

REQUEST FOR INFORMATION



Cloud-Based Electronic Fax

**RFI # 210104-121-ADDENDUM #1
January 20, 2021**

**Proposals Due: Extended Deadline
January 2, 2021 by 2:00 PM (EST)**

Issued for:

**Pender County Information Technology Services
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Issued By:

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IMPORTANT UPDATES

Pender County is pleased to have a remarkable number of vendors interested in this RFI. However, due to the overwhelming response, compounded by the additional stressors of Covid-19, there will not be enough time to offer every Vendor a presentation slot as we had originally planned. **All presentations are cancelled until further notice.** It is our intention to schedule presentations for select Vendors based on responses, the needs of the county and available resources.

Please remember this is a true RFI for educational purposes and financial forecasting. **Pender County will not be selecting a Vendor or awarding a contract as a result of this process.** As required by Pender County’s local purchasing policy, an RFP will be issued later in the year.

REVISED TIMELINE

January 4, 2021	Request for Information issued
January 12, 2021 by 5:00pm EST	Deadline for any questions on the RFI – email to tnewton@pendercountync.gov
January 12, 2021 by 5:00pm EST	Deadline to register for a time to present response – sign up at https://www.signupgenius.com/go/8050E4DABA92CA3FD0-presentation1
January 20, 2021	Answers provided to questions via an Addendum
January 29, 2021 by 2:00pm EST	Deadline for responses to RFI – email to tnewton@pendercountync.gov
Canceled	Presentations

QUESTIONS AND ANSWERS

Q1. How many devices in your current MFP fleet have/will have the ability to scan to email?

A1. 80

Q2. What Brand(s) are the devices the cloud faxing solution will integrate with?

A2. We are entering into a new Cost Per Copy Contract. The new devices that Pender will be using are:

- HP E77830dn
- HP E87640dn
- HP E8766dn
- HP E72525dn
- HP E72535
- HP P77940DNS
- HP E58650DN
- HP E62655DN
- HP E62665Z

Q3. How many of the 30 DID fax lines are being used for public Safety (CJIS)?

A3. The current count of DIDs does not include the Sheriff's Office. Pender intends to add them in the future. This is count will be less than 15.

Q4. In order to maintain the highest standard of CJIS compliance would you consider traditional fax kits in the Jail and Police depts?

A4. Pender would entertain this for the Jail and Sheriff's Office. Please provide information and pricing.

Q5. Is there an RFI document that provides a detailed scope and questions for each vendor that we can complete?

A5. Responses should be sent via email to tnewton@pendercountync.gov. Include as much information, including costs, as possible. Format requested is PDF file type.

Q6. We have many different solutions based on a client's needs and how they manage their internal workflow around faxes and documents. Could we set up a discovery call to discuss and learn?

A6. The purpose of this Request for Information is to seek a replacement for our current on-premise solution and move to a cloud-hosted solution. Please provide as much information possible including costs.

Q7. How many pages do you process inbound and outbound per month?

A7. Per the RFP, Pender processes 12,000 pages a month in 2019.

Q8. How many DID fax numbers would we manage?

A8. 30 DIDs plus 10 once the Sheriff's Office would on-board.

Q9. How many Toll Free numbers would we manage?

A9. None at this time.

Q10. How many outbound users (people who do not have a dedicated fax number but need to send faxes off of their device) do you have?

A10. Currently, all users on the current system share fax numbers by department or division.

Q11. DO you have an emergency services or health department?

A11. Yes, we have both.

Q12. Do they receive documents where they are rekeying information off of faxes into an EMR or CRM system daily?

A12. Potentially, yes.

Q13. Would eliminating staff labor and human error eliminating the manual handling of daily documents and speeding up this process be of value to your county?

A13. If included in the cost, Pender would be interested. However, we currently have Laserfiche.

Q14. Do you have any system faxing where we could replace a server connected to your computers and have that traffic route directly to Concord be of value?

A14. This system needs to be 100% cloud-hosted and managed.

Q15. Would being able to automatically identify a particular document and route it to a specific dept or sub dept workflow folder or que in a protected secure online environment be of value to your county?

A15. Yes, if this is an included feature.

Q16. DO they require a secure HIPAA solution?

A16. Yes, per the RFI.

Q17. Do you require a PCI-DSS solution to protect financial information like check images and credit card numbers?

A17. Yes, this would be desired.

Q18. Do you require a solution that is SSAE SOC 2 compliant?

A18. Yes

Q19. DO you require a solution that will provide you with Never Busy inbound fax lines where no sender into your county will ever receive a busy signal?

A19. Yes, if included in the cost.

Q20. Do you require a solid process to help with outbound deliveries to difficult fax numbers?

A20. Please elaborate in your response. Currently, employees are able to send faxes from their desktop computers using an application and from an MFP by walk-up.

Q21. Do you want a separate provider for fax service or could the UCaaS provider also include this? Most of the UCaaS providers also provide fax now at no extra charge.

A21. We welcome all responses and proposals. The County welcomes responses and proposals for both projects. In addition, the County welcomes any opportunity to save tax payer money by including services for free.

Q22. For our presentation on the 5th will I be able to share the meeting notice with my two specialists so they can join present as well?...

A22. All presentations have been cancelled at this time. Should you be asked to present in the future, multiple staff join the Microsoft Teams meeting.

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