

Unified Communications RFP

Frequently Asked Questions

1. Locations and Service Sites

Question:

Please list any locations, in addition to the subregional centers and village clinics, that should be supported by the UC solution, including any annexes, outbuildings, or other service locations.

Response:

The solution must support all TCC locations currently served by the existing ShoreTel and NEC systems, including Fairbanks headquarters facilities, subregional clinics, village clinics, and associated annexes, outbuildings, and other service locations.

A complete site list will be provided to the selected vendor during discovery. Bidders should state their site assumptions and provide per-site or per-unit pricing so that additional locations can be priced without renegotiation.

2. WAN and Internet Connectivity

Question:

Please provide a diagram detailing WAN and internet access at the subregional centers and village clinics, where available, including redundant connections and capacities.

Response:

A WAN diagram will not be provided with this RFP. Site-specific network information will be shared with the selected vendor during discovery.

Bidders should clearly state their network assumptions and requirements in their proposals.

3. Extensions and DID Blocks

Question:

How many users have extensions that are not associated with DID blocks?

Response:

Detailed extension and DID inventories will be provided to the selected vendor during discovery.

For scale, Section III.B of the RFP identifies approximately 1,479 configured extensions, including named users and shared phones. Bidders should state their assumptions regarding direct-dial and non-DID extensions and provide unit pricing so that quantity differences can be adjusted without a change in unit cost.

4. Common-Area Phones

Question:

How many common-area phones, such as courtesy phones, lunchroom phones, and conference room phones, are currently in use?

Response:

A detailed inventory will be provided to the selected vendor during discovery.

Bidders should state their assumed quantity of common-area phones, including courtesy, lunchroom, conference room, and similar phones, and provide unit pricing.

5. Analog Devices

Question:

How many analog devices are currently in use? Please provide an inventory detailing the location and purpose or type of each device.

Response:

Analog devices exist in the current environment, and TCC expects analog connectivity to remain at some sites.

A device-level inventory will be provided to the selected vendor during discovery. Bidders should state their assumed analog device quantities and provide unit pricing for analog gateways and adapters.

6. Current Phone Inventory

Question:

Can TCC provide an inventory of current phone sets connected to the ShoreTel and NEC systems? Please provide the manufacturer and model when possible.

Response:

Section III.B of the RFP identifies approximately 1,229 physical phones and 325 softphones on the ShoreTel system.

A detailed inventory, including NEC devices, will be provided to the selected vendor during discovery. Bidders should state their assumptions regarding phone replacement and reuse and provide unit pricing by model.

7. Paging Equipment**Question:**

Please provide information, including manufacturer and model, for the paging equipment at each site.

Response:

TCC has a mix of paging solutions across its facilities. Site-specific equipment details will be provided to the selected vendor during discovery.

Bidders should describe their proposed integration approach and identify any additional hardware that would be required.

8. AlertMedia**8.1 Question:**

Please provide information, a diagram, and a description of how AlertMedia is installed.

Response:

AlertMedia is a hosted service that operates outside TCC's telephony environment and has no dependency on the existing ShoreTel or NEC systems. No diagram will be provided, and no integration is required.

8.2 Question:

Please provide details regarding when AlertMedia is used, what information is disseminated, and which personnel and devices receive the alerts.

Response:

AlertMedia is TCC's organization-wide emergency notification platform and is used for events such as weather closures, safety alerts, and facility-wide announcements.

Recipient lists and delivery details are not required to prepare a proposal response and will be shared with the selected vendor as needed for validation.

8.3 Question:

How are AlertMedia alerts and notifications currently sent, such as to ShoreTel endpoints, NEC endpoints, Teams users through chats or audio alerts, or over paging systems?

Response:

Bidders should not assume any dependency between AlertMedia and TCC's existing telephony systems.

Bidders must confirm that their proposed platform will not interfere with the delivery of AlertMedia calls and messages to staff and should describe any relevant configuration considerations. Delivery-method details will be shared with the selected vendor during discovery.

9. TigerConnect

9.1 Question:

What dependencies does TigerConnect have on the existing telephony system? Is it dependent on ShoreTel or NEC?

Response:

TigerConnect is a secure clinical messaging platform and is not a telephony integration. Bidders should not assume any dependency on the existing ShoreTel or NEC systems.

9.2 Question:

REQ-024 indicates that the new system must coexist with TigerConnect. Section D includes a requirement to decommission the old phone system. If TigerConnect is dependent on the old system, how should that be reconciled with the requirement to decommission it, since integration of the new solution with TigerConnect is not initially required?

Response:

TigerConnect is not dependent on the existing telephony systems; therefore, the decommissioning requirements are unaffected.

REQ-024 requires only that the proposed platform coexist with TigerConnect without creating workflow friction. Integration with TigerConnect is not required as part of the initial deployment.

10. Salesforce Integration

Question:

Is the Salesforce integration tied to ShoreTel or NEC?

Response:

The Salesforce integration described in REQ-026 is a requirement for the proposed platform for the Outpatient Travel Department. Bidders should not assume any dependency on the legacy ShoreTel or NEC systems.

11. Pharmacy After-Hours IVR, Avail Solutions, and Athena EMR**11.1 Question:**

What dependencies do the Pharmacy After-Hours Prescription IVR system, Avail Solutions, and Athena EMR have on the existing telephony system?

Response:

The Pharmacy After-Hours Prescription IVR and the Avail Solutions answering service receive calls forwarded from TCC's phone system to external destinations. The proposed platform must preserve these forwarding paths, as described in REQ-022 and REQ-023.

Athena EMR does not depend on the telephony system. Any Athena integration is a future-phase consideration, as described in DES-023.

11.2 Question:

Are these systems dependent on ShoreTel or NEC? The RFP appears to indicate that each is independent of the existing telephony systems.

Response:

The Pharmacy After-Hours Prescription IVR and Avail Solutions are external to TCC's telephony environment and are reached through call forwarding from the phone system. Bidders must therefore design equivalent forwarding functionality on the proposed platform.

Bidders should not assume any dependency on ShoreTel- or NEC-specific functionality beyond call forwarding. Vendor-specific details will be provided to the selected vendor during discovery.

12. Site Location Details**Question:**

Will TCC provide site location details for all locations included in this RFP, including street

addresses for urban sites such as Fairbanks and latitude/longitude coordinates for rural sites such as clinic locations?

Response:

Site names and communities are identified in the RFP. Street addresses and geographic coordinates will be provided to the selected vendor during discovery.

13. June 2026 Needs Assessment

Question:

The RFP references a needs assessment completed in June 2026. Will TCC provide a copy of the assessment, including any associated findings or recommendations, to prospective bidders?

Response:

No. TCC will not release the needs assessment. The RFP contains the requirements necessary for bidders to prepare their responses.

14. Proposal Submission Deadline

Question:

Given the scale of the required solution and the complexity of the geographic coverage involved, would TCC consider extending the proposal submission deadline to November 11, 2026, to allow respondents sufficient time to develop comprehensive solutions that meet TCC's requirements?

Response:

No. TCC will not extend the proposal submission deadline. The deadline stated in the RFP remains in effect.