ADDENDUM #1

November 27, 2020

TO: Potential Offerors

FROM: Cora Shirai, Contract Manager

RE: Solicitation Addendum #1 to RFP #21-01/IP Telephony System

This correspondence serves as Addendum #1 to the subject Request for Proposals (“RFP”). Your response to this RFP should be governed by the content of the original RFP and the revisions/corrections/additions/clarifications provided in this addendum notice.

The following questions were asked:

***[Italic Red comments in brackets are from RFP]***

**Questions meant for every location unless specifically called out.**

1. Q: Are floor plans available for any of the locations? The two hospitals more so than the clinics.

A: Yes

1. Q: 2.3.2 Mentions 7 locations/sites on the last line, is that correct? We count 6 with Specialty Clinic at Kalaheo and Kalaheo as two different locations.

A: Correct. SMMH Specialty Clinic was counted as a separate location but it is a clinic inside Samuel Mahelona Memorial Hospital.

1. Q: New CAT6 cabling is only for IP Phone locations or is KVMH Looking at new cabling for everything including the data network?

A: Cabling is only for IP Phone and not for data network.

1. Q: Are IP Phones going to have dedicated cables or will PCs share the same cable run and be plugged into the switch ports on the back of the IP Phone?

A: Dedicated cables for he IP Phones.

1. Q: Existing or new analog stations don’t need data rated cabling. Did you want to reuse the existing cabling for the analog stations or did you want new CAT6 cabling for those too?

A: Analog lines in the patient rooms will be reused. There are analog lines in other areas that will need new cables.

1. Q: What are the working hours available for the different areas; i.e. public areas, rooms, offices, facility closets, etc…

A: 8:00 am – 4:30 pm Monday through Friday, excluding holidays.

1. Q: What are facilities requirements for containment of working in ceiling areas in patient areas?

A: Contain dust.

1. Q: Does the facility provide pop up containment shrouds?

A: No.

1. Q: [*Overhead paging must also be available.*] – Connect to existing paging or provide new? If new, it leads to many additional questions and will be followed up separately.

A: Connect to existing paging system.

1. Q: Is the core Data Network in the same location as the PBX main controller?

A: Yes.

1. Q: What kind of connectivity is there between the core in the MDF and the IDFs? Fiber or copper?

A: There is no current connection between MDF and IDFs for the phone. We will need fiber connection.

1. Q: Is a network diagram of the data network available?

A: There is no network diagram for phone system, this will be the first IP phones and will be separate network. We can provide our network diagram, if needed.

1. Q: Will the new switches only support the IP Phones or will other network devices also use the switch ports?

A: Will only support IP Phones.

1. Q: Connectivity and High Availability. What type of WAN connections will be available for the new system? Please describe the WAN architecture.

A: Not known at this time.

1. Q: Please describe the available WAN redundancy.

A: Not known at this time.

1. Q: Is a new WAN being implemented or using existing?

A: Will be new.

1. Q: Is the UPS requirement only for the PBS or did you want a UPS for each PoE switches?

A: For PBX and POE switches.

1. Q: What is the minimum battery backup up-time required?

A: 15 minutes.

1. Q: We will assume there is an available out of correct type at each UPS location.

A: Yes.

1. Q: [*2.3.5 Mobility - The hospitals currently have internal digital mobile phone system as part of the nurse call systems (West-com). It is greatly desired to connect these two systems*]

Is a point of contact available at West-com to discuss integration?

A: Yes.

1. Q: [*2.2.6 Integration - Ability to integrate alert announcements, i.e. code blue, code red*]

Assuming alert announcements is part of same West-com system.

A: Yes.