



SCF Purchasing Department
7033 East Tudor Road
Anchorage, AK 99507

To: Prospective Registered Bidders

Date: September 15, 2026

RE: Addendum No. 3

Issue Date: 15th September 2026

This document forms a part of the Purchasing Documents and modifies original Procurement Documents dated September 15th, 2026. Acknowledge receipt of this Addendum on page 31 (thirty-one) of the Bid documents. Failure to acknowledge receipt of this addendum may subject Proposers to disqualification.

This Addendum consists of 5 page(s) and 1 document

Addendum No. 3 – Addition of SCF's Response to Proposers Questions

This addendum incorporates the following updated Questions and Answers into the solicitation of RFP SCF26-1197 Enterprise Communications and Contact Center Modernization

These documents are hereby added and shall be reviewed and considered when preparing proposals. All other solicitation requirements remain unchanged. Proposers must acknowledge receipt of this Addendum

SCF26-1201- Comments Questions Answers

	Date Received	Comment or Question Provided by Bidder	SCF Response	RFP Reference (If Applicable)																																																										
1	8/28/26	When do SCF's current A-FLEX-3 and A-FLEX-CC agreements come up for renewal? Please provide the quantities and applicable licensing/subscription entitlements currently procured under these agreements, including CUCM, Unity, Contact Center and related collaboration products where applicable.	Flex3 - 11/8/26 <table><thead><tr><th>Part Number</th><th>Qty</th></tr></thead><tbody><tr><td>A-FLEX-3</td><td>1</td></tr><tr><td>A-FLEX-C-DEV-ENT</td><td>3,000</td></tr><tr><td>A-FLEX-EAPL</td><td>2,500</td></tr><tr><td>A-FLEX-EXP-RMS-S</td><td>500</td></tr><tr><td>A-FLEX-FILESTG-ENT</td><td>60,000</td></tr><tr><td>A-FLEX-MSG-ENT</td><td>3,000</td></tr><tr><td>A-FLEX-P-ACC</td><td>500</td></tr><tr><td>A-FLEX-P-CA</td><td>1,250</td></tr><tr><td>A-FLEX-P-EA</td><td>3,000</td></tr><tr><td>A-FLEX-P-ER</td><td>7,500</td></tr><tr><td>A-FLEX-P-UCXN</td><td>3,000</td></tr><tr><td>A-FLEX-PROPACK-ENT</td><td>3,000</td></tr><tr><td>A-FLEX-SME-S</td><td>1</td></tr><tr><td>A-FLEX-SRST-E</td><td>5,000</td></tr><tr><td>A-FLEX-SW-15-K9</td><td>1</td></tr><tr><td>A-SW-EXPWY-15X-K9</td><td>1</td></tr><tr><td>Q-208347</td><td>2</td></tr><tr><td>SVS-FLEX-SUPT-BAS</td><td>2,500</td></tr></tbody></table> Flex CC – 10/28/26 <table><thead><tr><th>Part Number</th><th>Qty</th></tr></thead><tbody><tr><td>A-FLEX-CC</td><td>1</td></tr><tr><td>A-FLEX-PJXPC</td><td>25</td></tr><tr><td>A-FLEX-PJXSC</td><td>155</td></tr><tr><td>A-FLEX-PJXSAGT12.5</td><td>155</td></tr><tr><td>A-FLEX-J-AGT-RTU</td><td>1</td></tr><tr><td>SVS-FLEX-SUPT-BAS</td><td>1</td></tr><tr><td>A-FLEX-PJX-SVR12.5</td><td>1</td></tr><tr><td>A-FLEX-05-12.5-K9</td><td>1</td></tr><tr><td>A-FLEX-PJXPAGT12.5</td><td>25</td></tr></tbody></table>	Part Number	Qty	A-FLEX-3	1	A-FLEX-C-DEV-ENT	3,000	A-FLEX-EAPL	2,500	A-FLEX-EXP-RMS-S	500	A-FLEX-FILESTG-ENT	60,000	A-FLEX-MSG-ENT	3,000	A-FLEX-P-ACC	500	A-FLEX-P-CA	1,250	A-FLEX-P-EA	3,000	A-FLEX-P-ER	7,500	A-FLEX-P-UCXN	3,000	A-FLEX-PROPACK-ENT	3,000	A-FLEX-SME-S	1	A-FLEX-SRST-E	5,000	A-FLEX-SW-15-K9	1	A-SW-EXPWY-15X-K9	1	Q-208347	2	SVS-FLEX-SUPT-BAS	2,500	Part Number	Qty	A-FLEX-CC	1	A-FLEX-PJXPC	25	A-FLEX-PJXSC	155	A-FLEX-PJXSAGT12.5	155	A-FLEX-J-AGT-RTU	1	SVS-FLEX-SUPT-BAS	1	A-FLEX-PJX-SVR12.5	1	A-FLEX-05-12.5-K9	1	A-FLEX-PJXPAGT12.5	25	
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2		Of the 2,500 cloud calling licenses requested, are all users expected to require equivalent calling capabilities, or may respondents develop user personas/license profiles based upon actual requirements? Please also identify approximately how many users require multiple devices/phones, a single phone, and standalone/user-less endpoints such as common-area phones and analog ports	SCF does not currently have an exact breakdown of users by device type or endpoint. The 2,500 licenses should be considered an estimated total, and respondents may develop appropriate user or license profiles based on the actual calling requirements. SCF expects a mix of users with single and multiple devices, as well as common-area and analog endpoints.																																																											

