



REQUEST FOR PROPOSALS
Interactive Voice Response System
DULUTH TRANSIT AUTHORITY

Addendum #1

March 7, 2023

This addendum changes the proposal due date to 1:00 p.m. on Wednesday, March 29, 2023.

1. Please note, the Proposal Due Date HAS BEEN CHANGED to **1:00 p.m.** on **Wednesday, March 29, 2023**. All references in the Proposal documents are deemed to be changed to reflect this new date.
2. Requests for Questions and Clarifications are due no later 2:00 p.m. Tuesday, March 21, 2023. Responses will be provided on Wednesday, March 22, 2023.
3. The DTA conducted a preproposal meeting on March 2, 2023. Attendees were: Valerie Amick, Kim Rusch, IntelPeer; Ubaid Butt, Trapeze Group; Laura Eisenberg, James Johnson, Converge One; Eric McDougal, Juan Ramos, Jim Rescorla, Genesys; Debra Hendricks, Puneet Jain, Enghouse Transportation; Chris Herring, Computer Instruments; Eric McDougal; Bergan O'Connell, Sonant Corporation; Tom Pavek, Pavek Technology; Katie Phillips; Tadas Taraskevicius, Replicant Graham Threinen, Dialpad; Aleda Johnson, Andy Staupe, Nancy Brown, DTA.
4. Clarifications to Date:
 - a. Proposers may offer a combined proposal, but the forms and questionnaire for each of the RFPs must be submitted separately on or before the deadline.
 - b. Please note that the RFP document includes a Vendor Compliance Matrix. The DTA prefers short responses. Notes might include that a future upgrade will add additional capabilities, or that your solution eliminates the need for one of the criteria. You are permitted to attach an additional explanation for any of the responses, but brevity is preferred.
 - c. After the DTA receives proposals, we may request a secondary Vendor Compliance Matrix for the security provisions necessary to ensure that the DTA's system is not compromised. This may not be necessary from all vendors; the DTA will evaluate vendors that meet the performance criteria in the RFP before determining if the security compliance matrix is needed from the individual vendor.
 - d. The DTA has used the Trapeze PASS program for scheduling since 2000, but has not contracted for the Trapeze Group IVR system and is open to all proposers; no preference is afforded to Trapeze.
 - e. The current system does not have GTFS.
 - f. **NOTE:** The DTA is evaluating options for an API to interface the IVR system with Trapeze PASS program. Respondents are advised not to include the cost of the interface in their proposal, this cost will be absorbed directly by the DTA. More information on the API will be available in a subsequent addendum.
 - g. Currently the paratransit team serves about 2,000 clients per month, approximately 100-150 calls a day Monday through Friday, about 25 calls per day on weekends. The average length of the calls are 1 minute 48 seconds.

- h. One of the goals for this system is to reduce the number of incoming calls by approximately half, particularly calls inquiring where their bus is. It is also intended to reduce last minute cancellations and no shows.
- i. An agent interface will be necessary, especially to assist DTA with audit procedures. We will be reviewing whether or not the IVR system optimizes itself to better serve us and our clients.
- j. Typically there would only be two agents on the system at any given time.
- k. The DTA would prefer to include SMS and social media channels and would consider a Chat feature as well.
- l. Paratransit dispatchers currently answers the phone or returns a message to verify the client and either verify an existing booking, or to cancel or add a booking with return trips. There is no current ability to provide advance notice of an arrival either the day before or the day of the booking.
- m. The RFP is seeking an IVR system that enables clients who dial in to enter an ID or a PIN or password and upon request, select a language. The client would then have the option to check upcoming trips, cancel or change a reservation, and once booked, also book the return trip. They can also get information on the estimated time of arrival of their bus. Clients will have the ability to use the keypad or their voice to conduct these activities. DTA would also consider an online portal for clients if available.
- n. A key priority is for the system to be able to optimize schedules for efficiency of the buses.
- o. Please note, the Buy America documentation is only required on those proposals above \$150,000 in the first year. If your product qualifies for an FTA waiver, please include that information in the submittal.
- p. Only those proposals that exceed \$175,000 for equipment installations must include a performance and payment bond.
- q. Electronic submittals are preferred.
- r. The DTA's budget for this project is \$75,000 for set up and training.
- s. Forms signed in DocuSign are acceptable.