Arkansas e-Link RFI 2017-0089
Written Questions & Answers

1. What is the expected timeframe for when services would be implemented?
   Services turned up and billable July 1, 2019

2. Are there locations planned that were not on the 2015-0088 bid?
   Yes

3. What are the bandwidth requirements for MetroE?
   Greater than 100mb. We would also be interested in the ability to dynamically adjust bandwidth as needed. Example use case: someone has a large on site backup to accomplish- temporarily increase bandwidth to speed process, then dial back down.

4. On page 8, under "Proposal Structure", statement B: "Describe the staff requirements". Does this refer to staff requirements of UAMS to use the service, or staff requirements of the vendor to provide/manage the service?
   Both. If this is a product (reporting or management tool, etc.) provided to UAMS and maintained by UAMS we need to know the staffing requirements to do so. If this is a service provided to UAMS we need to know the staff required of the Vendor to support that service.

5. When will the potential RFP be posted?
   No later than March 2018

6. Since the implementation of services awarded by the 2015-0088 bid, have your applications changed in significant ways to necessitate changes in requirements of existing or new services?
   Yes

7. Since the implementation of services awarded by the 2015-0088 bid, what issues have you encountered that impact your ability to make efficient use of the services?
   Contract negotiations, reporting, billing issues, inventory control, transition of services, quotes received in timely manner, communication between silos.

8. Have you encountered any unexpected costs, delays in implementation, or downtime?
   Yes

9. Do you have any interest in cloud-based services, such as direct, private connections to cloud providers such as Google Cloud, Microsoft Azure, or Amazon AWS?
   Yes

10. Do you have any interest in managed Wi-Fi service?
    Yes

11. What will be the key decision factors for award?
    Please refer to the RFP once it is posted.

12. Is a ringed, diverse backbone of value to you?
    Yes

13. On Page 6, does this question point to the fact that UAMS might intend to request (future) competitive bids for new Metro Ethernet services for the selected geographies? Or is this RFI simply seeking input from vendors who would manage existing circuits only?
    Both

14. What do you value most in a partner relationship?
    Realistic timelines, honesty, proactivity, bridging between groups, sense of partnership with the same goal

15. What is your current footprint of endpoints (patient-facing A/V devices)? How many locations, and how many endpoints are there in the network?
    Approximately 1000 endpoints

16. What video gateways are you currently using? Will you please provide an infrastructure diagram?
    VCS Gateway; diagram attached

17. Are there common endpoints, or does the network consist of a multitude of SIP-enabled devices?
    Majority have SIP capabilities but are using H323.

18. How are the devices connected (open internet, VPN tunnels, dedicated MPLS lines, etc.)?
    All of the above

19. Are Video/Media servers currently deployed in every endpoint location?
    No

20. What are your expectations regarding existing equipment—is your intent to replace existing carts, or to repurpose existing carts?
    Repurpose

21. As a managed service provider, InTouch Health does not require dedicated lines for A/V functionality. Are dedicated lines a requirement of your solution going forward?
    Preferred but not required