

Capital Area Transportation Authority



AMENDMENT NO. 3 OF SOLICITATION PHONE SYSTEM REQUEST FOR INFORMATION

1. AMENDMENT NO: 3	2. SOLICITATION NO: RFI 2015-R24	3. SOLICITATION NAME: Phone System Request for Information	4. AMENDMENT DATE: 20 NOV 2015
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5. ISSUED BY

Capital Area Transportation Authority
Purchasing and Contracts Department
4615 Tranter Street
Lansing, MI 48910

PLEASE NOTE: Contractor is required to sign this document and return it with the bid/proposal/quote.

6. DESCRIPTION OF AMENDMENT:

- CATA's written responses to vendor questions, dated November 20, 2015, are attached.
- All other terms and conditions remain unchanged.

NAME / TITLE OF OFFEROR (Type or Print)	COMPANY NAME
(Signature of person authorized to sign)	(Date Signed)



Date: November 20, 2015

From: Susan Holmes, Purchasing and Contracts Manager

Subject: Capital Area Transportation Authority ("CATA") Response to Vendor Questions
CATA RFI 2014-R24, Phone System Request for Information

The following vendor questions were received:

1. How many locations and what are the addresses applicable to the RFI?
CATA Response: Three (3) locations.
4615 Tranter Street, Lansing, Michigan 48910;
420 South Grand Avenue, Lansing, Michigan 48910; and
1240 South Harrison Road, East Lansing Michigan 48823.
2. Is this RFI for a premise-based phone system, and would you accept a proposal for a hosted/IP phone system?
CATA Response: We will look at all options for a phone system.
3. How many handsets are needed at each site?
CATA Response: Roughly ninety (90) at 4615 Tranter Street location, eight (8) at 420 South Grand Avenue location, and one (1) at 1240 S. Harrison Road location.
4. How many handsets are needed total?
CATA Response: One Hundred (100).
5. How are all sites connected today?
CATA Response: MPLS.
6. Are all sites tied together today by a network? MPLS? Ethernet over Fiber? Point-to-point?
CATA Response: MPLS.
7. Will the phone system require SIP trunking or will you accept quotes for PRI as well?
CATA Response: SIP Trunking.



8. Who is CATA's current phone company that all numbers would be ported from?
CATA Response: AT&T.
9. Is this RFI looking for new premise based equipment or looking for dial tone for an existing premise based system?
CATA Response: New phone system.
10. Could we propose our Hosted system for this RFI which would eliminate the need for any premise based equipment?
CATA Response: Yes.
11. How many POTS lines are used (if any) for the current Nortel telephone system, voicemail, and contact center?
CATA Response: No existing POTS lines for the Nortel system.
12. How many PRI circuits are used (if any) for the current Nortel system?
CATA Response: Two (2).
13. OK to assume that any POTS lines used for analog fax lines will remain the same after installation of the new system?
CATA Response: Yes.
14. Would CATA be open to replacing the IVR and Genesys system as an optional part of the quote?
CATA Response: Potentially provided it was a fully supported solution and Trapeze (software vendor) was willing to support.
15. Is CATA interested in connecting smart phones to phone system via existing WiFi infrastructure in offices and depots, user's home WiFi, or cell data towers if traveling from one place to another? Smart phones may be used as a single contact device complete with call control and IM Chat which may remove the need for a desk phone.
CATA Response: We're interested but most of our users are not mobile so traditional desk phones will be a necessity for most users.
16. Are hybrid cloud and premise system designs being considered?
CATA Response: Absolutely.
17. It is not clear from the RFI if a Hosted VoIP Unified Communication System and Hosted Contact Center System (OpEx models) are going to be acceptable....can you confirm?
CATA Response: Hosted is absolutely acceptable.

18. Is "Software as a Service"....where...the phones only the only hardware on your premises....is this acceptable?

CATA Response: Yes.

19. The suggested deployment model for our hosted service to connect each site to (*vendor name deleted*) using your LAN and WAN (the Internet or MPLS data circuits), and a network router (with QoS for VoIP priority) at each facility...does this sound like a deployment model that will work for CATA?

CATA Response: Yes.

20. How many vendors did you include when you sent out the RFI?

CATA Response: We included a wide range of vendors across many different products. We also advertised the RFI nationally.

21. What are the business drivers pertaining to this initiative? Have there been issues with the current provider? Are you lacking certain features/functionality the current solution etc.?

CATA Response: Our current Nortel system is well past end of life and is a primarily digital system. We want to take advantage of the flexibility of VoIP.

22. What is the approximate number of total users?

CATA Response: One hundred (100).

23. How are you defining "Basic without Voicemail," "Basic with Voicemail," "Enhanced," and "Enhanced Plus?" Are these how the seats in your current solution are categorized? If so, can you elaborate on the types of users in your organization that are tied to each (i.e. is "Basic" for phones in lobby/breakroom, do typical admin staff have the "Enhanced" seats)?

CATA Response:

Basic – just dial tone for lobbies and breakrooms.

Basic with Voicemail – dial tone and voicemail.

Enhanced – standard employee phone with multiple lines and advanced features.

Enhanced Plus – enhanced plus call center functionality.

24. What specific CRM/3rd party application are you wanting to integrate?

CATA Response: We have a sql database with all of our customer data that is accessed through an application from Trapeze. We would like functionality that would do a client lookup based on the phone number presented to the system. We are also interested in Auto Attendant/IVR functionality that looks into the SQL database for client information based on the phone number presented to the system.

