

Community Memorial Hospital
Q&A for
VOIP Telephone System & Overhead Paging Project

- Page 5 references 200 analog extensions, but page 6 references 50 analog room phones. Are there 150 other analog devices? **No there is not another 150 analog devices, most of these would become extensions with a new system**

- Do you want the 50 (or 200) Analog Ext's presented at the MDF and then cross-connect to the rooms via existing backbone cabling to the TC's and then to the rooms? Or should an analog gateway be in each TC with analog needs and cross-connected out. If the latter, how many TC's need analog and what is the analog device count per TC? **We would want a cross-connect in TC1 with the analog gateway(s) in TC1**

- Are you reusing the analog room phones? If new are to be quoted, should they just be a basic single line phone – no speed dial keys? **Yes unless there is a reason that we can't with the new system**

- Based on the #11 Q&A response, we'll assume CMH will provide the VM's we need for the PBX software (both Primary and Redundant), Session Border Controller, etc? **Yes CMH will provide the VM's for the vendor to install and configure their software**

- #7 on the Q&A requests up to 50 conference participants, but the RFP states 3. Happy to accommodate 50, but that means you'll have to maintain 50 SIP Trunks. Recommendation is to get CMH a subscription to a Cloud conference service for a fraction of the cost of maintaining +/- 30 additional SIP Trunks for conferences. **We agree and apologize for the confusion. We would want to be able to accommodate 3-5 participants through the phone system. We agree that above that we would utilize a conference service, i.e., Zoom, GoToMeeting, etc.**

- Additional Items not on the RFP:
 - Call recording. If interested would need to know the concurrent # of recording licenses needed **2 – 5 concurrent**
 - There was no mention of integration with your Nurse Call system **Currently we do not want this feature**
 - There are doorboxes at Door 1 and ER on a separate system (?). Do you want a replacement that is part of the new system? If so, is Video required for either location? **Correct and we would prefer that they be part of this new system if possible. Yes we need video. Also note that the door is locked automatically by ProWatch software, and currently there is a button on the existing phone that the staff uses to unlock the door when needed. We want to maintain this functionality if at all possible.**
 - 4 new Conference phones (2 of them with extended mic kits) were discussed, but not requested on the RFP. **Yes this is correct (IP based)**