

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4037 for the Mississippi Department of Education (MDE)

From: Craig P. Orgeron, Ph.D.

Date: September 17, 2018

Subject: Responses to Questions Submitted and Clarifications to Specifications

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RFP No. 4037 is hereby amended as follows

1 RFP No. 4037, Section IV., No. 32 is hereby modified:

~~32 Compliance with Enterprise Security Policy~~

~~Any solution proposed in response to this RFP must be in compliance with the State of Mississippi's Enterprise Security Policy. The Enterprise Security Policy is based on industry-standard best practices, policy, and guidelines and covers the following topics: web servers, email, virus prevention, firewalls, data encryption, remote access, passwords, servers, physical access, traffic restrictions, wireless, laptop and mobile devices, disposal of hardware/media, and application assessment/certification. Given that information security is an evolving technology practice, the State reserves the right to introduce new policy during the term of the contract resulting from this RFP and require the Vendor to comply with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for the State of Mississippi. Vendors wanting to view the Enterprise Security Policy should contact the Technology Consultant listed on the cover page of this RFP.~~

32 Compliance with Enterprise Security Policy

Any solution or service proposed in response to this RFP must be in compliance with the State of Mississippi's Enterprise Security Policy. The Enterprise Security Policy is based on industry-standard best practices, policy, and guidelines and is established to safeguard the State's information technology (IT) assets from unauthorized use, access, disclosure, modification, or destruction. Given that information security is an evolving technology practice, the State reserves the right to introduce new policy during the term of the contract resulting from this

RFP and require the Vendor to ensure the solution or service complies with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for the State of Mississippi. Vendors wanting to view the Enterprise Security Policy should contact the Technology Consultant listed on the cover page of this RFP.

Any cloud or vendor-hosted solution proposed in response to this RFP must be in compliance with the State of Mississippi’s Enterprise Cloud and Offsite Hosting Security Policy. The Enterprise Cloud and Offsite Hosting Security Policy is based on industry-standard best practices, policy, and guidelines and augments the Enterprise Security Policy. Given that information security is an evolving technology practice, the State reserves the right to introduce new policy during the term of the contract resulting from this RFP and require the Vendor to ensure the cloud or vendor-hosted solution complies with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for the State of Mississippi. Vendors wanting to view the Enterprise Cloud and Offsite Hosting Security Policy should contact the Technology Consultant listed on the cover page of this RFP.

2 Section VII, Item No. 4 Project Procurement Schedule is hereby modified.

Task	Date
First Advertisement Date for RFP	08/14/2018
Second Advertisement Date for RFP	08/21/2018
Deadline for Vendor’s Written Questions	3:00 p.m. Central Time 08/28/2018
Deadline for Questions Answered and Posted to ITS Web Site	09/17/2018 09/11/2018
Open Proposals	3:00 p.m. Central Time 10/03/2018 09/26/2018
Evaluation of Proposals	10/03/2018 – 10/17/2018 09/26/18 – 10/10/18
Contract Negotiations Begin	10/17/2018 10/10/18 – 10/23/18
Proposed Project Implementation Start-up	10/31/2018 10/24/18
Project Go-Live Deadline	12/19/2018 12/12/18

3 Section VII, Attachment A, Section H., No. 39 is hereby modified. Sub-items a. and b. stand as written.

~~21 CCLC considers attendance to be an outcome indicator in program monitoring variables. Proposed solution must track attendance in accordance with known present-day 21 CCLC reporting requirements related to attendance.~~

Proposed solution must track grades and teacher reported outcomes in accordance with known, present-day 21 CCLC reporting requirements.

4 Section VII, Attachment A, Section C., Item 10 is hereby modified:

Item 10 is modified to broaden the scope to allow vendors to propose on premise solutions to be hosted by MDE. Item 10 now includes item 10. a., Numbers 1 through 4.

