

EXHIBIT B

| General Solution Requirements | | Available? Y/N/P(artial) | VENDOR: Use this column to elaborate, explain which seat level required, add-ons required, cost considerations, etc. | VENDOR: Use this column to indicate qualifications, limitations, or exceptions. |
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| 6 | System Requirements | | | |
| <u>6.1</u> | Report on Inbound and Outbound Traffic to make proactive decisions on the level bandwidth/trunking needed. | | | |
| <u>6.2</u> | Conference Bridge for up to 50 participants. | | | |
| 6.3 | <u>Auto Attendant provided by the phone system</u> | | | |
| | a. Night Answer with capability to dial by extension | | | |
| | b. Easy to Change Close message for Holidays | | | |
| | c. Dial by Name for Directory | | | |
| 6.4 | <u>System Administration</u> | | | |
| | a. Interface to CATA's existing Active Directory. | | | |
| | b. System Administration via an easy to use browser interface for Moves, Adds and Changes and other system maintenance. | | | |
| | c. Provide for system wide administration and management from a central location. | | | |
| | d. Ability to easily move people / phone numbers from one functional group to another as needed. | | | |
| | e. Capable of enabling the telephone user or system administrator to move a telephone to another location without the need to schedule a technician as well as the ability to change station user features and line appearances. | | | |
| | The administrative system can provide the following: | | | |
| | a. Simple, easy to learn and use menu driven instruction with "help" access | | | |
| | b. Changing telephone numbers | | | |
| | c. Changing classes of service | | | |
| | d. Changing feature arrangements | | | |
| | e. Printing traffic studies/reports | | | |
| | f. Telephone relocation | | | |
| | g. Automatic printing or emailing of alarms | | | |
| | h. Roles based security | | | |
| 6.5 | <u>Remote Capabilities</u> | | | |
| | Capable of deploying Individual Remote Users via phone or softphone and provide remote system administration. | | | |
| 6.6 | <u>Automated Outbound Appointment Reminder Calls/Interactive Voice</u> | | | |
| | CATA wants to retain their existing Genesys GVP 8.5 for Interactive Voice Response. This system will be interfaced to the telephone system for making outbound calls and used with our Trapeze PASS-IVR solution for outbound reminder calls. The system supports SIP and Analog Gateways, although CATA would prefer to interface via SIP. | | | |
| | a. Does vendor have ability to provide separate SIP trunks to work with this system? | | | |
| 6.7 | <u>Interface to Wheelock Telephone Ringer and Strobe Light</u> | | | |
| | In the garage on Tranter Road it can be difficult to hear ringing phones. CATA has installed a Wheelock Telephone Ringer and Strobe Light (Model #UTA-WH-VPS) to help with this issue. | | | |
| | a. Does vendor have ability to integrate with this equipment or provide an alternative solution? | | | |
| 6.8 | <u>Fax</u> | | | |
| | a. Does vendor have a solution to replace analog FAX lines? | | | |
| 6.9 | <u>Training</u> | | | |

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| | a. Is training available on CATA's premises including after hours if needed? | | | |
| | b. Can vendor/trainer provide an adequate supply of customized user guides; one (1) for each user, plus fifteen (15) spares per style of telephone including an electronic version so that CATA can make updates as needed or to post on an internal web site to assist users. | | | |
| | c1. Can demo/training seats be setup for up to 15 users and available during training sessions to allow the users to operate the system and ask questions? | | | |
| | c2. Can user training include, but not be limited to, features and functions of station apparatus and training on voicemail including setting up mailboxes, leaving and retrieving messages, etc., if applicable, and be available during training so users can use and experience the telephone model they will be receiving? | | | |
| | d. Can vendor provide Administration Training to a minimum of five (5) CATA personnel to include advance administrative training on programming and maintenance of all systems including unified communications functionality? | | | |
| 6.10 | <u>9-1-1- Service</u> | | | |
| | a. Can vendor solution send all 9-1-1 calls to a public 9-1-1-service? | | | |
| | b. Can vendor solution indicate the physical building where the 9-1-1 call was initiated from? | | | |
| | c. Can vendor solution notify designated CATA personnel that a 9-1-1 call has been placed and what extension placed the call? | | | |
| 6.11 | <u>Back-up and Disaster Recover</u> | | | |
| | a. Does vendor have a solution that will provide redundancy and disaster recovery features? Please elaborate. | | | |
| | b. Does the vendors solution have different levels of redundancy and disaster recovery capabilities? Please elaborate. | | | |
| | c. Does vendor have recommened practices for redundancy and disaster recovery such as multiple ISP connections, MPLS directly to data centers, on premise survivable gateways, etc.? Please elaborate. | | | |
| 6.11 | <u>Implementation</u> | | | |
| | a. Can solution be delpoyed simultaneously at all CATA locations? | | | |
| | b. Can deployments be done after hours or on a weekend ideally when buses are not running or service is at a minimum? | | | |
| | c. Is downtime required during a cutover? | | | |
| | d. Is there a local partner who can assist with the design, deployment and implementation? | | | |
| | e. Can a system of CATA's size be implemented within three (3) months including number porting and all setup, configuration, training and cutover? | | | |
| | f. Can CATA keep its current phone numbers with the provided solution? | | | |
| 6.12 | <u>Warranty, Maintenance & Support</u> | | | |
| | a. Can vendor warrant all hardware/software for a minimum of 1 year? | | | |
| | b. Can vendor offer any Service Level Agreements (SLA's)? | | | |
| | c. Can vendor provide ongoing maintenance for all on-premise hardware and/or replacement/spare hardware? | | | |

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| | d. Are local support partners or agent available that can provide on-premise trouble shooting? | | | |
| 6.13 | <u>FTA Funding & Requirements</u> | | | |
| | a. For any total solution that may exceed \$100,000, can vendor meet Buy American guidelines which require hardware to be manufactured and assembled in America? | | | |
| 6.14 | <u>Demonstrations</u> | | | |
| | a. Is vendor able to provide onsite demonstrations of solutions? | | | |
| | b. Is vendor able to provide trial/test seats/agents and phones and any necessary hardware for CATA to trial a few seats for 10-30 days? | | | |
| 6.15 | <u>Vendor Competencies</u> | | | |
| | a. Does have vendor have experience or solutions deployed in the Transit Industry | | | |
| | b. Does the vendor comply with federal guidelines for data protection? | | | |
| | VENDOR: Use the rows below to list additional comments, clarifications, etc. about above section. Insert additional rows if needed. | | | |
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