

Questions and Answers for RFP number: 2020-002 – Unified Communications as a Service (UCaaS)

1) Question: Will MedStar provide more detail regarding the requirements in Exhibit A?

Answer: Please see the clarified version of Exhibit A below:

Even though there are 2 locations please put all in one proposal.

Addresses:

2900 Alta Mere Dr., Fort Worth, TX 76116

8928 Medical City Way, Fort Worth, TX 76177

- 113 total seats – below is the break down – porting 26 numbers
- 104 Admin user seats with DID, soft phone (computer and mobile), unlimited calling US, voicemail to email
- 4 of these 104 users are front desk operators using sidecars today – replace with operator softphone interface
- 9 Basic users for conference rooms seats (3 need a softphone seat - no phone needed)
- 104 VVX Polycom 450 phones – purchase phones
- 6 VVX Polycom 6000 – purchase phones
- 2 multi-level Auto attendants with computer audio recording
- 104 Collaboration licenses with audio, video and screen sharing
- 10 hunt groups
- 30 call recording always on with 30-day storage – access to recordings for supervisors only
- Call Reporting - Extension/User call detail reports, voicemail history report
- Office 365 integration
- Active directory integration
- HIPAA compliant on all service
- HITRUST CSF Certification – would prefer

- Audio/Video conferencing (conference rooms):
 - 5 conference rooms at Alta Mere need to be outfitted with hardware and software for audio and video conferencing
 - 1 conference room at Medical City Way needs to be outfitted with hardware and software for audio and video conferencing
- Audio/Video conferencing (training rooms)
 - 2 training rooms at Alta Mere need to be outfitted with hardware and software for audio and video conferencing to include follow-the-speaker cameras and a microphone array that covers the instructor and participants
 - 1 training room at Medical City Way needs to be outfitted with hardware and software for audio and video conferencing to include follow-the-speaker cameras and a microphone array that covers the instructor and participants

- 3-year pricing. 24/7 SLA on all network services with MTTR of 4 hours or less.

2) Question: Will MedStar extend the Proposal Due Date by one week to March 27, 2020?

Answer: Yes. The Proposal Due Date is extended by one week. Proposals are now due by March 27, 2020. We do not anticipate a delay to the MedStar Board/Executive Approval date at this time.