NORTH CAROLINA
DEPARTMENT OF COMMERCE
Solicitation Addendum

Solicitation Number:	IFB 43-1357-23
Solicitation Description:	DES-Electronic Fax Solution
Solicitation Opening Date And Time:	December 18, 2023 at 3:00 p.m. at E.T.
Addendum Number:	02
Addendum Date:	November 30, 2023
Contract Specialist:	Casey Jones Casey.c.jones@commerce.nc.gov

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1. Please be advised that the Bid Opening has been extended. Bids are now due by 3:00 E.T. on December 18, 2023.

2. The following questions were received and the State's responses are provided below.

#	Question	State's Response
1.	Can you clarify "Exception handling during data exchange?	We want the system to be able to decipher between a completed and non completed fax and be able to set up rules accordingly. This is one example. We want to make sure that we receive all faxes and if there are any errors, the proper parties are notified. These are two examples of error handling we would like to see in the system.
2.	How many total fax lines does the state have?	Currently DES has over 300 lines. Our goal is to get to 100 lines.
3.	What is the destination for incoming faxes? SMB Folder, SFTP Folder, SharePoint, OneDrive etc.	Currently, they land in a Windows shared folder. We would like to have many options available to us with the new solution.

4.	Are there any specific integrations that are required? EMR, System, Teams, Webex , SharePoint , One Drive, etc.	There are currently no integrations needed.
5.	What is their requested retention policy for all data to be held on our servers?	Encrypted at rest
6.	What is the States requirement around retention?	We do not have a retention period as the completed data will be housed within DES. We would like to be able to access data one week old in case a file was corrupted.