

# ***REQUEST FOR INFORMATION***



## **Cloud-Based Electronic Fax**

**RFI # 210104-121**

Date of Issue: Monday, January 4, 2020

Questions Due: January 12, 2021 by 5:00 PM (EST)

Answers Issued via Addendum: January 14, 2021 by 5:00 PM (EST)

**Proposals Due: January 26, 2021 by 2:00 PM (EST)**

**Issued for:**

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**SUMMARY**

Pender County is seeking information on a cloud-based e-faxing solution to replace its on-premise e-fax solution. The County currently uses OpenText Right-Fax as its faxing solution. The County currently seeks to move to a cloud-based VoIP solution and would like to move fax service to the cloud prior to the start of this project. The County wishes to move from a Capital Expense model to an Operating Expense model for its E-Faxing; receiving a monthly bill, rather than costly expenses to maintain an on-premise system.

The current system limits County staff to fax communication within the internal network and provides for no redundancy. The County wishes to migrate to a cloud-hosted system that permits employees to log in anywhere, on or off the company network, and send/receive faxes without administrative intervention. In addition, a cloud-based system will allow for continuity of operations should the County be left without operating data centers after the wake of a natural or other disaster.

This Request for Information (RFI) is intended to collect information and recommendations regarding a Cloud-Hosted E-Fax solution.

The County requests detailed responses showing how your firm would address items in the following sections of this RFI:

- Required Features
- Preferred Features & Questions

**RFI PROCEDURES**

**Timeline**

January 4, 2021	Request for Information issued
January 12, 2021 by 5:00pm EST	Deadline for any questions on the RFI – email to <a href="mailto:tnewton@pendercountync.gov">tnewton@pendercountync.gov</a>
January 12, 2021 by 5:00pm EST	Deadline to register for a time to present response – sign up at <a href="https://www.signupgenius.com/go/8050E4DABA92CA3FD0-presentation1">https://www.signupgenius.com/go/8050E4DABA92CA3FD0-presentation1</a>
January 14, 2021	Answers will be provided to questions via an Addendum
January 26, 2021 by 2:00pm EST	Deadline for responses to RFI – email to <a href="mailto:tnewton@pendercountync.gov">tnewton@pendercountync.gov</a>
February 5, 2021	Presentations via Microsoft Teams – invite with Teams details

**Questions**

Clarification questions will be accepted until January 12th, as specified on the cover sheet of this RFI. All questions must be submitted via email to [tnewton@pendercountync.gov](mailto:tnewton@pendercountync.gov). An addendum containing any general clarification and answers to questions will be issued as an addendum to this RFI no later than January 14, 2021.

**Presentations**

Respondents are invited to present their submissions via a Microsoft Teams meeting. Respondents may sign up via Sign Up Genius using the following link:

<https://www.signupgenius.com/go/8050E4DABA92CA3FD0-presentation1>. Time slots will be made available no later than January 6, 2021 at 5:00pm (EST). Respondents must register by 5:00pm (EST) on January 12, 2021. An invite to a Teams meeting will be sent in advance of your presentation time.

**Content and Format**

The County expects concise, detailed, point-by-point responses to each of the RFI response items identified in Sections “Required Features”, and “Preferred Features & Questions” of this RFI. The County is not interested in brochures or “boilerplate” responses. Instead, responses should clearly define how the vendor’s proposed solution(s) would meet the County’s business requirements. Any issues or exceptions to the County’s requirements should also be identified and explained.

The response should define all services that would be required by the proposed solution. The response should also include:

- The vendor’s understanding of the project and services by addressing the County’s business requirements.
- Software and/or Licenses required for the solution and/or Add-On Features.
- A plan to “Phase-In” the solution with an anticipated project kick-off beginning August 2021 and a 6-month expected project closure.
- All costs to include:
  - Cost Model (Per page, per user, per number/DID)
  - Fee(s) to port existing numbers
  - Implementation and/or service
  - Support & maintenance

- Add-On Features NOT included in the solution
- Add-On Licenses needed with annual support/maintenance
- Any additional costs not listed above

## **CURRENT ENVIRONMENT**

The current, on-premise, E-Faxing solution consists of one (1) OpenText Right Fax Server, 30 DIDs, County's on-premise Cisco VoIP solution to send/receive faxes. The current Cisco VoIP phone system consists of three (3) virtual Cisco Unified Communications Manager (CUCM) Servers, 8 Voice Gateways, and 4 PRI's. The system currently has 500 users and averages 12,000 pages a month.

