

**University of Maine System
Fax Over IP Services - RFP# 2017-58
ADDENDUM #01**

CLARIFICATION

1. 1.3.1 Timeline of Key Events is modified as follows:

Reference Section	Event Name	Event Due Date
Section 1.2.2	Deadline for Written Inquiries/Questions	January 25, 2017
Section 1.2.2	Response to Written Inquiries/Questions	February 2, 2017
Section 1.2.2	Deadline for Proposal Submission	February 16, 2017
Section 1.3.8	Estimated Respondent Presentation Date (subject to change)	February 22 – 23, 2017
Section 2.2	Award Announcement (subject to change)	March 2, 2017
	Estimated Agreement Start Date (subject to change)	March 13, 2017

QUESTIONS

1. How many analog fax lines are in use per campus location? If unknown, approximate total fax lines for the University system?

ANSWER:

There are approximately 500 fax lines across UMS

2. Do you have any metrics regarding FAX page volume for both inbound and outbound faxes? Per campus location would be best but if not, total fax volume? If unknown, best estimate?

ANSWER:

No metric is available for inbound/outbound faxing, and there's no way to determine it. If there are bid system limitations related to fax volume, please indicate what they are.

3. Are all locations networked via LAN/WAN?

ANSWER:

All locations are networked via LAN/WAN.

4. How many data centers do you have? How are they connected? Fiber? Do you know latency between data centers?

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ANSWER:

There are two data centers, with 4ms of latency between them, with plenty of BW between them.

5. Should XMedius be selected to participate in a presentation, is there flexibility on dates? RFP states 2/8 and 2/9 (subject to change). Are these dates open for discussion?

ANSWER:

These dates can be open for discussion. Please include proposed alternative dates, understanding our intent is to progress quickly.

Inbound Faxing Questions

1. What is the total **daily** volume of fax **pages received** currently?

ANSWER:

There is no known answer for this as currently faxing is maintained by individual departments. If there is a threshold for which there are scaling implications, please include that information for our understanding.

2. What is the **maximum hourly** volume of fax pages received currently?

ANSWER:

There is no known answer for this as currently faxing is maintained by individual departments. If there is a threshold for which there are scaling implications, please include that information for our understanding.

3. By what percentage do you expect your **inbound** fax volume to increase over the next 24 months?

ANSWER:

There is no known answer for this as currently faxing is maintained by individual departments. If there is a threshold for which there are scaling implications, please include that information for our understanding.

4. Do you want inbound faxes to be routed to the recipient's workstation **automatically** (DID/DNIS routing)?

ANSWER:

We want the ability to route inbound faxes by DID/DNIS to a number of potential storage destinations, one of which could be a recipient's workstation. Valid destinations may also be an email address, a network accessible folder, a local storage folder, or network printer.

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Outbound Faxing Questions

1. What is the total **daily** volume of fax **pages sent** currently?

ANSWER:

There is no known answer for this as currently faxing is maintained by individual departments. If there is a threshold for which there are scaling implications, please include that information for our understanding.

2. What is the **maximum hourly** volume of fax pages sent currently?

ANSWER:

There is no known answer for this as currently faxing is maintained by individual departments. If there is a threshold for which there are scaling implications, please include that information.

3. By what percentage do you expect your **outbound** fax volume to increase over the next 24 months?

ANSWER:

There is no known answer for this as currently faxing is maintained by individual departments. If there is a threshold for which there are scaling implications, please include that information.

Additional Information

1. What model printers that you would require the faxes to be routed to print to. Specific makes and models are important.

ANSWER:

The number of printers and models are too numerous to list. UMS has a contract with Canon but there are many other printers in use throughout the organization. There are no numbers available as to how many and what brands/models are in production currently. Please indicate if there are any incompatibilities with certain printers.

2. How many offices/locations will be included in the fax server project?

ANSWER:

7 campuses, 8 University College Centers as well as numerous smaller offices across the state.

3. Which of the following telephony integration options will be used:
 - a. T-1 Robbed Bit

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- b. PRI ISDN
- c. Analog
- d. FoIP

ANSWER:
FoIP

4. Will email be used as a fax client interface? If yes, which email package do you use for communications? Please note versions.
- a. Exchange
 - b. Lotus Notes
 - c. GroupWise
 - d. Other

ANSWER:
Email will be used as a fax client. UMS uses GMail.

5. Would you like to fax PDF documents?

ANSWER:
Yes, as well as other document formats

6. Would you like to **automatically send** documents from your accounting system, ERP, CRM, or other internal solution?

ANSWER:
This need is unknown, if there is some applicable feature for such systems, feel free to suggest it.

- a. If yes, which systems would you like to integrate with Fax Server?

ANSWER:

7. Will Multi-Function Devices (MFP's – HP, Xerox, Canon, Ricoh, etc) be integrated with Fax Server to fax hard-copy paper documents?

ANSWER:
Yes

- a. If yes, what type of MFP's and how many?

ANSWER:
UMS has a contract with Canon but there are many other MFP's in use throughout the organization. There are no numbers available as to how many and what brands are in production currently. Please indicate if there are any incompatibilities with certain MFP's.

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8. Do you want faxes to be automatically delivered to:

a. Individuals/departments?

ANSWER:

Yes

b. Network/folders?

ANSWER:

Yes

c. Applications?

ANSWER:

This need is unknown, if there is some applicable feature for such systems, feel free to suggest it.

Fax Over IP (FoIP) Telephony Integration Information

1. Will Fax Server be integrated via Fax over IP (FoIP)? If yes, VoIP vendor currently deployed/planning to deploy (Cisco, Avaya, 3Com, etc)? Yes, Cisco.

ANSWER:

a. FoIP directly via a VoIP gateway?

No.

There are no plans to integrate directly with VoIP gateways. All integration will be done through Cisco Unified Communications Manager

ANSWER:

i. If yes, do gateways support T.38?

ANSWER:

ii. If yes, do gateways support either H.323 or SIP protocols?

ANSWER:

b. FoIP integration via an IP PBX?

Yes.

ANSWER:

i. If yes, which IP PBX (Cisco Call Manager, Avaya Communication Manager, etc)?

ANSWER:

Cisco Unified Communications Manager

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- ii. Does the IP PBX support H.323 or SIP protocols?

ANSWER:

Yes, both SIP (preferred) and H.323 supported.