



Notice of Request for Quotes (03-2024)

Released August 6, 2024

YUBA-SUTTER TRANSIT AUTHORITY PHONE SYSTEM UPGRADE

The Yuba-Sutter Transit Authority (Authority) is seeking price quotes from qualified suppliers to replace the existing NEC phone system. The phone system is largely used in a normal office environment but also serves our dispatch call center for transit operations. The Authority has high speed Comcast Business Internet.

Specifications

The following are the base specifications that need to be met for quote to be considered. Additional features and functions are expected but not required.

Office phone units

1. There are 21 total end users work stations.
2. 13 headsets for dispatchers and office staff required to work while on phone. Bluetooth is preferred, but wired will be considered.
3. Application on Computer: Application on computer to manage calls, voicemail, call forwarding etc.
4. Customizable Call Flows: Administrative Assistant phone rings first. After X number of rings, additional staff members receive calls.
5. Ability to forward calls to cell phone.
6. Ability to send and receive SMS from office phones.
7. Dashboard with saved phone numbers/address book.
8. Voicemail to text for quickly reviewing missed calls.
9. Pre-recorded voicemails: Multiple recording for holidays or for out of office or after-hours calls.
10. Ability to show availability to answer calls.
11. Current NEC system interfaces to external paging speakers for the building one-way communications. Cloud solution proposed needs to provide proper hardware/software to integrate with this existing hardware.

Dispatchers

1. 4 of the 21 end users (3 dispatch workstations and 1 supervisor workstation) need the enhanced features such as coaching assistance (listen, barge, interrupt) and other advanced features.
2. Call recording: Record calls and store for 30 days for retrieval.
3. Ability to flag call for later review by supervisor

4. Daily, weekly and real-time analytics and reports by user to review dispatcher performance.
5. Create call ques.
6. Music or message while on hold.
7. Report caller hold time and number of callers on hold an notify supervisor when XX number of callers are on hold.
8. Reporting analytics: Report to show caller detail table, percentage if calls answered, average time in que, call volume trends, staff performance by individual, etc.

Conditions

All work is to be completed within 60 days of notice of award. Extension may be granted only due to weather beyond supplier control.

The selected supplier will be responsible for assisting with the configuration and set up of the phone system to ensure specified options performed as proposed.

Quotes shall be received by the Authority's Project Manager Adam Hansen by August 30th, 2024 by 5 pm. Quotes received after this specified date and time shall be considered late and will not be considered. Quotes shall be broken down by license or user so that cost for adding additional users in the future is known. Quotes should clearly show one-time setup costs and the monthly cost for the service.

Yuba-Sutter Transit reserves the right, in its sole and exclusive discretion, to postpone, to accept or to reject any and all quotes, in whole or in part. Quotes submitted in response to this request will be used as a basis for determining the proposal representing the best value to the Authority.

This solicitation shall be subject to applicable state and federal laws.

Written quotes shall be clearly marked in the subject line of the email **Yuba-Sutter Transit Authority Phone System Upgrade**. For inspections or if onsite training or installation is need, the Yuba Sutter Transit Authority office is located at 2011 B St, Marysville, CA 95948.

Interested parties should contact Adam Hansen, Program Manager at (530) 634-6880, or by email at adam@yubasuttertransit.com to request additional information. This RFQ will be posted on the Yuba-Sutter Transit website (<https://www.yubasuttertransit.com/current-requests-for-proposals>).