TELECOMMUNICATION WAN VOICE AND DATA INFRASTRUCTURE ASSESSMENT RFP 2017-027

Q&A

1. Would NUMC reconsider opening this up to a contingency response as well? There are significant benefits to the hospital in terms of cost savings as well as accelerating implementation. It also better aligns the interests of the both vendor and client as long-term partners to optimize telecom infrastructure and maximize savings. As part of the assessment, if the vendor finds that the current invoices should be audited for possible credit/ reimbursements, then NHCC will consider putting another bid on a contingency base.

2. If contingency is not an option, would the responding design assessment vendor also be allowed to bid on the recommended solution / product implementations. NO

3. Please describe the nature of the carrier services currently serving each and all locations
   a. Type of service
      a. Phone and data
   b. Facilities
      a. Main hospital, AHP
   c. Carrier
      a. Lightpath
         i. Voice and Data
      b. Verizon
         i. Voice
      c. AT&T
         i. Data
   d. Spend
      a. Last year we spent $400K on voice and data across all carriers. $300K for voice and $100K for data

4. Are services contracted month to month? or if not , what is the termination date for the current contract(s)?
   a. Verizon voice month to month
   b. Lightpath Voice 1yr contract
   c. Lightpath Data 5yr contract
   d. AT&T data 1yr contract

5. Please list all locations… Besides NUMC and AHP, street address and user population.

6. Please describe the current state of information and documentation available for Consultant review.

   a. Are as- built configurations available? Yes, Voice and Data design and telephone bills

   b. Please describe the invoice information available? Electronically?? Online and paper

   c. Does NHC use a telecomm management system to track expenditures? No

7. How may staff interviews are contemplated? As many and needed

8. What is the schedule for completion of this project and the milestones? End of Q1 2018 for easement completion, end of Q2 for implementation.

9. When is the RFP to be issued for new carrier services? Shortly after conclusion of the assessment and design.

10. When is the next generation carrier service provider to be selected? Shortly after conclusion of the assessment and design.

11. We are a small privately held company in business and successful for several decades. We can provide corporate tax returns. Is this adequate to satisfy this requirement? Yes

12. Re: MBE / WBE requirements – can a single MBE or WBE comprising 20 % of the work satisfy this requirement or is there a split goal and both MBE and WBE must participate?. NHCC will give extra weight to MBE WBE owned business but it is not a requirement.

13. Is NHC seeking a single lump sum fee for all the services contemplated inclusive of all expenses? Yes
14. Regarding 'Conduct staff interviews' within Section 2 Scope of Services, subsection 2, does this refer to NHCC DoITT staff only or does it include SUNY Stony Brook, Northwell Health IT staff, end users or other staff? Only NHCC other organization are not part of the institution.
15. It is inferred that the scope of services includes the generation of a Request for Proposal (specification design) for carrier services. Is this correct? yes
16. Would the NHCC Purchasing Department handle the formal bidding process (advertisement, issuance, receipt etc.) of the 'specification design' generated by the Consultant? Yes
17. Does the review of the current Voice and Data carrier infrastructure include any hardware/ application platforms? If so, please list for scoping purposes. The telephony system currently used is not being evaluated but is considered part of the design.
18. Please confirm the requested scope of services ends with a recommendation for award and does not include implementation oversight. Yes the RFP does not include implementation oversight.
19. Can you share the total number of current handsets? How many are wireless? Approximately 4000 phones.
20. What is the phone system you are on today? Please specify if it is different at remote sites. Alcatel Lucent
21. What is the current network infrastructure or standard in place? Inventory would be helpful. This RFP only pertains to Data/bandwidth/carrier, not infrastructure.
22. Can you share Network and WAN topology maps? Maps will be provided during the easement period. This easement will comprise of 2 main location and 7 satellite clinics.
23. Will this include the main campus or main campus and remote sites? Yes
24. What is the current Nurse Call system? Is this part of the evaluation? NO
25. If you would like us to interview end users to get feedback on what they would like to see for future state, could you share approximately how many interview you would like to have conducted? Do you prefer these to be 1:1 or facilitated as a workshop? Limited interviews with IT, communications and senior leadership.
26. Is looking at the wireless network in scope? If so please share what is in place today and should you desire a survey the sites to be surveyed and square footage of each. NO
27. Do you need to see travel cost broken out separately in our response? Yes
28. Will the NHCC telecommunications department release the information and documentation along with a list of invoices and other pertinent information for bidders to review in a timely enough manner prior to the November 3, 2017 submission date? No because this RFP is not contingency based please review the scope of the RFP.
29. How does NHCC currently process telecommunication invoices? Manual review against contracted prices and amount of lines.
30. What is the current approval process to validate the expenses on each carrier invoice received by MHCC? Manual review against contracted prices and amount of lines.
31. Will NHCC disclose its current technology plans for the next 5-8 years in a timely manner prior to the November 3, 2017 submission date? NO information will be provided during the design process.
32. Does this mean the successful bidder is responsible for writing the RFP for voice and data services? Successful bidders will assist in the RFP bid process, and bid selection.
33. The scope of work refers to "voice and data carrier infrastructure". This terminology is broad and can encompass a wide field; physical plant to private network architecture. While the analysis can touch on many areas, please identify the principal area(s) the analysis should focus on. This RFP pertains to the review of current voice and data career network, redundancy, bandwidth, and price optimization. This RFP does not include network infrastructure analyses or telephony hardware analysis.
34. What is your current voice and data diagram?

2x Metro Ethernet Mux
6x E-Line Ports
8x PRI Handoffs
1 Internet Circuit
1x Layer1 Port

PSTN

2x Metro Ethernet Mux
6x E-Line Ports
8x PRI Handoff
1x Layer1 Port

Emergency
Phones

55 Centrex lines for
emergency phones

NUMC

500Mbps

AHP

Emergency
Phones

19 Red
Phone
6 Centrex lines
For nurse stations

6Mbps

Internet Service

300Mbps

Internet

100Mbps

8 PRI Handoff

100Mbps   100Mbps   100Mbps   100Mbps   100Mbps

Roosevelt

1 Red
Phone

Emergency
Phones

Hempstead

1 Red
Phone

Emergency
Phones

Westbury

1 Red
Phone

Emergency
Phones

Elmont

1 Red
Phone

Emergency
Phones

SOC

1 Red
Phone

Emergency
Phones

New

1 Red
Phone

Emergency
Phones