26-RFI-001

Request for Information

*for*

Enterprise eFax Solution

*for*

WaTech

Issued:

July 23, 2025

1. **SUBJECT**

This Request for Information (RFI) is seeking information that will assist in the prospective procurement to acquire an enterprise eFax solution. We are requesting that vendors ensure that the responses provided can meet the requirements identified by WaTech.

1. **RESPONSES DUE**

We are requesting that vendors respond with any preprinted materials that would provide the information we request, and short descriptions to the requirements listed.

Please provide your responses in an electronic format, such as Acrobat or Microsoft Word. This will assist in our review process. We value your time and do not want you to spend your time preparing lengthy responses. After reviewing the responses, vendors may be selected for presentations to be given via the internet.

Vendors should also be prepared to provide fully functional evaluation copies of any proposed software upon request, as a follow up to this RFI.

**Responses to this RFI should be submitted to the RFI Coordinator no later than Date August 29, 2025 at 4 pm local time, Olympia, WA. However, WaTech is eager to receive and review Vendor Responses as soon possible after the release of this RFI, therefore, Vendors are encouraged to submit Responses quickly.**

Please do not cut and paste your responses into this RFI. Instead provide your response as a separate document and include numbers referencing the RFI section you are responding to. Only the one electronic copy need be submitted.

**E-mail is the only method of delivery.** Hardcopy responses, materials and faxed responses will not be accepted. Please submit responses to the RFI Coordinator at the following email:

Email Address

Questions can be directed to the RFI Coordinator at Christie.Turner@watech.wa.gov or (360) 407-8817

1. **DESCRIPTION**

WaTech is evaluating possible providers of eFax services for a new enterprise eFax solution.

The intent of this RFI is to determine the capabilities of the vendor community’s services to fulfill WaTech’s requirements. Included in this evaluation is WaTech’s desire to determine sufficient financial information to make a financial evaluation of the viability of this effort.

The response shall clearly outline how your services fulfill the requirements listed.

Based upon the response a request may be made for a demonstration of your services. Please do not

send corporate capabilities statement and marketing material for this RFI submission

WaTech may, in its sole discretion, consider meeting individually with potential vendors for follow up information as WaTech deems necessary. WaTech will contact the vendors if they decide to engage in informational exchange meetings.

1. **DISCLAIMERS**

This RFI is issued solely for information and planning purposes only and does not constitute a solicitation. The issuance of this RFI and your preparation and submission of information do not commit WaTech to any contractual relationship, directly or indirectly. WaTech will not reimburse or make payment for any costs incurred in the preparation and submittal of your response. The representations made by the Vendor in their responses will be considered material representations of fact upon which reliance shall be placed if WaTech determines to enter into a subsequent RFP or contract.

*Response Property of WaTech*

All materials submitted in response to this RFI become the property of WaTech. WaTech has the right to use any of the ideas presented in any such materials.

*Proprietary Information*

Any information contained in the response that is proprietary or confidential must be clearly designated. ***Marking of the entire response as proprietary or confidential will neither be accepted nor honored***. WaTech will not accept responses where pricing is marked proprietary or confidential.

To the extent consistent with chapter 42.56 RCW, the Public Disclosure Act, WaTech will maintain the confidentiality of Vendor’s information marked “confidential” or “proprietary.” If a request is made to view Vendor’s proprietary information, WaTech will notify Vendor of the request and of the date that the records will be released to the requester unless Vendor obtains a court order enjoining that disclosure. If Vendor fails to obtain the court order enjoining disclosure, WaTech will release the requested information on the date specified.

High Level Features and Requirements:

**1. Company and Product Overview**

* **1.1** Can you provide a brief overview of your company and its history in the eFax solutions market?
* **1.2** What is the size of your customer base and what industries do you primarily serve?
* **1.3** What differentiates your eFax solution from others in the market?

**2. Solution Architecture**

* **2.1** Is your eFax solution cloud-based, on-premise, or a hybrid model? Can it scale to meet the demands of a large enterprise?
* **2.2** What is the expected uptime of your solution, and what service level agreements (SLAs) do you offer in terms of availability and support?
* **2.3** How does the solution handle large volumes of faxes, and what are the performance metrics associated with fax throughput?
* **2.4** Can your solution integrate with existing enterprise systems (e.g., CRM, ERP, DMS, or HRMS)?

