



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
**PO Box 45811, Olympia WA 98504-5811**

DATE: August 27, 2025

TO: RFP #2523-873

FROM: Donna Beatty, Solicitation Coordinator  
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 02 – Bidders' Q & A

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DSHS amends the RFP # 2523-873 procurement document to include:

- Bidder's Questions and Answers

**Bidder's Questions and Answers**  
**RFP #2523-873**

**BIDDERS' WRITTEN QUESTIONS AND ANSWERS**

*Note: Some questions have been edited to correct grammar or punctuation errors and for purposes of anonymization. The content of the questions have not been altered.*

1. What is the current scope of the size and the number of pages incoming and outgoing across all the departments?

A: As low as 10 pages to 10,000 pages a day depending on case & workload as the Department of Social and Health Services has 250+ small offices, communicatee offices, finance offices, critical state hospitals, and many care centers for their customers. Each of these facilities has their busy up time during the month, some will fax 1000 pages a day to and from doctor including entire cases loads.

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2. Is the awarded vendor going to use the current fax lines?

A: Yes and No. Some DIDs or Numbers will have to be ported, and some can be new numbers and in the future the vendor will be required to supply new lines with the approximate area code and prefix.

3. Who is the current telecom provider?

A: Washington Technology Solutions

4. Per the RFP, is there a current preferred solution?

A: Yes, Enterprise Cloud eFax services

5. How many fax lines are currently being used?

A: 1400 + lines with some agencies not being counted as they are using temporary cloud contracts with an additional 300+ lines

6. What portion of the departments for the first migration?

A. We would suggest migrating to 2 programs at a time with a goal of completing everything by Dec 31 2025. There may be 100 to 200 phone lines that DSHS is looking to migrate by the end of December.

7. What is the anticipated deployment timeline?

A: Once a contract is agreed upon and signed, we would work with the vendor and set up a reasonable timeframe that would meet everyone's business requirements to receive training, port numbers, and build out service with the vendor. We would like to see everything completed within 6 months.

8. Do you currently have a Project Manager for this entire project?

A. Yes.

9. Will all procurement be centralized or each individual business level (sic)?

A: Yes, we have central procurement group.

10. What is the goal for the termination date of the copper phone lines and/or fax related VOIP?

A: The copper termination dates are June 30<sup>th</sup>, 2025, and Dec 31, 2025. We do not use VoIP for faxing.

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11. Please provide more specifics on these three types of routing:

A: Fax to folders: Folders will either be created by the user in the end user's SharePoint portal or in a portal created by the vendor that is shared between them both.

Fax to printers: Faxing service should allow us to contact directly any fax machine the end usage has with numbers or DIDs managed by the vendor selected.

Fax to email: As a cloud service our end users need the ability to fax an email as a message transmitted.

12. What are your records retention policies?

A: The retention period that DSHS requires will be for the life of the contract, or until program (aka business unit) Administrators mark the documents for deletion.

13. Have you identified a specific pricing platform?

A: DSHS has reviewed the Cost Proposal section of Attachment D to RFP 2523-873 and as a result of that review has published an Amendment (Amendment 1) to Attachment D. Attachment D, Amendment 1 adds clarity on how vendors should bid their rates, and how DSHS will score the Cost Proposal section.

14. We have a question regarding item **4. Statement of Work; f. Digital Fax Service Requirements; (6) (b)** on page 6 of the RFP:

*Prior to service commencement, the Contractor shall provide DSHS reports detailing the Contractor's solution's compliance with the requirements of SOC 1 (An internal controls report); and SOC 3 (A condensed report providing assurances about on organization's controls).*

As a cloud-based service provider, XXXX (prospective bidder's name omitted) handles client data. The SOC 1 audit is intended for organizations whose services materially affect clients' financial statements (e.g. payroll or payment processors). Whereas the SOC 2 audit assesses controls based on the AICPA's Trust Services Criteria (TSC), which include the security of data, processing integrity of data, confidentiality of data, etc.

It's vital for tech and cloud-based service providers to have controls in place to secure client data. The controls around the type of services cloud-based fax providers offer are examined/tested through the SOC 2 audit report.

XXXXX (prospective bidder's name omitted) has never been asked for a SOC 1 audit report - we are asked for the SOC 2 audit report.

With this, will WA State DSHS Administration accept the SOC 2 audit report instead of the SOC 1 audit report?

**Part 1 answer: No, the SOC 2 Type report forms the foundation for the SOC 3 report.**

The SOC 3 audit report is a condensed version (with little to no details) of the SOC 2 audit report. The SOC 2 will provide the details that would be missing from the SOC 3. Will WA State DSHS Administration accept the SOC 2 audit report instead of the SOC 3?

**Part 2 answer: DSHS will accept either the SOC 2 or SOC 3 report.**

15. Under section 4 Statement of Work sub-section (f),(6), (b):, documents stated are SOC 3, Is SOC2 Type 3 acceptable in lieu of SOC3?

**A: DSHS will accept either the SOC 2 or SOC 3 report.**

16. What is the current volume across business units and how many Business Units will there be? Specifically, we are interested in the total amount of in- and outbound pages per month across all business units and 1,200 numbers that need to be ported. In other words, how much traffic will go through all 1,200 numbers and how much traffic will be sent outbound by users on a monthly basis?

