

# Greater Cleveland Regional Transit Authority

## SUMMARY OF PROPOSED AWARD Phone System Replacement and Network Upgrade

Presented to: Finance Committee  
November 1, 2016



# Project Overview

## Infrastructure Improvements

- Replacing Phone System
  - 12 years old, obsolete and no longer supported
  - Significant outages over the past five years
  - Increased demand for services have exceeded current system capacity

# Project Overview

## Infrastructure Improvements

- Hosted solution through State contract
  - Robust solution
  - 36,000 subscribers
  - Advanced capabilities including video
- Successful pilot conducted over six months
  - 5% of total phones have been installed
  - Includes RTAnswer Line and Call Centers

# Project Overview

## Infrastructure Improvements

- Upgrading the Data Network
  - Current infrastructure
    - Installed in 2003, obsolete and out of support
    - Does not meet increasing communication needs
  - Upgrade of network devices
    - 200+ switches and routers
    - Increased speed to the endpoint

# Procurement Overview

- IFB issued September 2016
- Accessed on the GCRTA website by 21 interested parties
- Four firms bid

# Procurement Overview

- Staff requests that the Finance Committee recommend to the Board of Trustees the award of a contract to Cincinnati Bell Technology Solutions in an amount not to exceed \$712,377.28.

# QUESTIONS ?

