and around the Duluth and Superior metro area. The DTA is seeking information from experienced individuals or firms for a replacement telephone solution that meets the DTA current and future needs.

Section 2: INFORMATION REQUESTED

The DTA is seeking a solution that replaces/upgrades its current Avaya IP Office and services located in Duluth MN. DTA is looking for a total system solution that must integrate with Office365 (presence, click to call, etc.). It is desired for the system to integrate with Zoom for Business. If a proposed platform does not integrate with Zoom for Business, a comparable solution should be proposed. It should be flexible and robust with a high degree of resiliency. Failover protection on site and between sites is a must as the DTA requires a high degree of uptime.

The DTA currently has two Avaya IP Office 500 V2 devices. Currently there is one DTA employee who maintains and programs the existing systems. The DTA will be responsible for all day-to-day work on all systems (including scripting for Call Center) but will want the ability to contact support for advanced programming, emergencies, system failures, and system upgrades/patches. The DTA main site has approximately 71 extensions and 64 users and the DTA DTC site has 19 extension and 22 users. These sites are a combination of digital phones, analog devices, and IP phones. DTA utilizes Zoom for Business for Audio Conferencing. Both sites have voicemail systems and contact center solutions with approximately two agents at the DTA and two agents at the DTC location. The voicemail system allows voicemail to e-mail capability as well. The DTA site also utilizes an overhead paging system and is also equipped with a call recording solution. Any proposed solution must be equipped with a call recording solution for the DTA that allows user calls to be recorded. In addition, a call accounting package for both locations that would allow us to run detail and summary reports based on extension numbers as well as search for calls based on number called or calling number will be needed. Calls for the fax machines are currently routed over analog line.

DTA users are becoming more mobile, so users must be able to make and receive phone calls when on site or off, regardless of network connection type (native network/VPN/Non-VPN). The DTA also has cellular tablets connected to the network, any proposed solution should be able to communicate with these systems via SIP. The field system user count is approximately twelve (12).

Both the DTA and DTC locations are currently utilizing Aruba HP switches which provide gigabit connections with PoE to the desktop. Any proposed IP phones for the desktop must have a passthrough port for PC connection. Our Office 365 and Zoom for Business is cloud based.

We have a hybrid AD environment -- our Active Directory is locally hosted but is synced to Microsoft Azure Cloud.

If an on-premises solution is used. Vendors must provide all required server hardware and maintain support for the current operating system, service packs and software updates as they are released. This support should be included as part of the regular maintenance contract with no additional cost.

3. RESPONSES TO THIS RFI MUST COVER THE FOLLOWING GENERAL TOPICS:

IP-based Voice capabilities and Intelligent Network Infrastructure
 Integration with Office365/Zoom for Business or comparable solution.
 Ability to provide video telepresence by local/remote call center agents
 Integration with HP network infrastructure
 Port settings for IP phone connection (automatic port configuration/POE requirements)
 Reliability/Resiliency/Redundancy
 Voice Quality
 Contact Center/Call Center
 Automated Attendant
 Call Recording
 Hunt Group (circular, round robin, most idle)
 Paging (internal/external)
 Mobile Twinning (ring cell and desk phone simultaneously)
 Mobility
 Experience and References
 Voice Messaging
 System Administration
 Support/Service Capabilities (response times and method of contact)
 Scalability
 System longevity
 System Administrator Training (lab system training is a must)
 End user training
 Failover/emergency backup options
 System security
 Reporting

Section 4: OTHER

1. All responses shall remain the property of the Duluth Transit Authority. The ***DTA reserves and may exercise the following rights and options:***

- to reject any and all responses and reissue the RFI if, in the DTA's sole discretion, it is in the DTA's best interest to do so;
- to supplement, amend, substitute, or otherwise modify this RFI at any time, or
- to cancel this RFI with or without issuing another RFI.

2. Questions regarding this Request for Information must be directed to:
 Nancy Brown

Procurement Manager
Duluth Transit Authority
218-623-4329
nbrown@duluthtransit.com

Questions and requests for clarifications to this RFI must be submitted in writing no later than Wednesday, April 21, 2021. Responses shall be posted in the form of an addendum posted on the DTA website at www.duluthtransit.com no later than Friday, April 23, 2021.

3. Due to the pandemic emergency, the DTA is not conducting in-person meetings regarding this project. Upon request, potential respondents will be provided a tour of the facilities and may participate in a question and answer session with DTA representative **by advance appointment only**, at the DTA's sole discretion.
4. Submittals must be in a pdf attachment addressed to nbrown@duluthtransit.com. Submittals become the property of the DTA and will be reviewed by the agency for informational purposes, and will not be considered as offers to be accepted by the DTA to form a binding contract.
5. Submittals must include the company name, address and contact information for questions regarding the submittal, including the contact's phone and email address.
6. By submitting a response, the Responders are agreeing to allow the DTA to copy the responses for the purpose of sharing the information within the agency.
7. Responses to this RFI are subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13, as it applies to all data provided by the DA under this RFI, and as it applies to all data created, collected, received, stored, used, maintained or disseminated by the Respondent.