

Operator Console Solution
The University of Toledo
RFP #FY26-02

August 8, 2025

ADDENDUM #1

THIS ADDENDUM COVERS QUESTIONS PRESENTED FOR CLARIFICATION REGARDING THE PLANS AND SPECIFICATIONS REFERENCED ABOVE.

Section 5.5.1 System Features - Required

1. (a). Integrates with provider on-call system

What is your current provider on-call system? *UT Response: Vistapoint*

2. (e). Ability to interface with Banner Database AP for directory

Can you provide details about what information resides in Banner Database AP and what interface specifications it supports? *UT Response: The Banner data would be out of the employee table showing name, position and other factors. The bigger issue in this integration is the Banner (Ellucain connector, because that will be critical path on API).*

3. (m). No restrictions on the number of licensed users or access

How many total operators do you currently have? *UT Response: 6 licenses but 13 users*

During peak call times, how many operators do you have answering calls? And how many calls are handled by the operators on a daily/monthly basis? *UT Response: 3 to 4 users and 34,000 monthly*

4. (n). Provides speech recognition to assist in directing calls.

How many users will be accessing the Speech Directory at the same time? We are looking for sizing information for the requirement for a Speech Directory. *UT Response: 4*

5. (p). Provides scripting to assist end user in codes.

Provides audio option for on hold calls – could you provide more information about this requirement? *UT Response: UT would like to play marketing pre-recorded message when caller is on hold.*

Section 5.5.3 Operator Console Solution Plan

6. What do operators use to answer calls today? (software, hardware, etc.) *UT Response: Vistapoint, Cisco and a physical telephone*
7. Does the University of Toledo Medical Center have any remote operators today? Or do all the operators currently share a centralized contact center? *UT Response: they do not work remotely. centralized contact center*
8. Can you elaborate on the statement "Proof of Concept (POC)"? *UT Response: POC is to demonstrate that the fundamental functions. The POC runs manual with no integration, and all data loaded manually*

Due to the delay in posting Addendum 1; the RFP responses will be due Friday, August 22, 2025, at 3:00 PM (Eastern)

No other changes.

LATE BIDS WILL NOT BE ACCEPTED

This clarification must be signed and returned with the requested forms listed in the RFP.

Company Name

Signature of Authorized Representative

Date

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