**3. Security and Compliance**

* **3.1** How does your eFax solution ensure secure transmission and storage of sensitive data?
* **3.2** Are your systems compliant with industry standards and regulations such as HIPAA, GDPR, PCI-DSS, or SOC 2? Please provide details.
* **3.3** Does your solution support encrypted fax transmission? If so, what encryption methods do you use?
* **3.4** How do you manage user authentication and access control within the system?
* **3.5** Does your solution include audit trails for all fax transactions (e.g., send/receive logs, timestamp, recipient details)?

**4. Features and Functionality**

* **4.1** What specific features does your solution offer for sending and receiving faxes? Does it support faxing from email, web interfaces, mobile apps, or desktop applications?
* **4.2** Does your solution support faxing to multiple recipients, scheduled faxes, or automated workflows (e.g., recurring faxes)?
* **4.3** Does the system allow for fax archiving and retrieval? How is fax data stored, and for how long?
* **4.4** What types of file formats can your solution handle for fax transmission (e.g., PDFs, TIFFs, Word documents)?
* **4.5** Does your solution support outbound faxing from mobile devices (smartphones, tablets)?
* **4.6** Can the solution handle international faxing, and if so, what are the associated costs?

**5. Usability and User Experience**

* **5.1** What is the user interface like? Is it easy for employees to use without extensive training?
* **5.2** Does your solution offer role-based access control (RBAC) for managing permissions across different teams or departments?
* **5.3** Can users manage fax numbers, fax settings, and templates within the system? How easy is it to configure and maintain?
* **5.4** Is there a mobile app for faxing, and if so, what functionality is available in the app?
* **5.5** Is there real time reporting?

**6. Integration and Customization**

* **6.1** How does your solution integrate with existing business systems like email clients (e.g., Microsoft Outlook, Gmail), document management systems, or enterprise resource planning (ERP) software?
* **6.2** Are there APIs available for integration with other enterprise applications? Please provide details.
* **6.3** Can your eFax solution be customized to fit the specific needs of our business (e.g., custom templates, branding, fax cover pages)?
* **6.4** Does your solution allow for the automation of fax workflows (e.g., automatic forwarding, routing to specific departments)?

**7. Pricing and Licensing**

* **7.1** What is your pricing model for enterprise customers? Do you offer a subscription-based model or a pay-per-use model? Please provide details on the pricing structure.
* **7.2** What is included in your standard licensing? Are there any additional fees for features like international faxing, additional users, or additional fax numbers?
* **7.3** Do you offer discounts for high-volume faxing or long-term commitments?
* **7.4** What is the process for scaling the solution if we need additional capacity (e.g., additional fax lines, users, or geographic coverage)?

**8. Support and Training**

* **8.1** What types of customer support do you offer (e.g., 24/7 phone, email support, live chat)?
* **8.2** Can you provide details on your support team's response time and resolution times for critical issues?
* **8.3** Do you offer any onboarding assistance, training, or documentation to help our team get up to speed with the system?
* **8.4** Is there an online knowledge base or self-service portal available for troubleshooting and FAQs?

**9. Implementation and Timeline**

* **9.1** What is the typical implementation timeline for a large enterprise like ours? Please provide a step-by-step overview of the process.
* **9.2** Will you assist with migration from an existing fax solution (if applicable)? If so, what is involved in that process?
* **9.3** What kind of resources or support do you provide during the deployment phase (e.g., dedicated project manager, technical consultant)?
* **9.4** What is the process for configuring and provisioning fax numbers? How long does this typically take?

**10. Scalability and Future Proofing**

* **10.1** How scalable is your solution in terms of adding more users, fax lines, or geographic coverage as our enterprise grows?
* **10.2** What future features or improvements are planned for your eFax solution in the next 12-24 months? Can you share any roadmaps or plans for ongoing product development?

**11. References and Case Studies**

* **11.1** Can you provide references or case studies from other enterprises of a similar size or industry that have implemented your eFax solution?
* **11.2** Have you worked with organizations with similar compliance or security requirements? Can you provide examples of successful deployments?

**12. Additional Information**

* **12.1** Are there any unique selling points (USPs) or additional capabilities of your eFax solution that have not been covered in the above questions?
* **12.2** Do you offer any trial or demo versions of your solution so we can evaluate it in our environment before making a commitment?