The Pender County network consists of 25 buildings located across the entirety of the County. In Burgaw, the County seat, most of the buildings are connected via private fiber to the Primary Data center. These connections are at minimum 1Gbps. Internet is currently served through the Primary Data Center. However, ITS is in the process of seeking a secondary internet site for redundancy. Buildings outside of the County seat are connected via WAN/Interconnect services with various bandwidths.

## **REQUIRED FEATURES**

The County has identified that the following features must be in the solution. Any required feature not available in your solution must be identified and notated. Furthermore, if any required feature is an add-on or extra cost, this cost must be identified as well.

- The solution must be cloud-hosted and cloud-managed. On-premise hardware will be limited only to devices used to convert analog to digital and Multi-Function Printer middleware.
- The solution must have one-to-one call paths; oversubscribed call paths are unacceptable. The total number of call paths must be equal to the amount of user lines.
- Hosted E-Fax Service will use the current County phone numbers. The County wishes to retain the current phone numbers at all locations. Existing numbers will be ported to the new system. Cost for this service must be specified if not included in service cost.
- The solution will include in-state/out-of-state long-distance service. Cost for this service must be included in the quote. Solution must include ability to make international calls. Cost for this service must be specified if not included in service cost.
- Cost must be per user/per month, per line per month or per page per month. Please explain your pricing model.
- Must meet HIPAA, CJIS and PII compliancy.
- Ability to assign multiple users a single DID, such a department main fax number.
- Ability for department staff to receive faxes from a single DID, such as a department main fax number.
- Ability for user to forward their fax mailbox when on leave.
- Users must be able to send faxes from their Microsoft O365 Email account.
- Users must be able to send faxes through a web portal by attaching electronic documents.
- Users must be able to receive, view and forward faxes through a web portal.
- Solution must have a Windows client for sending, receiving, viewing, and forwarding faxes.

## **PREFERRED FEATURES & QUESTIONS**

The County has identified the following preferred features. Preferred features are not required, but highly desired. Any feature not available in your solution must be identified and notated. Furthermore, if any feature is an add-on or extra cost, this cost must be identified as well. This section also contains questions that pertain to both required and preferred features. Please provide answers for each and any additional information that you feel may assist the County in selection of a solution. Responses should be provided on a separate document referencing each section.

- It is preferred that the solution has a mobile smart phone app for sending, receiving, and forwarding faxes.
- It is preferred that departmental faxes can auto-print to a department printer.
- It is preferred that users can fax from MFP using a fax connector middleware.
- Does your solution allow for direct billing to departments based on the customers specifications? (Example: All users would have a Department name or code assigned. Department representatives would be billed directly based off numbers assigned to their respective departments).
- Does the proposed solution support integration with Azure AD or On-Prem AD?
- Describe the security measures in place for your solution, to include Administration Portal, Self-Service Portal and End-To-End security for subscriber units to your cloud service.
- Does your solution meet CJIS, HIPPA and PII compliance? Does this also include your data center, employees with access to your data center/systems and any 3rd party vendors? Can you provide documentation such as a HIPAA Business Associate Agreement (BAA)?

## **CLOSING**

The County recognizes the considerable effort that will be required in preparing a response to this Request for Information. However, this RFI does not commit Pender County to award a contract, pay any costs incurred in preparation, or travel to Pender County to present a demonstration, or to procure or contract for services.

All responses submitted become the property of Pender County Government. Pender County reserves the right to cancel this Request for Proposal in part or in its entirety.

Pender County looks forward to receiving your proposals in response to the Request for Information. Your time is sincerely appreciated.