



AMENDMENT NO. 1 TO SOLICITATION

DATE: September 14, 2017
TO: ALL VENDORS
FROM: Tracy Fountain
SUBJECT: USC-RFQ-3197-TF
DESCRIPTION: RightFax Enterprise Edition Hybrid with RightFax Connect

This Amendment No. 1 modifies the Request for Quotes only in the manner and to the extent as stated herein.

Item #1 Questions and Answers from Vendors – See page 2

OFFERORS SHALL ACKNOWLEDGE RECEIPT OF AMENDMENT NO. 1 IN THE SPACE PROVIDED BELOW AND RETURN IT WITH THEIR QUOTE RESPONSE. FAILURE TO DO SO MAY SUBJECT QUOTE TO REJECTION.

Authorized Signature

Name of Offeror

Date

Vendor Questions

Answers from USC in Red

1. Is there any planned integration with traditional output devices?

We would like to be able to continue using our current fax devices.

2. What type and version of phone system is currently in use?

Avaya Communication Manager 6.3 but moving to a fax server would take our telephone switch out of the equation.

3. Does the phone system utilize a SIP structure?

We have SIP capabilities.

4. How many existing fax numbers will need to be converted to DIDs?

We have identified approximately 450 fax numbers

5. What type of options does the university want to utilize in order to submit outbound faxes? Desktop client, web client, copier integration, Email integration (if so, what email platform is in use?)

All of the above. Integration with O365 email.

6. Are there any estimated fax volumes that can be shared?

No estimated fax volumes.

7. Do inbound faxes need to be converted to PDF file format?

This would be a nice option but isn't a requirement.

8. Do the faxes need to comply with HIPAA and FERPA security protocols?

Yes

9. Are there any special inbound routing rules that need to be taken into account in the solution design and architecture?

There may be specific integrations with current systems that will require solution design and architecture.