

Capital Area Transportation Authority



AMENDMENT OF SOLICITATION

1. AMENDMENT NO: 2	2. SOLICITATION NO: 2015-R07	3. SOLICITATION DATE: 26 JAN 2015	4. EFFECTIVE DATE: 25 FEB 2015
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5. ISSUED BY
Capital Area Transportation Authority
Purchasing and Contracts
4615 Tranter Street
Lansing, MI 48910

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

6. DESCRIPTION OF AMENDMENT

a. Exhibit B Scope of Work

Exhibit B has been revised to include the physical addresses of the CATA Administration building and the CTC facility and to correct the number of monthly minutes used for the 800 line.

b. All other terms and conditions remain unchanged.

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

EXHIBIT B SCOPE OF WORK

1. Background

The Capital Area Transportation Authority (CATA) is headquartered in Lansing, Michigan and provides transportation services in the greater Lansing area. Currently CATA has two main locations in Lansing. CATA's main administrative office is at 4615 Tranter Street, Lansing, MI 48910 and the CATA Transportation Center (CTC) is located at 420 South Grand Avenue, Lansing, MI 48933. CATA also has some personnel stationed on the campus of Michigan State University. Additional information about CATA can be found on their website at www.cata.org.

The purpose of this RFP is to solicit a carrier or carriers to provide CATA with voice and data network services. In conjunction with this RFP, a separate RFP is being issued for a new telephone system for CATA. It is anticipated that the services awarded with this RFP will be implemented with the cutover of the new telephone system.

This RFP includes SIP trunking, analog telephone lines, internet access and an enhanced connection between the CATA administrative building and the CTC. In addition, CATA is considering, as an option, an offsite data center to house CATA voice and data systems.

2. Current Voice and Data Services

a. Administration Building

[4615 Tranter Street](#)

[Lansing, MI 48910](#)

- i. Two voice PRIs configured with 30 voice channels
- ii. Five analog trunks
- iii. Eight analog POTS lines
- iv. Two toll free numbers
- v. 3 Mbps Internet circuit
- vi. 16X2 Mbps Cable Internet circuit

b. CATA Transportation Center (CTC)

[420 South Grand Avenue](#)

[Lansing, MI 48933](#)

- i. Eleven analog POTS lines

c. Circuits

- i. T1 from Administration Building to CTC

d. Usage

- i. 9,000 minutes per month of outgoing long distance
- ii. ~~11,000 minutes per month of incoming toll free~~ [1,100 minutes per month via a single phone line.](#)

3. Proposed New Voice & Data Services

The following services are required at each location. The quantity required is provided for in Exhibit L "Pricing Schedule". In some cases, multiple quantities or bandwidths are indicated. This is to provide CATA flexibility when finalizing quantities and bandwidths to be implemented.

4. Administration Building

- a) SIP Trunks
- b) Local, Long Distance and Toll Free calling
- c) Analog Lines
- d) Internet Access
- e) Backup Internet Access

5. CATA Transportation Center (CTC)

- a) SIP Trunks
- b) Analog Lines

6. Circuits

- a) Bandwidth or Dark Fiber between Administration and CTC
- b) Dark Fiber can be either leased or owned by CATA

7. Co-Location

- a) Rack Space and Power
- b) SIP Trunks
- c) Bandwidth between CATA Administration building and the offsite data center.

8. Service Requirements

- a) SIP service must be burstable to a minimum of 1.5 times the standard number of SIP trunks or concurrent calls.
- b) CATA desires reporting to be available in Real Time. If Real Time Reporting is not available, the Contractor shall provide usage reports on a weekly basis to the Project Manager.
- c) CATA will require the vendor to provide up to 48 public IP addresses.
- d) 911/E911. CATA expects that the service will have the capability to send E911 Emergency Response Location (ERL) Information to the PSAP at CATA's options. CATA expects the telephone provider to pass this information to the PSAP at no additional cost. Please describe how your system will accomplish this as well as what is required from CATA.
- e) Availability of service from the provider must be at least 99.99% based on any calendar month calculation, and a schedule of remuneration for outages longer than 5 minutes must be submitted. The service provider must provide monthly availability statistics at the request of the CATA's network staff.
- f) The service provider must supply external DNS hosting.

- g) DID Numbers – Vendor should provide the ability for CATA to move any existing numbers to the new service and the ability to acquire new numbers or blocks of new numbers.
- h) Trunk Overflow must be provided for each IP Trunk Group
- i) Disaster Recovery - CATA is expecting the telecom network to be as redundant as possible. Please state the redundancy and disaster recovery features of your service. Also, if appropriate, provide different levels of redundancy and disaster recovery capabilities and the associated costs.

9. Implementation

- a) Overview

CATA anticipates that the implementation of the new telephone system at the administrative building and CTC will happen at the same cutover, concurrent with the implementation of the services in this RFP. It is important that downtime be minimized. All cutovers will have to be done after hours or on a weekend when the buses are not running.

- b) Vendors should recommend any proposed changes to this proposed implementation plan they believe would enhance the process.

10. Project Schedule

- a) All system cutovers must be after normal business hours at a time designated by CATA. Care must also be taken that critical services are prioritized and downtime, if any, is minimized.
- b) Vendor should provide a proposed implementation schedule detailing when the vendor will meet certain milestone goals and the responsibility of CATA during the implementation process.
- c) The Contractor shall comply with CATA's phone systems installation schedule unless CATA formally approves an amended time interval for work completion and system acceptance.

11. Training

The Contractor shall train CATA personnel on all online services provided at no charge to CATA. This includes but is not limited to:

- a) Training regarding online billing
- b) Trouble ticketing
- c) Usage monitoring.

12. Space and Electrical Conditions

- a) Indicate any and all environmental conditions that CATA will be required to provide for any equipment proposed to be located at CATA's facilities.
- b) Vendors should provide the electric outlet types and voltage and current specifications for all equipment that will be placed at CATA locations.

13. Cutover

- a) Precautions shall be taken to insure that the existing network remains in operation, unhampered until the cutover of any new services.
- b) Vendor representatives shall be available at cutover to provide assistance to CATA and the telephone system vendor.

14. Support

14.1 Maintenance

- a) Maintenance is to be provided on a complete service basis for the term of the service contract.
- b) Maintenance should include the remote monitoring of alarms at the Vendor's Network Operations Center (NOC). Vendors should state the hours that their NOC is staffed.
- c) Trouble reporting and repair must be available 7 x 24 x 365.
- d) Emergency maintenance response time shall be provided 24 X 7 X 365 within two (2) hours, including travel time, after receipt of an emergency maintenance call from CATA's designated representative. CATA will determine if a trouble is defined as Emergency when calling the Vendor.
- e) Routine maintenance response time shall be within 8 business hours (excluding weekends and federal holidays) after receipt of a routine maintenance call from CATA's designated representative(s). Routine maintenance is defined as any occurrence that does not meet the criteria of an emergency or major maintenance condition.

14.2 Service Level Agreement (SLA)

- a) Vendor should provide any Service Level Agreements (SLA) and Guarantees.
- b) CATA desires the ability to access an on-line system to enter trouble tickets and to determine the status of trouble tickets.
- c) Vendors shall have in place an Escalation Process and must provide an Escalation List to CATA in their response to this RFP.
- d) Vendors should indicate reporting that is available to CATA to monitor network usage and performance.

15. Acceptance

The new service must be in operation for thirty (30) consecutive days without a critical failure before CATA will accept the work and services.

END OF SECTION