ADDENDUM IV

DATE: JULY 14, 2022

FOR

REQUEST FOR INFORMATION # 22142

ENTERPRISE COMMUNICATION PLATFORM SOLUTION

DATED: JUNE 1, 2022

The above entitled specifications are modified as follows and except as set forth herein remain unchanged and in full force and effect:

 Addendum to RFI documentation

MODIFICATION:
Opening date change on the Request for INFORMATION #22142
- Original Date/Time: June 24, 2022 @ 12:00 PM CDT
- New Date/Time: July 29, 2022 @ 12:00 PM CDT

RFI Submissions sent electronically to Kyla Rogers@ rogersk@umsystem.edu.

QUESTIONS AND ANSWERS: The following questions and answers are provided as a matter of information to clarify issues raised about the RFI. All responses are noted below in red.

Vendor Clarification Questions

1. Summary of the CURRENT contact center applications and procedures in place:

   "The platform suite is referred to as "Genesis-Intelligent Series" by Amtelco.

   • The specific operator console is called Soft Agent (process calls, send messages, view/edit assignments on the call schedule, launch emergency procedures, make overhead announcements, inpatient room lookup, etc.).

   • The admin software is called IS Supervisor, this is where I manage the directory, update processes/procedures on Soft Agent, create/edit permissions for operators and call schedule editors, build/edit call schedules (roles, templates, shifts, entire schedules, etc.), schedule or run reports.

   • The call schedules are tied in-to the platform, hospital staff and department editors view (or assign shifts) through the intranet website, referred to as "IS Web" by Amtelco – but it listed as "MUHC Call Schedules Directory" on Citrix. Staff also use this

as the directory and can message through the on-call schedule or through the main home screen in the directory search box.

The MiSecure messaging app is also from Amtelco and integrates with the website/Soft Agent/IS Supervisor, however, is a stand-alone product."

2. Summary of the DESIRED contact center goals and project objectives.
   - We are seeking to better understand what is available in the market today from an enterprise communications perspective. There is an upcoming need to replace our VOIP ASCOM handsets used for clinical communications / alerting, but are also exploring what options exist surrounding the telecom/operators space.

3. List Top 5 contact center project priorities:
   (1 being highest priority, continue to the lowest)
   a. Nursing mobility
   b. Voice, test, and video collaboration inside and outside of the facility.
   c. Enhanced event notifications
   d. Device consolidation
   e. Intelligent directory for clinical staff

Operator Console

check (x) the following features and applications for your IDEAL solution

	Features	REQUIRED	DESIRED	FUTURE	NOT NEEDED
1	Intelligent PC Console	X			
2	Enterprise Directory	X			
3	Color-Coded Directory	X			
4	Automated Agent Greetings		X		
5	Intelligent Paging	X			
6	Park & Page	X			
7	Overhead Paging	X			
8	Programmable Keyboard	X			
9	Color Coded Keyboard	X			
10	Operator Statistics	X			
11	On-Call Scheduling	X			
12	Patient Information HL7/ADT Interface		X		
13	Interface to HR Directory		X		
14	Alarms Monitor	X			
15	Voice Assisted Transfer	X			
16	Call Recording	X			
17	Physician Answering Service		X		
18	Physician Registry	X			
19	PC Directory Back-up	X			
20	Back-up Server(s)	X			
21	Web On-Call Calendars	X			
22	Web Directory	X			
23	Web Paging	X			
24	Standard Reporting Package	X			
25	Enhanced ACD Statistics Reporting	X			
26	Admin Management Software	X			
27	Speech Recognition	X			
28	Automated Emergency Notification & Response Package	X			

Contact Center Checklist
Operator Console

29	Option to record calls?		X		
30	Record all calls - Passive		X		
31	Initiative call recording - Selective		X		
32	Other Features				

Contact Center Checklist
On-Call Scheduling and Web-based Staff Directory

On-Call Scheduling

check (x) the following features and applications for your IDEAL solution

	Features	REQUIRED	DESIRED	FUTURE	NOT NEEDED
1	Web-based on-call scheduling package?	X			
2	Sub-groups within a given calendar?	X			
3	Pre-schedule on-call assignments?	X			
4	Create calendars more than 24 months in advance?	X			
5	Accommodate different coverage shifts within the same day?	X			
6	Real-time scheduling package?	X			
7	Agents/Operators enter on-call information?	X			
8	Department Administrators enter on-call information?	X			
9	Track on-call changes in your system?	X			
10	Departments, clinics and offices enter their own on-call information?	X			
11	Department, clinic and office personnel view on-call information via a browser?	X			
12	End-users download on-call schedules or calendars to wireless devices?	X			
13	Track employee status information (in-house pager, cell phone, sign out to xyz, etc.)?	X			
14	Enable end user updating of personal Status, Coverage and Exception information?	X			
15	Reflect updated information to other users and applications in real-time?	X			

Web-based Staff Directory

check (x) the following features and applications for your IDEAL solution

	Features	REQUIRED	DESIRED	FUTURE	NOT NEEDED
1	Web-based staff directory package?	X			
2	Departments or individuals update their own contact information?	X			
3	Database changes controlled and tracked?	X			
4	Web-based paging or messaging application?	X			
5	Web applications integrated w/on-call calendar?	X			
6	Person can change their status from the web?	X			
7	Control what information is published to web?	X			
8	Privacy flags to prevent certain records from appearing when users query a name?	X			

Contact Center Checklist
Secure Smartphone Messaging

Smartphone Messaging

check (x) the following features and applications for your IDEAL solution

	Features	REQUIRED	DESIRED	FUTURE	NOT NEEDED
1	Secure/encrypted smartphone messaging application that provides full integration to hospital directory and on-call scheduling system	X			
2	Delivery confirmation and read receipt of encrypted smartphone messaging - message viewable in Console and/or Web-Directory	X			
3	Client to Client encrypted smartphone messaging - message viewable in Console and/or Web-Directory	X			
4	Ability to change page status in mobile app, and have status viewable in on-call schedule and operator console system	X			
5	Healthcare grade secure messaging solution with message encryption	X			
6	Remote removal of messages from the device client application in case of lost or stolen devices	X			
7	Ability to remove messages from device based on number of days or number of messages - while retaining message audit history in hospital database	X			
8	Additional password protection available at the smartphone application level	X			
9	Expansion capabilities to support delivery of critical test results in the secure smartphone application	X			
10	Expansion capability to support delivery of nurse call alerts and/or facility alarms in the secure smartphone application	X			
11	Ability to send messages from device to device, or from web-based staff directory interface (non-Console interface).	X			
12	Ability to send messages to Smartphones from Operator Console with CTI to keep operator in single application	X			
13	Send device to device on Smartphones and other tablets (iPhone and Android) with mobile app from Device Client, Web or Console interface.	X			
14	Message priority indicators	X			
15	Encrypted Message delivery over Carrier Network Data or WiFi (onsite or offsite WiFi)	X			