

**GREATER HARTFORD TRANSIT DISTRICT
GHTD RFP #03-019
TELEPHONE COMMUNICATION SYSTEM UPGRADES**

ADDENDUM #2
September 27, 2018

The Request for Proposals (RFP) is modified/clarified as set forth in this Addendum. The original RFP Documents remain in full force and effect, except as modified/clarified by the Addenda, which is hereby made part of the RFP. Respondent shall take this Addendum into consideration when preparing and submitting its proposal.

A Pre-Proposal Conference was held in the GHTD Conference Room on September 19, 2018 for the purpose of clarifying the requirements outlined in GHTD RFP #03-019. The following individuals were in attendance: Chris Garlock (Total Communications/Frontier), Ed O'Connor (Windstream), Bob Margolis (Connecticut Communications), Scott Marks (Connecticut Communications), Andrew Burke (First Transit), Mary Deppe (GHTD), LaShaunda Drake (GHTD), and DJ Gonzalez (GHTD).

Proposals are due on October 10th at 2:30 p.m. at the District offices located at One Union Place, Hartford, CT. All questions and requests for clarification regarding GHTD RFP #03-019 must be submitted in writing to LaShaunda Drake at ldrake@ghtd.org on or before noon, Friday, September 28th, 2018.

The following addition was noted during the pre-proposal conference:

1. Contract Term

The contract resulting from this RFP will be a two (2) year contractual agreement with three (3) possible option years.

The following requests for clarification were submitted:

- 2. INQUIRY:** Is there a target completion date for when the District would like to have all work completed?

RESPONSE: The District would like to have all work done as quickly as possible.

- 3. INQUIRY:** Is the two (2) year contract with three (3) option years for this location?

RESPONSE: Yes. The contract is for the GHTD administrative office site located in Union Station at One Union Place, Hartford, CT 06103.

4. **INQUIRY: On page 16 and 17 call recording option, are there specific extensions that the District would like to be recorded?**

RESPONSE: Yes. Since this phone system will serve as a back-up to the Roberts Street Facility phone system in the case of a system failure, the District will require certain extensions to be recorded lines for ADA scheduling purposes and/or other ADA call center pertinent matters/emergencies. The District will identify the specific extensions that will need to be recorded as a back-flow line and communicate this with the technician.

5. **INQUIRY: What is the connection between the two offices (Union Station and Roberts Street)? Is it a MPLS, direct connection, VPN, etc.? In order for the phone system at the Union Station location to work as a back-up to the phone system at the Roberts Street location, there needs to be some form of connectivity between the two locations.**

RESPONSE: Currently, there is no existing connection between the two offices with the exception of having the ability to forward calls from the Roberts Street location to the Union Street location.

6. **INQUIRY: For the individuals that will be taking calls at the Union Station location in the event of a system failure at the Roberts Street location, will they have access to the client information systems at Roberts Street for scheduling purposes?**

RESPONSE: No. In the event of a system shut down calls will be forwarded to pre-identified extensions at the Union Station location. In addition, call center staff from the Roberts Street location will temporarily relocate to the Union Station location to man these extensions to inform clients of the system failure and to manually troubleshoot client's needs until system access is re-instated.

7. **INQUIRY: Will the successful bidder have access to the systems as Roberts Street for programming purposes (i.e. if the contractor chooses to tap into and add licenses to the existing call recording system at Roberts Street, it will require the contractor having access to that system)?**

RESPONSE: No. The successful bidder will not have direct access to the systems at Roberts Street. The successful bidder will need to work with District staff in order to coordinate access between the two entities for programming purposes.

8. **INQUIRY: On page 15, letter E, Premise Based Solution: Will the District be willing to entertain either a hosted platinum cloud solution or a hybrid system (could be a combination of the two)?**

RESPONSE: The District is willing to entertain proposals for both systems and select the one that would best meet the needs of the District. It is the Contractors responsibility to make sure that the proposed system is capable of performing the tasks as specified in the RFP.

9. INQUIRY: On page 15, letter F, Telephone Communication System Needs: Are these the only types of phone equipment that the District will entertain?

RESPONSE: No. The District is willing to entertain the proposing of other comparable equipment, however, it is the contractor's responsibility to prove that the equipment they are proposing is capable of integrating with the existing Roberts Street phone system as well as performing all additional tasks outlined in the scope of work. Please see Section I, #11. Requests For Clarification Or Approved Equal Status, of the RFP for further clarification.

10. INQUIRY: Does the District need conference room phones?

RESPONSE: The District does not need conference room phones at this time. The district plans to continue use of the existing conference room phone.

11. INQUIRY: Can the District provide an inventory of the existing phone system equipment it is planning on repurposing?

RESPONSE: Currently, the District plans to repurpose its conference room phone and any other equipment deemed compatible to the proposed system. Bidders must provide a total cost and per unit cost to replace all equipment proposed.

12. INQUIRY: Is there any additional equipment needed besides the phones?

RESPONSE: The contractor can submit pricing for optional equipment with their proposal.

13. INQUIRY: On page 16, letter G, Software: Can the District be more specific with what it is looking for in an Interactive Voice Response (IVR) system?

RESPONSE: The District does not require an IVR at the present, however, please feel free to provide pricing in your proposal.

14. INQUIRY: It sounds like the District would like to have both locations (Union Station and Roberts Street) act as one solution. Is this correct?

RESPONSE: No. The intended purpose of having the Union Station phone system serve as a backup to the Roberts Street phone system, in case of system failure, is to solely have the capability of re-routing calls from Roberts Street to identifiable extensions at Union Station during emergency situations.