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3		Of the 180 contact-center agents, how many are concurrent versus named users, and how many supervisor, administrator, quality-management and workforce-management users should be assumed?	Concurrent contact center agents can range from 80 – 170 depending on the number of inbound calls for each department. Supervisors range from 15 – 25.	
4		What initial subscription/license term should proposers use for pricing purposes—one year, three years, five years, or another period?	Please provide pricing for both 3-year and 5-year terms, including any discounts for the 5-year option.	
5		Does SCF have any Emergency Room facilities that the new phone system will need to serve? Does this system need to be capable of serving the ANMC ER's/Facilities in the future?	The ER facilities are handled by ANTHC/ANMC and are not part of SCF's scope of work. We do have 13 village clinics that can handle emergencies but are not classified as Emergency Rooms.	
6		Does SCF have established requirements for continued calling/contact-center functionality during loss or degradation of Internet/cloud connectivity? What minimum functionality must remain available during such an event?	*We would like to maintain the ability for all inbound and outbound calls remain functional and route to their proper department during an internet/cloud outage.	
7		Can SCF provide the hardware revision versions for their 7821, 7841 phone models?	*Need to check each phone physically or run a 3 rd party github tool found here	
8		If SCF has phones/endpoints incompatible with the respondent's solution, should the respondent include 1-for-1 replacements of those devices in their proposal?	Recommendation of replacement device and migration to those devices need to be discussed further with SCF IT.	
9		Can SCF provide a list of all remote locations including handset count, PSTN connectivity type, PSTN provider, Internet/Business Circuit connectivity type and provider?	Yes. SCF can provide a list of remote locations with the requested handset, PSTN, and Internet connectivity information. • Location/site name • Number of phone handsets • PSTN connection type • PSTN provider • Internet/business circuit type MPLS & DIA • Internet provider – GCI, ACS	
10		Do remote locations with voice and Business Circuit services co-located in the same ISR-4451 hardware have redundant power feeds?	No, the remote locations do not have redundant power feeds.	
11		Which conferencing software solution has SCF standardized on? (Teams, Zoom, Webex, etc.?)	SCF has standardized on Teams and would like to use the WebEx Cisco Call application.	
12		Section 5 limits the Response to Criteria and Key Personnel Resumes to five pages total and states that additional material is not required or desired. May proposers include supplemental appendices containing relevant project examples, technical artifacts, diagrams, sample deliverables, or other supporting materials outside the five-page limit? If so, will supplemental	Reach out to Purchasing for clarification on this requirement.	

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		material be considered during evaluation?		
13		Does the required minimum 90-day post-go-live stabilization period begin after the first production migration or after completion of the final migration phase? What service levels and support hours does SCF expect during stabilization?	The 90-day stabilization period should start after the final production migration is completed and SCF confirms the system is fully operational. During the 90 days, the vendor should provide 24x7 support for critical issues, along with defined response and escalation times to help quickly resolve any production issues related to the implementation.	
14		Please confirm the proposal submission deadline. The RFP contains conflicting references to September 10 and September 15, 2026.	TBD	
15		What are SCF's principal contact-center challenges today? For example, are there specific concerns regarding abandonment, hold times, routing, transfers, reporting, workforce management, quality management, supervisor visibility, customer self-service or agent experience?	Multiple departments have expressed their need for better reporting, call stats, supervisor visibility. This will need to be discussed further with the different departments.	
16		Is integration with SCF's electronic health record or other clinical systems contemplated? If so, what workflows does SCF wish to enable—for example screen-pop/context, click-to-call, appointment communications, patient self-service, routing or other functionality?	SCF uses Cerner and would like to explore the integration with WebEx. Features like screen-pop and appointment communications have been discussed but will need to be discussed further with each department.	
17		Is there an existing Work Force Optimization tool used today for scheduling? If so, please provide the software name & version information and state if respondent's solution must be compatible with the current tool or replace the current tool if found to be incompatible	Unknown. Will need to discuss with each department.	
18		Do Contact Center agents currently work out of Cisco Finesse then manually move information into their third-party tool (CRM/EHR) or is there an expectation for existing integrations/workflows to be maintained?	Yes, Contact Center agents work out of Finesse and manually move information into Cerner. The departments have expressed interest in new integrations.	
19		Please provide the names and versions of the specific software applications expected to integrate with the future communications/contact-center environment, including the "CRM systems," "existing healthcare applications," and "reporting solutions" referenced in the RFP. Where known, please also identify existing integration methods/interfaces and desired workflows.	We would like to integrate a new eFax solution that will be recommended by the winning bidder. If there are additional applications, we will need to discuss with each department.	
20		What is SCF's willingness to modernize existing applications that will not be compatible with the respondent's solution?	SCF is open to modernizing applications when needed for compatibility, but any required changes, costs, and impacts should be identified by the respondent. SCF will evaluate these on a case-by-case basis.	
21		Are integrations with clinical communication systems such as nurse call, secure messaging, mass notification, overhead paging, emergency notification, patient reminder/scheduling systems, or similar healthcare workflows within scope? If so, please identify the applicable platforms.	Possibly in the future, but not currently.	

