**SECTION 7 Vendor Compliance Matrix**

Please respond with your proposal using the following Compliance Matrix described in the following section. Please provide the information requested and not links to outside sources of information such as a repair guide or other policies.

Applicable answers are:

* E = Exceeds: Vendor complies with the requirements and exceeds the requirements. Please provide information in the Comment section.
* C = Comply: Vendor complies with the requirements with no modification.
* PC = Partially Comply: Vendor complies with some of the requirements. Please provide information in the Comment section, along with the estimated cost of customization if required to meet the specification.
* A = Alternative: Vendor does not fully comply with the requirements but has an alternative functionality that would meet the needs of the agency. Please provide information in the comment section along with the estimated cost of customization if required to meet the specification.
* NC = Non-Compliant: The vendor does not comply with the requirement in its entirety.

| Item | Requirement | Response | Comments |
| --- | --- | --- | --- |
| **A** | **GENERAL** |
|  | **Base Characteristics of the DTA Telephone System (minimum requirements)** |
| 1 | A Telephone Operator Training solution that allows the trainer to listen to the calls |  |  |
| 2 | Able to record selected phone lines, including Customer Service, paratransit calls, Driver’s Line |  |  |
| 3 | Able to sync messages with email |  |  |
| 4 | Includes an SIP Gatekeeper and Gateway for converged communication, IP Server with Quality of Service (QoS) |  |  |
| 5 | SIP trunking, (licensed feature), SIP extension for cellular tablets |  |  |
| 6 | Able accommodate 37 existing phones with voicemail and expansion capacity of 20% more lines. |  |  |
| 7 | Voicemail can reliably forward to email and outside lines. |  |  |
| 8 | Trunking, paratransit has 4 lines, business line has 5 lines, analog, digital and VoIP trunks |  |  |
| 9 |  Conference Bridge, currently 2 lines |  |  |
| 10 | System can accommodate three separate locations |  |  |
| 11 | Automatic Transfer selection for Customer Care, STRIDE, etc. via hitting a button |  |  |
| 12 | Set up Holiday messages, timed messages for service |  |  |
| 13 | “SAVE” Line and Business line, welcome messages are not the same, programmable separate |  |  |
| 14 | Business Line, dial by first name, know extension |  |  |
| 15 | Queue jumping, dials first phone operator 3 rings, then second operator, then third operator |  |  |
| 16 | Night button to turn phone operators over to dispatch |  |  |
| 17 | Full PBX, caller ID, call forwarding, conference calling, voice messaging and more |  |  |
| 18 | All offices have individual phone extensions, prefer to keep current phone extension numbers |  |  |
| 19 | Have voice digital and analog lines, IP hard and soft phones wired and wireless |  |  |
| 20 | QSIG Networking, interoperate with other PAVX’s (license feature) |  |  |
| 21 | Backup Solutions in case of WAN Outage between sites |  |  |
| 22 | Headsets for phones option for both wireless and wired, dispatch and phone operators |  |  |
| 23 | Wireless communication in dispatch and phone operators for multiple operators at single location |  |  |
| 24 | Code Blue Emergency Communications at DTC (3 stations) |  |  |
| 25 | Parking Ramp Pay Station at DTC (1 station) |  |  |
| 26 | Switchboard phones Quantity: 3 Operations Center, 2 at DTC, 1 at TCE |  |  |
| 27 | Currently technology shares ethernet ports with data devices via a switch port on the back of the phone |  |  |
| 28 | Current solution interfaces with analog, digital T1 and SIP connectivity  |  |  |
| 29 | Phone Features: |  |  |
|  | i. Call Log |  |  |
|  | ii. Speaker Phone |  |  |
|  | iii. Do Not Disturb (DND) |  |  |
|  | iv. Mute |  |  |
|  | v. Headset |  |  |
| 30 | Other |  |  |
|  |  |  |  |
| **B** | **Administrative Environment of the Proposed System** |  |  |
| 1 | Describe the administrative environment of the proposed system: |  |  |