25. Can you provide more details on Line Item u in Section 4.1 (USB fast charge connection) and how you plan to utilize it?

CATA Response: Users would like to charge their cell phones via USB to the desktop phone.

26. Paragraph 6.13 FTA Funding & Requirements – How are you calculating the \$100,000 solution total? Total initial costs, total monthly for a year, combination of the two?

CATA Response: Total Capital Expenditure (hardware, software, installation, etc.)

27. Paragraph 3.12 Presence We have a Presence function and we integrate with Microsoft Outlook; Are you asking are we compatible with Outlook Directory?

CATA Response: Presence here is used as an indicator in some fashion of employee status (i.e. on a call, unavailable etc.). Could be through current applications like Outlook or through a separate application.

28. Paragraph 4.1 u. The fast charge connection feature/functionality drives the costs of the telephones up significantly - \$80 to \$130 per telephone.

CATA Response: At this time we are asking if the feature is available. We will deal with price later.

29. Paragraph 5.5 d. Please define custom reports – we have a large list of reports and functions that can be customized but not there is a limit.

CATA Response: Does the system offer the ability to customize reports to our needs? Whether through a vendor or by customizing ourselves just need to know if that's an option.

30. Paragraph 6.9 Training. Generally we train via the telephone and have been very successful but have the capability to do offsite training; is there any latitude with this provision?

CATA Response: Again, we just want to know what our options are. If you can train in person we want to know you have that capability.

31. Paragraph 5.14 c. Computer Telephony Integration. Please provide specs Trapeze Software System Pass V12 with SQL Server 2008 R2 so that we can provide proper APIs for connectivity.

CATA Response: We want to understand if the system can perform a lookup into the SQL 2008 R2 database based on the phone number presented to the system and the information in one field of the SQL Database.

32. Paragraph 6.6 Automated Outbound Appointment Reminder Calls/Interactive Voice. Please provide specs on Genesys GVP 8.5 for IVR so that we can provide proper APIs for connectivity.

CATA Response: We want to understand if the system can perform a lookup into the SQL 2008 R2 database based on the phone number presented to the system and the information in one field of the SQL Database.

33. Paragraph 6.4 a - Not sure what 6.4a is? Your existing active directory?

CATA Response: Yes

34. Paragraph 6.5 c. Change of class of service? Not sure what you mean here?

CATA Response: I.E. Change phone from Basic to Enhanced etc.

35. Paragraph 6.5 g. Automatic printing or emailing of alarms?

CATA Response: System alerts, outages etc., automatic notifications of some sort.

36. Line 57 pertaining to SLA's, who are they going to? For your management?

CATA Response: Service Level Agreement (uptime, etc.) for IT Manager/CATA Administration.

37. Paragraph 6.2. Are you looking for a Service Provider for a conference facility? If YES do you have a list of preferred Service Providers?

CATA Response: No.

38. Paragraph 6.2. To enable Auto Attendant services, do you currently have any in-bound telephonic system?

CATA Response: Yes.

39. Paragraph 6.3. Do you currently have any in-bound call centre application to route night answer calls?

CATA Response: Yes.

40. Paragraph 6.3. Does CATA use any Speech Recognition on your existing IVR system? Please provide details of the same.

CATA Response: Yes.

41. Paragraph 6.4. What is the name of the Active Directory (AD) that CATA currently employs? Please elaborate the nature and need for interfacing with AD?

CATA Response: Microsoft Active Directory. We want to manage users in the phone system with our Active Directory System.

42. Paragraph 6.5. Are you currently using IP based phone and softphones?

CATA Response: Some IP based; no softphones.

43. Paragraph 6.5. Does CATA have a VPN facility?

CATA Response: No.

44. Paragraph 6.6. Can you elaborate and provide details about existing Genesys GVP 8.5 (please share any documents if you have in support of your response, thank you.

-Current Architecture

-IT Infrastructure comprising of various systems, applications, standards etc.

-OS on which Genesys GVP 8.5 is running?

CATA Response: GVP 8.5 is a potential upgrade for us after the phone system is installed and validated.

45. Paragraph 6.6. Can you please share the architecture of Trapeze Pass and please elaborate how is Genesys GVP 8.5 interfaced with Trapeze Pass?

CATA Response: Trapeze PASS is an application for booking client trips. It accesses a Microsoft SQL Database which contains client information.

46. Paragraph 6.6. What is the name of your current telephone system?

CATA Response: Nortel.

47. Paragraph 6.6. Do you currently have any SIP trunking on your existing telephone system?

CATA Response: No.

48. Paragraph 6.11. Do you have a preferred deployment methodology? For e.g.: Centralized, De-centralized, Hub-wise, territory, etc.?

CATA Response: No preferred methodology.

49. Paragraph 6.11. Are you looking at completing the project in multiple phases over a period of 3 months? If yes, would there be a fixed timeline for each intermediate project phase to complete say in particular month or two etc.? Understand that work on these phases can be in parallel sometimes.

CATA Response: It is possible to complete in phases although not required.

50. Do you have preferred vendors – AT&T, Avaya, etc. to provide services to you?

CATA Response: We have a local preferred vendor for voice services (SIP Trunking).

51. What are the overall objectives and goals of this project initiative? What does success look like to CATA through completion of this project?

CATA Response: To replace our current end-of-life Nortel system with a VoIP based system and to expand functionality in our call centers.

52. Do you have any specific challenges / issues with existing system and how does this project enrich your operations?

CATA Response: Current system is EoL.