



**REQUEST FOR PROPOSALS**  
**Interactive Voice Response System**

DULUTH TRANSIT AUTHORITY

**Addendum #2**

March 17, 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 currently does not have an IVR system. There is no incumbent vendor for this service, nor is there a need to transfer legacy data.
4. The DTA does not have a Disadvantaged Business Enterprise participation goal for this project, although we encourage small and disadvantaged businesses to participate in DTA contracts.
5. Clarification: Technical Specification, paragraph C (1) capacity; the current system receives approximately 150 incoming calls per weekday. Ridership has not returned to pre-pandemic levels, but the DTA is seeking a system that can accommodate at least 100 calls per hour in order (see the Vendor Compliance Matrix, Base Characteristics, item 3) to meet an anticipated increased future demand for inbound and outbound calls.
6. The DTA has not designated a preference for the level of Automated Speech Recognition (ASR). If the Respondent offers different levels of ASR, for example a basic ASR system and an artificial intelligence-based ASR, the Respondent may propose the basic ASR system and offer an option for the artificial intelligence based ASR, with separate prices and performance metrics for each.
7. The system must have SMS capabilities. The riders must be able to select what type of reminder notifications they prefer, phone, email or SMS.
8. The DTA prefers a fully managed solution, however onsite DTA staff can support the system with proper training.
9. Remote training and train the trainer are acceptable.
10. Service Level requirements are detailed in the Vendor Compliance Matrix. If a Respondent is proposing a separate Service Level Agreement, it must be submitted with the Proposal. The DTA specifically reserves the right to negotiate the terms and conditions of any proposed SLA, and will specifically require that in the event of a conflict between the SLA and the DTA Contract, the DTA Contract will prevail.
11. Respondents proposing a separate License and/or Maintenance Agreement must submit them with the Proposal. The DTA specifically reserves the right to negotiate the terms and conditions of any proposed agreements, and will specifically require that in the event of a conflict between the agreement and the DTA Contract, the DTA Contract will prevail.
12. Please refer to the Vendor Compliance Matrix for questions regarding the Proposed Warranty. Respondents may submit a warranty agreement with their proposal. The DTA specifically reserves the right to negotiate the terms and conditions of any proposed agreements, and will specifically require that in the event of a conflict between the agreement and the DTA Contract, the DTA Contract will prevail.
13. There is no HIPAA-related information disclosed in the IVR solution. The IVR will only provide information on rides and locations.

14. In general, there are two agents responding to paratransit customers during the week. The Proposed solution should allow for additional agents for future growth. Calls are routed between them on a case by case basis. There is no requirement to route calls to agents based on skills or priority.
15. There is no need for self-service payments within the IVR.
16. The DTA does not use wallboards for the contact center.
17. Please review the Vendor Compliance Matrix on the DTA website. The DTA is not specifying specific elements of the solution such as configurations, quality control options, etc., but is requesting that Vendors respond with a proposal that meets our needs, models industry best practices and is flexible and can evolve as the DTA's operations grow. These capabilities should be summarized in the Respondent's Vendor Compliance Matrix, which the DTA will use for evaluation purposes. The Evaluation Committee may request more details at a later date, but a fully detailed specification with diagrams is not needed in the initial submittal.
18. The DTA is still evaluating an interface with Trapeze Group and will provide more information in a subsequent addendum.

Further questions will be permitted until March 22, 2023.