



REQUEST FOR PROPOSALS
Supply and Install Telecommunications System
DULUTH TRANSIT AUTHORITY

Addendum #3

March 23, 2023

Note that the Proposal Due Date has been changed to **1:00 p.m. on Tuesday, April 11, 2023.**

1. Please note, the Proposal Due Date has been changed to **1:00 p.m. on Tuesday, April 11, 2023**. All references in the RFP to the due date are deemed to have been changed accordingly.
2. Request for Clarifications are due no later than March 30, 2023. Responses will be provided on Monday, April 3, 2023.

Responses to questions to date:

1. Only the dispatch phones, the paratransit phones and customer service lines will require call or screen recording. The rest of the numbers can be optional.
2. Both named or concurrent licensing are acceptable.
3. The system does not require data card encryption during customer transactions.
4. The DTA is open to a solution that does not require hard desk phones. A WebRTC interface on an internet connection would be acceptable, but it not required. However, new handsets are needed for the customer service staff and dispatchers; they also use headsets. Other office staff uses headsets for virtual meetings.
5. There are no requirements for an outbound dialing campaign for payment collection or informational updates via the phone system.
6. Regarding the Code Blue stations at DTC: They have Cat 5e wiring and an additional power wire for low volt power for the light. More information on telephone connection for the system will be provided in a subsequent addendum.

Responses to additional questions will be provided in a subsequent addendum.