ADDENDUM #7

December 11, 2020

TO: Potential Offerors

FROM: Cora Shirai, Contract Manager

RE: Solicitation Addendum #7 to RFP #21-01/IP Telephony System

This correspondence serves as Addendum #7 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: **Under Section 2.1 Overview** - UPS requirement – What is the runtime, the % of growth requirements, and what plug input type can you support?

A: 15 minutes; 15%; NEMA R-15

**Under Section 2.1 Overview**. Each existing extension or telephone line will have a maximum of not more than 5 minutes of downtime.

1. Q: Could you please explain what you considered downtime? Does that mean the extension is out of services or you do you mean telephone device is out of service?

A: Telephone device is out of service during the switch over of the phone device.

1. Q: Does this limitation of 5 minutes of downtime meaning during cutover too, while in production or both? Do you have desktop space for an IP phone while we are implementing the system?

A: During cutover while in production; yes.

**Under Section 2.1 Overview** - The proposal should also include installations of new cat5e or cat6 wirings, new phones, new switches, patch panels, and racks and also removal of old phone cables/wirings and phone jacks.

1. Q: Will a floor plan with new VoIP phones be provided? Do you have a floor plan with current network drops?

A: We can provide a copy of the floor plans. They will be posted to the website as an “Exhibit”. Currently, we do not have a floor plan with current network drops.

1. Q: Will a network cabling drawing showing comm closets and rack location be provided?

A: We don’t have a cabling drawing showing comm closets but we can indicate the closets in the floor plans.

1. Q: Will a network diagram be provided?

A: Yes, the network diagram will be posted to the website as an “Exhibit”.

1. Q: Will a WAN circuit and WAN diagram be provided?

A: Yes, the network diagram will be posted to the website as an “Exhibit”.

1. Q: Regarding new cat5e or cat6 cabling, will all of the runs be above ceiling tile? Are the existing cabling in conduit, exposed or in ceiling and between walls?

A: Above ceiling and we have ceiling tiles and false ceilings. We have some cables in conduit, exposed, in ceiling, and between the walls.

1. Q: How many closets are there and how many new VOIP phones are connected to each closet?

A: We have eight (8) closets and five (5) network cabinets.

1. Q: Are any of the closet connected via fiber? If yes, what type of fiber is used?

A: Yes; multimode and LC.

1. Q: What are the UPS requirements for the closets or access?

A: Rack mounted, 110v/120v. Closets are secured and locked.

1. Q: What are the dimension of the space for the equipment and rack?

A: Standard 19” rack and 16” depth.

1. Q: Do you have switching requirements?

A: POE.

1. Q: Can we assume any electrical work will be performed by Hawaii Health Systems Corporation?

A: Yes.

1. Q: Who is responsible for disposing of the old equipment, wires and jacks?

A: Contractor shall dispose of old equipment, wires, and jacks.

1. Q: Can you explain removing old wiring and cables. Does this mean removing existing cabling in ceilings, walls, conduit, etc?

A: Removing phone cables that are being replaced, in ceilings, walls and/or conduit.

**Under Section 2.2.2** – Connectivity. The new phone system will be installed and located Kauai Veterans Memorial Hospital and phones from Samuel Mahelona Memorial Hospital and Kauai Region Clinics (Port Allen, Kalaheo, Specialty Clinic at Kalaheo, Poipu Urgent Care Clinic) will connect as a remote site.

1. Q: For the sites that are remote. What are the bandwidth between sites and Kauai Veterans Memorial Hospital?

A: Samuel Mahelona Memorial Hospital is 1gb and 25mb for each clinic (Port Allen, Kalaheo, Specialty Clinic at Kalaheo, and Urgent Care at Poipu) data bandwidth. We don’t have any connection between sites for the phones.

1. Q: What type of circuit are between each site and the Kauai Veterans Memorial Hospital?

A: iNet (State of Hawaii network) and MPLS/EIPDS.

1. Q: Do you have a network diagram for each site?

A: Yes, the network diagram will be posted to the website as an “Exhibit”.

1. Q: Does each site already have PoE for the VoIP phones?

A: Currently, we don’t have any VoIP phones.

1. Q: If not, how many PoE switchports are needed?

A: 48 ports.

1. Q: How many closets are there and how many phones will be connected to each closet?

A: We have eight (8) closets and five (5) network cabinets, these are for our networks/data. We don’t have a count of phones that will be connected to the closets.

1. Q: Are racks, UPS and cabling required at the remote sites?

A: Yes.

1. Q: Do we need to provide a router for each site?

A: Yes.

1. Q: If yes, can you provide features that must be supported by the router?

A: DHCP, firewall, DNS, VPN.

1. Q: What are the WAN handoff, T1 or copper Ethernet for each location?

A: Ethernet.

1. Q: What type of WAN circuit is it (cable, DSL, DIA, MEF, etc?)?

A: To be determined.

**Under Section 2.2.3** - High Availability. The system should have a 100% uptime with the exception of third party influence

1. Q: Does this mean 100% for the remote sites too?

A: Yes.

1. Q: We assume 100% uptime is to provide redundancy for call control, voice mail, PSTN gateway, power supply to PoE switches, and UPS. Is this your definition for 100% uptime?

A: Yes.

**Under Section 2.3.2** – Messaging Features. Overhead paging must also be available.

1. Q: Can we get more info on your overhead paging system. Is the current overhead paging provided by the legacy PBX or separate paging system?

A: Our paging system is composed of speakers connected to amplifiers and connected to our legacy PBX.

1. Q: What type of overhead speakers is being used currently?

A: We currently have ceiling and wall speakers.

**Under Section 2.3.4** – End User Device. All end user devices should contain a caller ID display, have the capability to answer multiple telephone extensions, have speaker and microphone functionality and provide for conference calls. Ability to connect wireless headsets. Able to create Hunt groups. Ability to record conversation.

1. Q: How many lines appearance are required per phone? When stating must have capability to answer multiple telephone extensions, if we use pickup groups does that meet your requirement?

A: 2 lines appearance are required per phone. Must be able to answer phone calls for another phone in group.

1. Q: Can you provide some detail around how your Hunt Groups are used on the current system?

A: When call comes for a phone in a group, it rings all the phones in that group and can be answered from any of those phones.

1. Q: Do you want to record all conversation all the time or be able to select when the call will start recording? Do you want to recording feature on all phones?

A: We would like to be able to select which/what call to record and only designated phones have recording features.

**Under Section 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.

1. Q: What methods are supported to integrate with the West-com system. Example SIP trunk, analog or other protocol?

A: It is using SIP.

**Under Section 2.2.6** - Integration - Ability to integrate alert announcements, i.e. code blue, code red

1. Q: Can you provide more info about the alert announcement for code blue, code red. How is this currently working today?

A: The code blue annunciator system is connected to the current PBX. Code red or other code announcements are manual or someone will use the paging to announce.

1. Q: Assumptions Hawaii Health System will be responsible for:
   1. Power and grounding
   2. HVAC

A: Yes, HHSC will be responsible for power and grounding as well as HVAC.

1. Q: Is point to point or multiparty video call required?

A: Not required.