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22		In regards to overhead paging - please detail any existing configurations. Is it integrated via Analog or IP, is it several zones within a building or one large zone?	Overhead paging systems are owned and maintained by our Facilities, not by IT.	
23		Please describe SCF's current Call Cabinet deployment, including the populations/interactions being recorded, deployment model (cloud, hybrid, or on-prem), retention requirements and whether SCF expects to retain Call Cabinet or will consider native/replacement recording and quality-management functionality.	SCF is no longer using Call Cabinet.	
24		Does the current SCF communications platform utilize a third-party provisioning tool? If so, please provide the software name & version information and state if respondent's solution must be compatible with the current tool or replace the current tool if found to be incompatible.	SCF does not currently utilize a third-party provisioning tool for the communications platform.	
25		Does the current SCF communications platform utilize a third-party reporting tool? If so, please provide the software name & version information and state if respondent's solution must be compatible with the current tool or replace the current tool if found to be incompatible.	SCF does not currently utilize a third-party reporting tool for the communications platform.	
26		Please outline any business timelines to have this project completed by - expiring hardware support contracts, needing to displace workloads from the data center compute resources, etc.	SCF does not have a firm completion deadline, but the project is expected to be completed within one year to support the replacement of existing infrastructure and avoid potential end-of-life or support-related issues.	
27		Has SCF performed a recent voice/video/cloud-communications network-readiness assessment? If so, will results be made available to the selected proposer? If not, should proposers include network-readiness assessment activities within their proposed scope?	SCF has not completed a formal network-readiness assessment. Respondents should include the network-readiness assessment as part of their proposed scope.	
28		Are there particular clinical, emergency, patient-access or other functions that SCF considers mission-critical and that require enhanced availability or special migration/DR treatment?	Clinical, patient, emergency, and other critical communications are mission-critical. These services should have appropriate redundancy and DR, especially considering SCF's remote locations and approximately 40 sites.	
29		Will the selected proposer have access during assessment/design to business stakeholders in addition to SCF IT?	Yes	
30		Does SCF expect the selected proposer to validate and refine business requirements through stakeholder interviews/workshops before finalizing the future-state design, or should proposers consider the requirements contained in the RFP substantially complete?	SCF expects the selected proposer to validate and refine the requirements with stakeholders before finalizing the design. The RFP requirements are a starting point and may be refined as needed.	
31		Would SCF consider relevant consulting/assessment engagements demonstrating healthcare communications modernization expertise as a relevant reference of similar projects, or are you only considering completed production implementations when evaluating project experience?	SCF will consider both consulting/assessment work and completed implementations, as long as they show relevant healthcare communications experience.	
32		Please identify whether this procurement is funded in whole or in part through a federal grant or other restricted funding source, including RHTP or another program, and identify any resulting procurement, contracting, reporting, domestic-preference, or other compliance requirements applicable to the	As far as we understand, this procurement is not funded through any federal grants or other restricted funding sources.	

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		selected proposer.		
33		Please identify the unified messaging solution in-use by SCF.	Microsoft Teams, OpenText CX-E voicemail (formerly AVST)	
34		What level of load-share is expected between SCF and the implementation partner?	SCF expects the implementation partner to lead the project, with SCF providing support, input, testing, and approvals as needed.	
35		What is SCF's planned adoption quantities for softphone clients? Please provide a high-level estimate for users of desktop/PC clients and mobile device clients?	SCF expects the implementation partner to lead the project, with SCF helping with support, input, testing, and approvals as needed. For repetitive configurations, SCF may handle those internally.	
36		Please provide high-level quantity estimates for planned replacements of physical phones with soft phone client applications.	SCF does not have an exact estimate at this time. Respondents should provide recommendations based on the proposed solution and SCF's user requirements.	
37		Please outline the existing hardware supporting analog (FXS) endpoints	VG202, VG204, VG224, VG310, VG410, ATA190, ATA191, ATA192	
38		Please describe SCF's preferences and restrictions for user/device migrations including blackout periods, phasing preferences, and cutover preferences.	SCF prefers a phased migration with minimal disruption. Cutovers should be done during approved maintenance windows and follow the CAB approval process.	