|  | i. Web based, client server, etc. |  |  |
|  | ii. Remote access capabilities |  |  |
|  | iii. Administrative functions are available 24/7/365, excluding maintenance hours |  |  |
|  | iv. Administration interface is accessible via networked PC or remotely |  |  |
|  | v. Security provisions to manage access to the voice data repository and management interface |  |  |
|  | vi. Menu driven, available command line tools |  |  |
|  | vii. Other |  |  |
| 2 | Functions for editing similar to those found in most Windows applications, including  |  |  |
|  | i. Drop down |  |  |
|  | ii. Fast key |  |  |
|  | iii. “Right click” selections for cut, copy, past, find, replace, delete and other often used functions |  |  |
| 3 | Menu fonts and colors must support visually impaired users and should be consistent with other Windows applications |  |  |
| 4 | Explain what menu functions are adjustable or configurable |  |  |
| 5 | Explain whether the system provides acknowledgement, confirmation or warnings when adjustments to menu functions are made  |  |  |
| 6 | Data changes by the administrator are immediate, except for deletes or other actions that could adversely impact the live system |  |  |
| 7 | Describe any secondary approvals that are required to commit data or can adversely affect the live system |  |  |
| 8 | Other |  |  |
|  |  |  |  |
| **C** | **Operational Characteristics** |  |  |
|  | **Desired Characteristics of the new DTA Telephone System** |  |  |
| 1 | Able to add marketing/promotions on the fly |  |  |
| 2 | Able to track call time in queue |  |  |
| 3 | Reporting: |  |  |
|  | i. Call time |  |  |
|  | ii. Dropped calls |  |  |
|  | iii. Call duration |  |  |
|  | iv. Call volume |  |  |
|  | v. Other |  |  |
| 4 | SMS, email, voicemail, video messaging options- Conference room solutions |  |  |
| 5 | GUI-workstation or application |  |  |
| 6 | Expand on conference room features-total 3 quantities, (recording, voice tracking, etc.) |  |  |
| 7 | Ease of transferring calls |  |  |
| 8 | Capable of expanding the system to scale up 20% additional user capacity and ability to add additional buildings |  |  |
| 9 | Prefer to return a call from an outside caller direct from the call log (dialing 9 prevents this now) |  |  |
| 10 | Option to not have caller number, time/date before the actual voicemail |  |  |
| 11 | Deleting voice message on email will also do the same on the Telecommunication server or in the Cloud |  |  |
| 12 | Adding more recorded lines/extensions with 21-day retention (currently there are three recorded lines, however for some reasons, not all calls have been property recorded) |  |  |
| 13 | Existing phone number shall be maintained |  |  |
| 14 | Existing extension numbers shall be maintained |  |  |
| 15 | Other |  |  |
|  |  |  |  |
| **D** | **Describe ADA accessibility for Staff** |  |  |
| 1 | Adjust fonts on the display |  |  |
| 2 | Call volume adjustments |  |  |
| 3 | Hand free |  |  |
| 4 | Visual impairment accommodations |  |  |
| 5 | Messages delivered from the system to the user via telephone, internet and or telephone devices for the deaf TDD/711 |  |  |
| 6 | Other |  |  |
|  |  |  |  |
| **E** | **Customer Interface** |  |  |
| 1 | Voice prompts that allow customer to respond by phone touch tone key or voice response |  |  |
| 2 | Voice menu will provide access to the system 24 x 7 |  |  |
| 3 | TDD capabilities |  |  |
| 4 | Describe translation services available |  |  |
| 5 | Other |  |  |
|  |  |  |  |
| **F** | **Installation** |  |  |
| 1 | Provide key activities for Installation |  |  |
| 2 | Existing Network Assessment |  |  |
|  | i. Station reviews |  |  |
|  | ii. Database preparation |  |  |
|  | iii. original programming initialization |  |  |
|  | iv. Adjust all equipment to manufacturer’s recommendations |  |  |
| 3 | Other |  |  |
|  |  |  |  |
| **G** | **Implementation** |  |  |
| 1 | Provide key activities required for the implementation of the new system |  |  |
