EVMS VOIP RFP Additional Questions

We need a little more clarification on the questions below. Also I haven't received a response from Schick Communication. = Schick should be responding to you in the near future, I spoke to them on 10/5/18.

Are headsets required for the ACD agents Call Center? = No. Not required. But some will need them. This will be an add-on item. We will want pricing options.

How many consoles are required for reception position? = 2

What are Phantoms? = Line appearances, usually DIDs on phones. Not actual phones.

What is software/others? = They are loaded into the existing PBX but may be test lines. These do not have devices attached to the line. The switchboard consoles are Software/Other.

On the chart can you tell us what the initials stand for on the charts building? Our assumption is for the names of the building but it's hard to tell. = Yes. These are the building codes. I have expanded them below. The Legend was missing.

154C = 154 Colley Ave
AH = Andrews Hall
BMSL = Brickell Medical Sciences Library
HCA = Hague Club Apartments
HH = Hofheimer Hall
HTL = Harry T. Lester Hall
JI – Jones Institute
LH = Lewis Hall
MM = Materials Management
STAFF GARAGE
SRH = Smith Rogers Hall
VISITORS GARAGE
WH = Williams Hall
FUTURE EAAB = New Building – Education Academic and Administration Building (Occupants will be comprised of all of SRH and some of AH)

Is it possible to please provide site list in XLS format? You can copy the list of buildings and then transport into Excel and under the data tab convert from text to columns (easy operation)

How does the naming convention match to the individual EVMS locations. As an example – we have been trying to confirm the building to the acronym used and are finding difficulty. See Legend above.

The column headings for Phantoms and Software/Other
  a. Are we replacing with handsets, licenses or nothing for those counts? Line appearances, usually DIDs on phones. Not actual phones. Not in phone count.
  b. What is the definition of Phantom please? Line appearances, usually DIDs on phones. Not actual phones.

      c. What is the definition of Software/Other please? They are loaded into the existing PBX but may be test lines. These do not have devices attached to the line. The switchboard consoles are Software/Other.

Is there a specific address you can share for each building site (911 raises that question)? Yes, upon short listing. Unless you can show why you need exact addresses to complete the RFP.

Is (1) e911 number address per building sufficient, or do we need to have it broken down further? We presently provide building address, floor, room to City 911 operators. We have this in place now with Spok.

The RFP states 14 sites for EVMS campus (not including the remote satellite offices) – we see the 10 (ten) in blue color coded building list – are there 4 (four) other sites or locations we are missing? We tried to correlate the map to the device type building by floor which shows 14 locations, however, if we are to include the parking garages and the future EAAB we will need those service addresses as well. The 14 buildings EVMS Campus buildings are: 154 Colley Ave, Andrews Hall, Brickell Medical Science Library, Hague Club Apartments, Hofheimer Hall, Harry T. Lester Hall, Jones Institute, Lewis Hall, Materials Management, Smith Rogers Hall, Staff Garage, Visitor Garage, Williams Hall, New Building– Education Academic and Administration Building

What do you consider the main EVMS campus building - is it Hofheimer Hall? Lewis Hall is the hub on campus – houses PBX and server farm

Where we see the indicator for "off of Sentara's phone system" should we be including these phones and counts as part of RFP? Yes, all satellite offices are potentially going to be absorbed into the main campus system. When is to be determined.

Where we see the indicator for "off of ODU's phone system" should we be including these phones and counts as part of RFP? Yes, all satellite offices are potentially going to be absorbed into the main campus system. When is to be determined.

Who should supply the POTs lines for the "bat/red" phones – will that be a separate pots line bill? Looking for direction from RFP vendor for this item.

If the partner is providing the POTs for survivability, faxing, ALARMS, etc. would it be one per building, one per floor and do we include the satellite sites as well. At the very least one per building, one per floor, one per clinical departments and upper level administration and all satellites. Looking for direction from RFP vendor for this item.

How many users will need the Call recording feature? The RFP states: EVMS Medical group and the police departments, but how many total users will require this feature? Approx. 500+ users

How many Wall Mount kits are going to be required? Approx. 250+ kits