ADDENDUM #2

November 27, 2020

TO: Potential Offerors

FROM: Cora Shirai, Contract Manager

RE: Solicitation Addendum #2 to RFP #21-01/IP Telephony System

This correspondence serves as Addendum #2 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:

1. Q: Would you be amenable to using an existing agreement such as a Consortium Agreement such as NASPO Value Point?

A: No. We will use the Hawaii Health Systems Corporation Agreement for Goods or Services Based on Competitive Sealed Proposals.

1. Q: Are there any requirements for onsite workers?

A: Refer to RFP Section 5.13 for Health and HR Requirements. In addition, the current Off Island Contractor/Vendor COVID Guidelines (subject to change):

* Contractor to submit for Modified Quarantine Exemption from County of Kauai prior to travel minimum 3-7 days.
* Contractor will report to facility screening area and pass screening to obtain entry daily.
* Contractor will take COVID test with negative result before they can enter the Long Term Care area.
* Contractor must wear mask at all times and use excellent hand hygiene while in facilities.
* Contractor to maintain physical distance of 6 feet from individuals. If possible, contractor will stay in one area to minimize interaction with staff and units.
* Once service is completed, contractor will leave premises promptly.

1. Q: Escorted while on site?

A: No.

4. 2.2 TECHNICAL SPECIFICATIONS

2.2.1 Capacity and Scalability

The proposed system should provide service for 200 analog extensions and 350 VOIP extensions and 25 virtual extensions. The proposed system should also be scalable to an additional 20% of the existing system capacity. Ability to switch a line or extension from internal only connection to DID line and vice versa.

Questions for HHSC:

Q: 1. Can HHSC provide a detailed Map and description of the telephony system that is in place today?

A: We don’t have detailed map of the phone system but we can provide the description of the current phone systems.

Q: 2. Can the devices be identified by Brand and Model number as well as indicate the devices at which site, and where at that site they are located?

A: Yes.

5. 2.2.2 High Availability

The system should have a 100% uptime with the exception of third party influence. i.e. feeder/trunk lines. it is able to accept 2 internet or WAN connections for redundancy.

Questions for HHSC:

Q: 1. Does HHSC want the switches supporting the new VOIP phones to be protected by UPS and will the phones be PoE?

A: Yes.

Q: 2. Does HHSC have a vision for Cut over, are we going to put them both on the Same PRI or do we need a secondary one?

A: This will be a discussion with the service provider at a later date but we need the new system with redundancy capability.

Q: 3. 100% availability clarification: Is this a feature of the current system?

Automatic availability?

Remote site availability?

A: Current systems are on all the time.

Q: 4. Is the vendor responsible for providing two internet or PRI connections or does this already exist at the facilities?

A: No. facilities have existing PRI connections.

6. 2.3 COMMUNICATION FEATURES

Please describe in detail how the proposed IP Telephony system will meet requirements for the following communications features and functionalities

2.3.1 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.

2.2.6 Integration

Ability to integrate alert announcements, i.e. code blue, code red

Questions for HHSC:

Q: 1. NURSE Call Integration from Westcon – what does that integration look like?

A: It is not integrated at this time.

Q: 2. How is the current system set up?

A: None.

Q: 3. Does existing telephony system integrate with Nurses Mobile devices to send out codes?

A: No.

Q: 4. What type of mobile devices do the Nurses use?

A: Spectralink 8440.