

Written Questions and Answers

CISCO Services

RFP KD-0106-23

Closing Date:05/11/23
Today’s Date: 04/25/23

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| No. | Question |  | Answer |
| 1 | To properly understand King’s Daughters Medical Center’s current CISCO investment and coverage, we would like to request and approved CISCO LOA email (Letter of Authorization) that will simply allow us to pull this directly from CISCO. |  | This has been supplied as well as posted on the bid site. |
| 2 | It will also be necessary to obtain any information you may have on the current environment and usage. Such as:* Screen shot of Collaboration and Contact Center Express app usage and counts. Typically, this is via your CCX system, Collab PLM (Prime License Manager) or Smart Account info (depending on version of Collab apps you are using).
* If not noted on the above, current versions currently deployed.
* Any Architectural information like a Vision diagram or other details you may have (including related hardware, servers, voice gateways, etc.)
* The number of servers or VMs that are to be supported.
* All Applications where support is required. The CISCO Voice Environment typically has following applications:
1. CISCO Call manager
2. CISCO Unity Connection
3. Presence Servers/IMP/Jabber
4. Contact Center Server /UCCX
5. Social Miner Server
6. Emergency Responder
7. Attendant Console Servers or Application
8. Expressway C and E
9. Collabrio Call Recording or Quality management Server
10. Informacast Paging Servers
11. Voice Gateway Details (Number of Gateways and Type)
12. Analog Gateways (Number of Gateways and Type)
13. CISCO UCS Hardware Details
14. Webex Calling and Messaging
15. CISCO Call Manager Express
16. Third Party Voice Applications
17. Fax Server
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| You should be able to obtain this information using your CISCO LOA provided. |

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| 3 | Is there a budget the Medical Center is targeting for this project? Can this be shared? |  | There is a budget. You may request this information by submitting a request through our legal department. |
| 4 | For the list of licenses needed, how long will the licenses be needed for? (yearly, etc) |  | Yearly. We generally do a contract for three years. |
| 5 | What type of support is the Medical Center looking for in terms of the number of personnel they expect and the types of support tasks will be required? |  |

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| You should be able to obtain this information using your CISCO LOA provided. |

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| 6 | Will this work need to be done on-site or can vendors work on the support tasks remotely? |  | There is no work to be done on-site or remotely by the vendor as this pertains only to Cisco licenses and services. |
| 7 | The RFP STATES “Provide information demonstrating that the Offeror is licensed to do business in the State of Kentucky and list all states in which Offeror is licensed to do business”. Does this mean that only offers who are local to and registered in KY are allowed to bid on this? If out of state offerors are allowed to bid on this, what type of documentation should be provided as evidence they can do business with KY? |  | If you are selected for an award, you will need to get licensed to do business in the state of KY. |
| 8 | The RFP STATES “Provide certification documentation for EPIC Patient Accounting System”. Is the vendor required to have an EPIC Patient Accounting System already set up at proposal submission? Or, is this not a requirement and merely a “nice to have”? |  | It’s just a nice to have. Epic is not required. |
| 9 | To allow the Medical Center time to answer offeror questions, can the due date for the proposal be extended 1 week until May 18? |  | The due date has been extended to 05/25/23 |
| 10 | Is there an incumbent vendor providing these services or is this a new requirement for the Medical Center? |  | Yes |
| 11 | Can offerors submit unaudited financial statements? |  | Yes |
| 12 | Can you provide the details of the current Flex licensing for Calling, Webex and Contact Center?* Looking for subscription numbers, end dates, billing frequency, licensing types and licensing counts.
 |  | You should be able to obtain this information using your CISCO LOA provided. |
|  13 | If you cannot provide the details of the current Flex licensing for Calling, Webex and Contact Center, are you willing to sign and LOA so we can pull that info from CISCO? |  | We have provided that to every offeror plus posted in on the bid site. |
| 14 | What are the current applications, number of VM’s per application and version? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 15 | Do you only have a single UC cluster? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 16 | Number of UCS servers along with model numbers? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 17 | Do you have any diagrams for the UC/Network design? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 18 | What version of ESXI is in production? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 19 | What are the current counts for users, common devices and analog ports that are configured in Call Manager? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 20 | Current number of VM boxes and Auto Attendants configured? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 21 | What current services do you use for Webex along with user counts? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 22 | What models of phones and video endpoints are being used along with counts? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 23 | What 3rd party applications are connected to call manager? Please include versions. |  | You should be able to obtain this information using your CISCO LOA provided. |
| 24 | Number of Analog gateways configured along with model? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 25 | Number of PSTN gateways configured along with model and cards? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 26 | Number of Contact Center Agents broken up by Supervisor and Agent? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 27 | What 3rd party applications are connect to Contact Center Express? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 28 | Any call recording software? If so, please list name and version. |  | You should be able to obtain this information using your CISCO LOA provided. |
| 29 | Expected SLA? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 30 | Please define offer process and procedural training? |  | We don’t understand this question. |
| 31 | Please define customized reporting and what is needed? |  | There is no customized reporting needed. |
| 32 | Can you clarify the statement in section 4.6 number 5? |  | This is to be deleted. It does not apply. |
| 33 | Is the expected services expected to be performed onsite or remote? |  | There is no work to be done on-site or remotely by the vendor as this pertains only to Cisco licenses and services. |
| 34 | Please define CISCO services spectrum. Is this limited to CISCO UC? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 35 | Can we get an extension on the RFP until 05/18? At 3:00 EST? |  | The due date has been extended to 05/25/2023. |
| 36 | Should proposals be submitted to you at the address listed as 2301 Lexington Avenue, Suite 310, Ashland KY 41101? |  | Yes. That is what the instructions say on the RFP. |
| 37 | Do we need 14 total copies to be submitted, 7 copies required for the Technical proposal and 7 copies for the financial proposal? |  | Yes. That is what the instructions say on the RFP. |
| 38. | What services are there other than Smartnet setup and migration? |  | You should be able to obtain this information using your CISCO LOA provided. |
| 39. | Is the Pre-bid conference meeting on site? |  | No pre-bid meeting will be held. |
| 40. | On page 29, CISCO Services RFP document, the second SOW requirement states “Offeror shall resolve any IST Department service issue within the CISCO services spectrum”. Does this apply to any issues that arise in setup and configuration of CISCO services, or does this include handling any cases for the technology that arise and require Cisco services to resolve? |  | This includes everything CISCO services. You should be able to obtain this information using your CISCO LOA provided. |