- a. While this RFP is seeking a vendor hosted solution, MDE will consider an on premise solution that can be hosted by MDE. If the vendor offers such a product, vendor should propose and describe the solution. For vendors who offer both, vendor should consider the vendor hosted solution to be Option A and the MDE hosted solution to be Option B. All responses to RFP requirements should make it clear whether the response applies to Option A or Option B.
 1. Any proposed solution for Option B must meet all the known 21 CCLC functional and technical compliance requirements.
 2. Any proposed solution for Option B must meet all applicable requirements specified in RFP No. 4037, including but not limited to vendor qualifications, implementation team, implementation schedule, general requirements, data tracking, data collection, reporting, evaluator tools, access, training, maintenance, and support.
 3. Vendor must fully describe the proposed Option B so MDE can assess Option A vs. Option B. The State will make a business decision in determining which option best serves the 21 CCLC compliance needs of MDE.
 4. Vendor must submit separate cost information for Option B in the format specified in Section VIII of this RFP No. 4037.

5 Section VII, Attachment A, Section J., Item No. 53 is hereby modified:

All system generated compliance reports from the proposed solution must reveal only aggregated data and must adhere to all privacy laws, including but not limited to FERPA and HIPAA.

6 Section VIII, Cost Information Submission, is hereby modified:

The original cost submission table in Section VIII has been renamed. The new name is: **OPTION A – VENDOR HOSTED**. A copy of the table is attached to this memorandum.

7 Section VIII, Cost Information Submission, is hereby modified:

A cost information table has been added for the cost of Option B, as described in Amendment No. 4 above. The name of the table is: **OPTION B – MDE HOSTED**. A copy of the table is attached to this memorandum.

8 Exhibit A: Standard Contract, Article 39.2, opening sentence, is hereby modified:

~~Licensor shall also provide unlimited email and toll-free telephone technical support in the operation of the Software Products twenty-four (24) hours a day, seven (7) days a week.~~

Licensor shall also provide direct access, by phone and email, to a vendor service representative during regular business hours, Monday-Friday from 8:00 a.m. to 5:00 p.m. Central Standard Time.

The remainder of the article stands as written.

9 Exhibit A: Standard Contract Article 3.4 is hereby modified:

It is understood by the parties that the project work plan must be in place within fifteen (15) business days of ~~execution of this Agreement~~ the issuance of the resulting purchase order and prior to any other work being performed.

The remainder of the article stands as written.

10 Exhibit A: Standard Contract Article 39 is being added:

New Article 39 regarding compliance with enterprise cloud and offsite hosting is inserted and the remaining articles are re-numbered consecutively.

ARTICLE 39 COMPLIANCE WITH ENTERPRISE CLOUD AND OFFSITE HOSTING SECURITY

If applicable, Licensor and Licensee understand and agree that all products and services provided by the Licensor under this Agreement must be and remain in compliance with the State of Mississippi's Enterprise Cloud and Offsite Hosting Security Policy. The parties understand and agree that the State's Enterprise Cloud and Offsite Hosting Security Policy is based on industry-standard best practices, policy, and guidelines at the time of contract execution and augments the Enterprise Security Policy. The State reserves the right to introduce a new policy during the term of this Agreement and require the Licensor to comply with same in the event the industry introduces more secure, robust solutions or practices that facilitate a more secure posture for the State of Mississippi.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1 How many centers (sites) will be served in the 2018-19 school year?

Response Refer to RFP No. 4037, Attachment A, Section C., No. 12.

MDE is seeking a solution to accommodate 21 CCLC compliance for 35 to 50 sub-grantees and their related programs.

Of the 35 to 50 sub-grantees, MDE estimates the number of centers to be around 100. The actual number of sub-grantees and centers will not be available until later this fall.

Question 2 Whether companies from Outside USA can apply for this? (like, from India or Canada)

Response There are no restrictions on the origin of companies responding from outside the USA, so long as they are able to meet RFP No. 4037 requirements.

Question 3 Whether we need to come over there for meetings?

Response Whether or not the awarded Vendor will need to be on-site at any time will be determined by project demands such as planning, designing, implementing, hosting, testing, training, maintenance, and support. MDE reserves the right to require on-site Vendor participation if it would be in the best interest of MDE.

Question 4 Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Response There are no restrictions on the awarded Vendor performing duties outside the USA so long as the Vendor can meet RFP No. 4037 requirements.

Question 5 Can we submit the proposals via email?

