ADDENDUM #3

November 27, 2020

TO: Potential Offerors

FROM: Cora Shirai, Contract Manager

RE: Solicitation Addendum #3 to RFP #21-01/IP Telephony System

This correspondence serves as Addendum #3 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:

**General**

1. Q: Are these the sites required? There is a discrepancy on the number of sites listed on the RFP

Hospitals:

Kauai Veterans Memorial (KVMH)

Samuel Mahelona Memorial Hospital (SMMH)

Clinics:

The Clinic at Waimea

The Clinic at Port Allen

The Clinic at Kalaheo

The Specialty Clinic at Kalaheo

The Clinic at Poipu

The Clinic at Kapaa

A: Yes, and there are 6 sites. The Clinic at Waimea is located at the KVMH campus. The Clinic at Kapaa is located at the SMMH campus.

2. Q: Will floor plans be provided showing where the MDF/IDF’s are located?

A: Yes.

3. Q: Are all cable pathways assumed to be existing?

A: No.

4. Q: How many category 6 cables are required at each location?

A: We don’t have a count yet.

5. Q: Is horizontal or vertical conduit pathway required?

A: Yes.

6. Q: Is core drilling required.

A: Yes.

7. Q: Is fire stopping required.

A: Yes.

8. Q: Are patch cables required for all phones, PC’s and switch ports?

A: Yes.

9. Q: Is fiber backbone assumed to be existing?

A: No.

10. Q: Is copper backbone assumed to be existing.

A: No.

11. Q: Are network racks, wire management, and PDU’s required?

A: Yes.

**VoIP**

1. Q: What are the connected analog devices (i.e. fax machines, analog phones, etc)?

A: Analog phones, fax machines, credit card machines.

2. Q: How is this system currently integrated? Analog Connection? Digital connection, ie. T1 PRI? SIP Trunk?

A: T1 PRI.

a. Q: What protocols are used? SIP? H323?

A: No. currently, we have an old digital PBX

b. Q: Does each hospital have it’s own independent nurse call system?

A: Yes.

3. Q: Do the 5 PRI lines come into the same demarc location?

A: No., goes to each sites

a. Q: Do these connect to the same PBX?

A: No. each site has its own PBX

4. Q: What is the current PBX solution installed?

A: InterTel.

1. Q: Does one PBX service those two hospitals and the clinics or is there one PBX at each site?

A: One at each site.

5. Q: Does the 100% uptime requirement apply to the remote clinics as well?

A: Yes.

6. Q: What is the breakdown of phones for each hospital?

A: Approximately, 250 for KVMH and 100 for SMMH.

1. Q: Can you provide further clarification of the types of phones required and/or where they are going (hallway vs desk)?

A: Desk.

1. Q: Do you want different phones for other types of users (i.e. nurses, doctors, help desk, etc)?

A: Yes.

7. Q: How may users of this system will be Knowledge Workers?

A: Not know at this time.

8. Q: Is there a requirement for an operator console? If so, will you need one at each location?

A: Yes, one at each hospital.

9. Q: What is the system you are using for your current overhead paging?

A: Ceiling speakers are connected to an amplifier which is connected to the phone system.

1. Q: What is the current connection type to the system? Analog?

A: Yes, analog.

10. Q: Do you have any wireless or cordless/dect phones?

A: Yes.

11. Q: Is there a requirement for conference phones or will a desk phone suffice?

A: We have Polycom conference phones that use analog lines.

**Networking**

1. Q: What is the WAN connectivity between the clinics and the memorial hospitals?

A: MPLS/EIPDS and no direct connections from the hospital to the clinics. The primary WAN connections for the hospitals is the state network called iNet.

2. Q: How do you intend to power the phones? They can be powered either by PoE or external power supplies.

A: POE.

1. Q: Do you have PoE already today on your switching infrastructure that can be utilized?

A: No.