**A: There are over 250 different DSHS offices, each of which are considered a "business unit," in the state of Washington spread all over and faxing has an average of 100 to 10,000 pages per day with each office having different peaks during the month.**

17. Our solution doesn't support ATA adapters. Our solution is 100% cloud-based. Does that rule us out as a potential vendor to support DSHS?

**A: No, it does not, but the solution must support physical fax equipment.**

18. In order to win the bid, does the service platform need to be FIPS 140-2 or 140-3 compliant (i.e. NIST validated encryption module)?

**A: FIPS 140-3 is crucial for future-proofing your compliance and ensuring your products are up-to-date with the latest security standards and global interoperability.**

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19. Does the platform need to be FedRAMP certified in order to be compliant with Federal Government requirements for Federal Agencies such as HHS or the Dept of Veterans Affairs?

A: No it does not.

20. In order to win the bid, does the service platform need to be Sec 508 compliant?

A: Yes, we need to meet the Standards of Section 508 of the Rehabilitation Act of 1973 as we will have staff with disabilities working with us and using the equipment.

21. Is the purpose of the ATAs to provide support for legacy fax machines?

A: Yes you are correct.

22. ATA devices are almost never included in a cloud fax solution; would DSHS consider an alternate solution for sending and receiving faxes using Multifunction Printers?

A: Yes, DSHS is open to listing as we have seen ATA devices in the LAN room as well as hanging behind the Multifunction Printers.

23. Is the highest security platform (i.e. FedRAMP) more important than having the Sfax interface as referenced on page 5?

A: We will not need FedRamp with a recent change in our policy, but would like to have a solution that enables you to send, receive, annotate, digitally sign and manage faxes without printing a single physical document. All your documents are protected by strong encryption.

24. Concerning Support Levels, does DSHS plan to provide level 1 support to the state's users making use of the service platform, and as necessary opening tickets with the Service Providers for problems that are not simple and immediately resolvable?

A: Yes, DSHS administrations will support the basic Level 1 troubleshooting before submitting a ticket for additional help. BUT the vendor and DSHS would have to come to a basic agreement as to what is expected at Level 1.

25. Can you expand on the three support levels required on page 7?

- i. Contractor shall provide Level 1 Support which pertains to the most severe issues such as a Program Error involving a situation where all features and functions of the Cloud Services are unavailable and no practical alternate mode of operation is available. Contractor shall use

commercially reasonable efforts to answer or return Level 1 calls within four (4) hours. DSHS shall call the Contractor support team to designate the request to be a critical request, at which point the Contractor shall engage its support services.

- ii. Contractor shall provide Level 2 Support which occurs when certain features and functionality are not available, and no practical alternate mode of operation is available. Level 2 requests will be assigned to the next available programmer. Contractor will use commercially reasonable efforts to answer or return DSHS's calls seeking Level 2 Services within an average of one (1) business day.
- iii. Contractor shall provide Level 3 Support will receive the normal next-in-line priority assignment. Level 3 requests will be worked on in the order in which they are received.

## **BIDDERS' QUESTIONS POSED DURING PRE-BID CONFERENCE**

*The following questions were posed to DSHS during the pre-bid conference on August 14, 2025 (duplicates of written questions have been omitted). Please note: The answers that were provided during the pre-bid conference have been edited here for clarity and completeness.*

1. a. Do the levels indicate the volume per Business unit?

A. No, the levels in the solutions elements table in RFP 2523-873, Section A, Paragraph 3, subparagraph B, are not indicative of the volume per Business unit. The stated levels reflect DSHS requirements as a whole.

- b. How many total business units are in scope?

A. Approximately 250.

- c. Is there a total anticipated volume for all business units that are in scope for the first phase of this RFP?

A. We would suggest migrating to 2 DSHS Programs at a time with a goal of completing everything by Dec 31 2025. There may be 100 to 200 phone lines that DSHS is looking to migrate by the end of December.

2. Do you anticipate the continued usage of physical devices or a push to full cloud usage?

A. Yes, we anticipate continued use of physical devices, hence the need for ATAs until there is full cloud usage.

3. How many business lines (analog) are you planning on porting?

A. Approximately 1200.

4. Do the copiers have fax capability (sometimes, this is an optional module installed in the copier)?

A. Yes.

5. Is there a timeline or a roadmap to get away from electronic fax altogether?

A. DSHS does not anticipate migrating completely to electronic fax as there may always be users depending on physical fax equipment.

6. Is there any strategic plan to use national operability framework to exchange health information?

A. This question does not comport with the scope of this RFP.

7. Are we looking for this enterprise fax to work with different platforms such as EMRs and EHRs – system of record?

A. No, but it is a feature that would be desirable.

8. Is there any relationship of this RFP to using [\*\*Chime, \*\*] frameworks for guidance?

A. No.

9. What EMRs are being leveraged?

A. We are not leveraging EMRs as part of this project. DSHS is using some EMRs, but they are not being integrated at this time.