Response No, the required number of proposals (1 original and 7 identical copies) must be received at the location specified in RFP No. 4037, by the time and format specified by the RFP No. 4037.

Question 6 Section 2.2 References the steps necessary to make this Agreement binding upon the State = Signed Agreement (Contract) + CP-1 + Purchase Order. Section 3.4 Requires that a project work plan be in place within 15 business days of the signed Agreement. Is the State requesting/requiring that the project plan be created and submitted before Vendor/Contractor receives a CP-1 and subsequent Purchase Order?

Response See Amendment No. 9 above.

Question 7 Section 7.10 - What is meant by “so MDE can add and support additional business functions...over time” in the context of this RFP?

Response Products and services outside the scope of the specifications of this RFP No. 4037 will be subject to RFP Exhibit A, Standard Contract Article 42 – Change Order Rate and Procedure.

Question 8 Section 7.13 - Will the State provide the “security audit” specifications that are being required by Contractor to meet?

Response The State expects the proposing Vendor to warrant its ability to meet its own internal security audit requirements as well as any external security audits required by the USDE and/or any other governing Federal and State entities associated with 21 APR. The State expects a Vendor proposing a 21 CCLC compliance reporting solution to be aware of any such security audits.

Question 9 Article 38 - How many times has the State’s Enterprise Security Policy been updated in the past 3 calendar years?

Response The last update to the State’s Enterprise Security Policy was in 2013.

Question 10 Article 39 Section 39.2 – Will the State require a 24x7x365 technical support with 1-hour return call provision for this after-school application?

Response Refer to Amendment No. 8 above, which modifies the required access to Vendor services to be regular business hours, Monday-Friday from 8:00 a.m. to 5:00 p.m. Central Standard Time.

Refer to RFP No. 4037, Attachment A, Section O., Item No. 68, which states: For critical service issues, MDE requires Vendor’s response within one hour of intake and trouble resolution within four hours of intake by Vendor.

Question 11 Does MDE require an annual on-site training?

Response No, MDE does not require annual on-site training.

Question 12 What outcomes are required to be tracked by MDE for 21APR?

Response Refer to Amendment No. 3 above.

Question 13 Does MDE require teacher surveys to be filled out?

Response No, MDE does not expect the solution to accommodate teacher surveys. An external evaluator will be responsible for teacher surveys.

Question 14 Is there a specific budget amount which has been set aside for this RFP?

Response Project budget information is not available. However, State agency budget information is available at <http://www.dfa.ms.gov>.

Question 15 In section E, Question 22 – ITS states, “22. Vendor must ensure that each team member assigned to this project has the ability to communicate clearly in the English language, both verbally and in writing.” – How would ITS like us to ensure this?

Response RFP No. 4037, Attachment A, Section E., Item No. 19 requires the proposing Vendor to name key staff members who will be responsible for the execution of the project.

RFP No. 4037, Section VII, Item 7.4 specifies that the State may request interviews, demonstrations, or discussions with any or all of the named team members to aid in the selection process.

Question 16 In Section G, Question 33 ITS states, “33. Vendor must agree that all MDE data must remain within the continental United States borders. At no time will the transmission or storage of any MDE data be permitted to any resource outside of the United States.” – Does all custom development need to occur in the US?

Response Any custom development and/or testing that involves MDE data must be performed within the continental United States.

Question 17 Article 39 Section 39.2 - Will the State require a 24x7x365 technical support with 1-hour return call provision for this after-school application? This seems to contradict Attachment A, RFP 4037 Technical Requirements

Response Refer to Amendment No. 8 above, which modifies the required access to Vendor services to be regular business hours, Monday-Friday from 8:00 a.m. to 5:00 p.m. Central Standard Time. he required access hours.

Regarding one hour return call requirements, Article 39.2 of the Standard Contract states:

Licensors shall respond by telephone within one (1) hour to requests for support services.

Likewise, Attachment A, Section O., No. 68. states:

For critical service issues, MDE requires Vendor's response within one hour of intake and trouble resolution within four hours of intake.

Both provisions require the awarded Vendor to respond within one hour of intake.