| 2 | No telephone service interruption |  |  |
| 3 | No interim changes to dialing procedures |  |  |
| 4 | No perceived degradation in the quality of the service |  |  |
| 5 | Does vendor provide a test environment? |  |  |
| 6 | Test Voice menus for internal and external users |  |  |
| 7 | Test messages for internal and external users |  |  |
| 8 | Adjust all equipment to operate with applicable manufacturer’s recommendations |  |  |
| 9 | Other |  |  |
|  |  |  |  |
| **H** | **Training** |  |  |
| 1 | Describe the Training plan, train the end user or train the trainer |  |  |
| 2 | End user training tailored to DTA requirements |  |  |
|  |  i. Console Operator |  |  |
|  |  ii. Dispatch Center |  |  |
|  | iii. Standard user |  |  |
| 3 | Troubleshooting procedures |  |  |
| 4 | Other |  |  |
|  |  |  |  |
| **I** | **Repair Procedures and Responses** |  |  |
| 1 | Describe procedures to report issues |  |  |
| 2 | Describe response time for issues, e.g. no more than 4 hours for all major system outages, 24 hours for other issues |  |  |
| 3 | Define what is considered a major failure for the proposed system |  |  |
| 4 | Define what is considered a minor failure for the proposed system |  |  |
| 5 | Describe the major hardware required for the system and the amount of time required to acquire replacements in the event of a catastrophic failure |  |  |
| 6 | Describe the major software required for the system and the amount of recovery time required in the event of a catastrophic failure |  |  |
| 7 | Other |  |  |
|  |  |  |  |
| **J** | **Software** |  |  |
| 1 | Describe the software upgrade process and the impacts to DTA operations |  |  |
| 2 | Describe the method for prevention and correction of system defects, including software defects, hardware defects, reporting of defects |  |  |
| 3 | Describe the training process for software and hardware updates |  |  |
| 4 | Describe how customized software code changes are re-addressed if the software is upgraded |  |  |
| 5 | Describe how the user’s configuration can be performed by the customer and is capable of being provided to new software releases |  |  |
| 6 | Other |  |  |
|  |  |  |  |
| **K** | **Warranty: Provide a summary of warranty provisions related to the project. Do not just reference a warranty document.** |  |  |
| 1 | Describe warranty provisions for any hardware that is provided for the system, including defective parts |  |  |
| 2 | Describe warranty provisions for any software that is provided for the system |  |  |
| 3 | Describe warranty provisions for workmanship |  |  |
| 4 | Provide a copy of the warranty document at time of Proposal submission |  |  |
| 5 | Other |  |  |
|  |  |  |  |
| **L** | **Cloud-Based Solutions** |  |  |
| 1 | Please provide the location of computing and data storage devices |  |  |
| 2 | Please provide the base data storage capacity for the proposed Solution |  |  |
| 3 | Please provide costs to upgrade the storage capacity |  |  |
| 4 | Please provide a summary of your uptime requirements |  |  |
| 5 | Please confirm that your firm has a Disaster Recover Plan and is willing to provide a copy of it to the DTA upon request  |  |  |
| 6 | Other |  |  |
|  |  |  |  |
| M | Other |  |  |
| 1 | The DTA shall have complete and uninterrupted access to our data and enable to download and store it on our premises or other means as determined by DTA |  |  |
| 2 | All DTA data stored by the Vendor will be preserved for at period of six years after Contract termination. |  |  |
| 3 | The system will not have any proprietary reporting tools that limits access to DTA data without a fee or other permission requirements |  |  |
| 4 | The DTA will be permitted to use its own reporting tools without extra cost and restrictions on use, publication or other limits imposed by the Vendor |  |  |
| 5 | The data if viewable in all modern browsers, including Windows, Google Chrome, Fire Fox, etc. |  |  |
| 6 | Please provide any other information on the Proposed System that was not included previously |  |  |