



**REQUEST FOR PROPOSALS**  
**Supply and Install Telecommunications System**  
**DULUTH TRANSIT AUTHORITY**

**Addendum #2**

March 17, 2023

Note that the Proposal Due Date has been changed to 1:00 p.m. on Tuesday, March 28, 2023.

1. Please Note that the due date for this procurement **HAS BEEN CHANGED to 1:00 p.m. on Tuesday on March 28, 2023**. All references in the RFP to the due date are deemed to have been changed accordingly.
2. Requests for Questions and Clarifications are due no later than **2:00 p.m. on Monday, March 20, 2023**. Responses will be provided on **Tuesday, March 21, 2023**.
3. The DTA currently has a Request for Proposals for an Interactive Voice Response System available on our website. Proposers may offer a combined proposal, but the forms and questionnaire for each of the RFPs must be submitted separately on or before the respective deadline.
4. A Cloud-based system is preferred, but DTA will evaluate an on-premises solution.
5. The DTA prefers a fully managed solution, however onsite DTA staff can support the system with proper training.
6. 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.
7. Remote training and train the trainer are acceptable.
8. The DTA currently has 2 DID numbers, 218-623-4300 - 218-623-4379, and 10 analog numbers. Not all telephone numbers have a physical handset, some roll over to the voicemail system.
9. There are 35 at the Operations Center, 4 phones at the DTC. There are also 12 SIP extensions for buses via the internet.
10. The DTA does not have blueprints of the current switch design. There is PoE capacity on our switches. The phone room locations will be provided to the selected vendor.
11. The DTA is seeking Key Performance Indicator reports for customer support and internal operations.
12. Essential features of the new system are detailed in the Vendor Compliance Matrix, and include marketing, passenger information, recorded lines, reporting capabilities.
13. Calls are transferred from the switchboard by pushing a button, regular users dial the extension.
14. The DTA prefers to keep the electronic fax capability.
15. Automatic call recording is preferred.

16. Regarding carrier services and trunking, carrier services were included in the RFP and should be included in your response.
17. The doesn't currently use Single Sign On integration or AD integrations but is open to recommendations. We do have a Hybrid Azure environment. Please include that capability in the Vendor Response Matrix.
18. Most users have Microsoft E3 or E5 licenses.
19. Currently, voicemail is aligned with most user's direct numbers, this is a minimum function that is required in any future system.
20. A typical routing for an incoming call to the main number evaluates whether it is a holiday or closed for inclement weather, notifies the caller that we are running emergency service, or experiencing nonroutine delay. Then a menu is provided for the caller to select from. Choices may be a phone operator, customer service, paratransit, lost and found. If no selection is made, the call is routed to the main phone operator and are added to a phone queue with a different message depending on the weather or other causes of delays before the announcement that someone will be with them shortly.
21. The DTA Internet provider is Spectrum. Any firewalls must be configurable by the DTA if the Proposed system includes other DTA Internet traffic. If it is not configurable, then the DTA would require a completely separate firewall.
22. Specifications for the Code Blue stations are attached herein.
23. The DTA uses an overhead paging system via the Avaya system, it is a Bogen C60 paging amplifier. There is no zoning, it is broadcast to all.
24. The DTA currently has a shared LAN infrastructure for the majority of the phone system users.
25. The DTA does not use an QSIG. The current system uses an IP Office box at the Operations Center and one at the Duluth Transportation Center using SCN networking via a direct network connection between the two buildings.
26. The system currently falls back on an analog line for outgoing 911 calls in the event of an WAN outage between the two sites.
27. 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.

28. 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.
29. 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.
30. 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. A fully detailed specification with diagrams is not needed in the initial submittal.