



REQUEST FOR PROPOSALS
Supply and Install Telecommunications System
DULUTH TRANSIT AUTHORITY

Addendum #1

May 14, 2024

PLEASE NOTE: THE PROPOSAL DUE DATE HAS BEEN CHANGED TO 11:00 A.M. ON WEDNESDAY MAY 22, 2024. PLEASE REVISE ALL REFERENCES TO THE PROPOSAL DUE DATE IN THE REQUEST FOR PROPOSALS.

1. The DTA held a preproposal meeting on May 7, 2024. Attendees were Jeff Holsinger, Telecom Innovations Group, Matt Grubbs, Carlton Perkins, Waterfield Technologies, Jared Crimando, Chris Kadoun, Macro, Aleda Johnson, Andy Staupe, Katrina Wood, Nancy Brown, DTA.
2. Please revise the following dates in the RFP:
Section G4, paragraph c: change the date for clarification submissions to Wednesday, May 15, 2024.
Section G4, paragraph d: change the date for responses to Thursday, May 16, 2024.
3. Installation of the desk phones is not a requirement. DTA will accept a fully remote installation proposal. The DTA is requesting that Respondents who offer the option to install the desk phones (in lieu of DTA staff installing them) include an itemized cost for installation of the phones in order to evaluate the cost benefit of the option.
4. The DTA is planning to begin using an IVR system offered by Trapeze later this year. An interface with the telephone system is not required.
5. Not every telephone number has its own physical handset. Some are routed to the voicemail server and call routing through that.
6. The DTA prefers to use physical phones for the near future, but could add individuals to a soft phone in the future.
7. A list of phone numbers is attached. The DTA currently has 48 active DID numbers noted on the attached spreadsheet, and additional DID numbers that aren't currently in use. The range is 218-623-4300 to 218-623-4339; and 218-623-4360 to 218-623-4379.
8. Currently DTA has eight phones that need to be recorded, including dispatch phones for both regular route and paratransit dispatching, and incoming customer service calls. The current storage capacity is two months, but we will consider a shorter retention time if it is cost effective. Audio recording can be by email or transcription. Recordings of screens of the users is not required.
9. There are two fax numbers that are necessary for DTA operations with less than 250 faxes per month transmitted on the fax machines. The faxes can be a dozen or more pages long. The DTA is open to an efax service from a Cloud provider.
10. A cut sheet is attached for the Code Blue stations that are installed at the Duluth Transportation Center. They are SIP Version 2, compatible with most services.
11. The cutaway buses have use Drivermate software from Trapeze on android tablets. Drivermate VoIP does not currently support SIP TLS.

12. The DTA has PoE switches in both the Operations Center and the Duluth Transportation Center, two drops for each phone location, one for computer and one for the phone. One drop is an option to get to a pass through to the phone.
13. The DTA primarily uses ZOOM for virtual meetings, although participates in TEAMS meeting when requested.
14. Respondents are requested to include a summary of the implementation steps and an estimated timeline with their RFP response. This information will be included in the evaluation of responses.
15. Clarification on the dates in the example contract, Article 3: the original term of the contract is through December 31, 2029, with an additional option to extend. The length of time of the contract is to allow for a hosted solution to be implemented and extends beyond the implementation timeline for installing the system. The date may be adjusted depending on the type of solution proposed if it does not involve ongoing hosting costs.
16. Please note that the DTA reserves the right to negotiate any license, maintenance or service agreements that are associated with this project. Please include a copy of applicable agreements with the proposal so they can be evaluated.