Question 18 O. Maintenance and Support - 67. For critical issues, MDE must have direct access, by phone and email, to a vendor service representative during regular business hours, Monday-Friday from 8:00 a.m. to 5:00 p.m. Central Standard Time. Which level of support is required?

Response Attachment A, Item O, No. 67 requires direct access during regular business hours Monday-Friday from 8:00 to 5:00 p.m. Central Standard time. This requirement specifies access.

Refer to Attachment A, Item O, No. 68. For critical issues, Vendor response is required within one hour of intake and resolution is required within four hours of intake by Vendor.

Refer to Attachment A, Item O, No. 69. For non-critical issues, Vendor response is required within four hours of intake and resolution is required within 24 hours of intake by Vendor.

Question 19 Please give an example of a "recurrence schedule" as referred to in 37. and 38.

37. Proposed solution must accommodate a recurrence schedule for each 21 CCLC program activity, and must track participation by activity, student participants, and participating family members.

38. Proposed solution must accommodate custom defined recurrence schedules which may require tracking participation by total number of days, total number of hours, total number of sessions, etc.

Response Example: For both instances in Attachment A, Nos. 37 and 38, a recurrence schedule might be that the program activity is scheduled to occur twice per week, for nine weeks, for two hours per session.

Question 20 Are we able to add attachments in a section labeled addendums?

Response No, Vendor responses must be submitted in accordance with the guidelines and requirements specified in RFP No. 4037.

Question 21 What are expected changes in the number of centers for 2018-19?

Response The number of participating centers will increase with the addition of new 21 CCLC sub-grantees in 2018-19. MDE estimates the number of centers to be around 100, but the actual number of sub-grantees and centers will not be available until later this fall.

RFP responses are due October 3, 2018, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Jeannie Williford at 601-432-8052 or via email at jeannie.williford@its.ms.gov.

cc: ITS Project File Number 43838

Attachment: Revised Section VIII Cost Information Submission

**SECTION VIII
COST INFORMATION SUBMISSION**

Vendor must itemize and summarize all applicable project costs in the table below. The level of detail must address the following elements, as applicable: item, description, quantity, retail, discount, extension, and deliverable. For costs related to licensing or subscriptions services, plan for 35 to 50 sub-grantees and their related programs. For deliverables that are costed outside the base offering, vendor must insert and cost each as separate line items. Vendor may customize the table format, but the cost submission must display a total first year lifecycle cost, a total lifecycle cost for years two through five, and a total five year lifecycle cost. Any cost not itemized in this section may result in the Vendor providing those products or services at no charge to the State or face disqualification.

OPTION A – VENDOR HOSTED			
Service	Qty.	Cost Per**	Extended Cost
*Base Offering: Product customization, implementation, hosting, testing, training, maintenance and other requirements as described in RFP 4037.	1	\$	\$
**User Cost – License, Subscription, etc. (Assume 35 to 50 sub-grantees and related programs at startup)			\$
Total Year One Lifecycle Cost			\$
*Website hosting, management, maintenance, and technical support			
Year Two			\$
Year Three			\$
Year Four			\$
Year Five			\$
Total Lifecycle Cost for Years Two Through Five			\$
Total Five Year Lifecycle Cost			\$
Other (optional):			\$
Fully loaded, hourly change order rate			\$

*Vendor may break out components as individual line items; Vendor may characterize services as appropriate to product offering.

**Vendor to describe pricing structure; revise table as necessary.

OPTION B – MDE HOSTED			
Service	Qty.	Cost Per**	Extended Cost
*Base Offering: Product customization, implementation, testing, training, software maintenance and other requirements as described in RFP 4037.	1	\$	\$
**User Cost – License, Subscription, etc. (Assume 35 to 50 sub-grantees and related programs at startup)			\$
Total Year One Lifecycle Cost			\$
*Licensing, software maintenance, and technical support			
Year Two			\$
Year Three			\$
Year Four			\$
Year Five			\$
Total Lifecycle Cost for Years Two Through Five			\$
Total Five Year Lifecycle Cost			\$
Other (optional):			\$
Fully loaded, hourly change order rate			\$

*Vendor may break out components as individual line items; Vendor may characterize services as appropriate to product offering.

**Vendor to describe pricing structure; revise table as necessary.