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Craig P. Orgeron, Ph.D., Executive Director

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4112 for the Mississippi Department of Public Safety (MDPS)

From: Craig P. Orgeron, Ph.D.

Date: October 25, 2018

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Khelli Reed

Contact Phone Number: 601-432-8194

Contact E-mail Address: khelli.reed@its.ms.gov

RFP Number 4112 is hereby amended as follows:

1.   **Title page, INVITATION is modified as follows:**

        INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until November 9, 2018 **@ 3:00 p.m. Central Time for the acquisition of the products/services described below for Mississippi Department of Public Safety.**

2.   **Title page, third box is modified as follows:**

PROPOSAL, SUBMITTED IN RESPONSE TO **RFP NO. 4089** **DUE** ~~October 16, 2018~~ November 9, 2018 **@ 3:00 p.m.,** **ATTENTION: Khelli Reed**

3.   **Section VII Technical Specifications, Item 4 Project Schedule is amended as follows:**

Task	Date
Deadline for Questions Answered and Posted to ITS Web Site	~~10/02/18~~ 10/25/18
Open Proposals	~~10/16/18~~ 11/09/18
Evaluation of Proposals Begins	~~10/16/18~~ 11/09/18

Contract Negotiation	November 2018
Proposed Project Implementation Start-up	11/30/18
Project Go-Live Deadline	TBD

4.   Section VII Technical Specifications, Item 8.5 is being modified to read:

Vendor must agree to and allow for a final acceptance testing period of up to thirty (30) ~~business~~ calendar days from the initiation of acceptance testing and correction of any deficiencies reported by the State for the travel authorization workflow system and the accounts payable workflow system The thirty (30) calendar day testing period will be extended by the amount of system down-time incurred to correct deficiencies.

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

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:   Regarding RFP #4112, page 30-31 provides a general overview and background of Mississippi Department of Public Safety (MDPS). It is mentioned that there are 1350 employees, of which 700 are operating remotely. Can you please clarify the total # of users of MDPS that will be utilize the electronic form and workflow management application?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 2:   Has the state already secured funding for this initiative, and if so, can you provide an estimated range of the program budget?

Response: **A budget has not been established for this project. However, all State Agency budgets are considered public record and may be viewed at www.dfa.state.ms.gov.**

Question 3:   Can the State provide paper copies of the forms that are currently in use for the applicable RFP workflows?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 4:   Can the State provide documentation on the workflow steps that are currently associated with the workflows specified in the RFP?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level**

description does not relieve the Vendor from proper discovery, design, and configuration.

Question 5:   What is the expected daily/monthly/annual volume of forms to be processed?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 6:   Is the state looking for a single COTS application to meet their requirements or are several integrated COTS applications acceptable?

Response: **MDPS prefers a single COTS application. If a Vendor proposes multiple COTS platforms, the Vendor will be responsible for seamless integration including: consistency of interfaces, data, and entry across the proposed platforms.**

Question 7:   Is the state looking for a single hosting platform/environment to meet their requirements or would a transparently integrated solution making use of several platforms be acceptable?

Response: **MDPS prefers a single COTS application. If a Vendor proposes multiple COTS platforms, the Vendor will be responsible for seamless integration including: consistency of interfaces, data, and entry across the proposed platforms.**

Question 8:   Is it safe to say that the state would describe their requested solution as a Managed Service?

Response: **MDPS is not willing to generally categorize the request beyond the information provided in the RFP and this Memorandum.**

Question 9:   Does the state have a preference for a Cloud Computing/Hosting environment (i.e., Azure, AWS, IBM, etc..)?

Response: **No; however, MDPS expects the solution to require minimum onsite administrative support from MDPS technical personnel.**

Question 10:   For onsite work at the state, what will be the primary place of performance? Will the vendor be required to travel to multiple state locations or will virtual interaction through conference calls, WebEx sessions, be acceptable for some of these meetings?

Response: **For onsite work, the primary place of performance will be in Jackson and Pearl, Mississippi – Hinds and Rankin County. Virtual interaction will be acceptable for some meetings, at the discretion of the State and with prior written approval.**

Question 11:   Can you describe what is meant by digital governance?

Response: **Digital governance is described as management, monitoring, and oversight of items in workflows to ensure work is completed in a timely, high-quality, and efficient manner.**

Question 12: Item 6.2.9 states, "Allow for creation of publicly accessible forms and workflows within the same licensing and infrastructure." Can you elaborate on this requirement?

Response: **In future use cases, MDPS foresees the possible need to implement solutions that will be accessible by the public to initiate some workflows. One example being considered is citizen submission of Cadet School background applications. The agency would prefer a solution that handles internal and external forms/workflows in a common platform.**

Question 13: Item 6.4.7 states, "Workflow documentation generator." Can you describe your expectations for this requirement? E.g., Is this run-time or documentation of the design?

Response: **MDPS desires the solution to include the capability of generating high-level workflow documentation for inclusion in user documentation and technical documentation of developed workflows.**

Question 14: Item 6.5.3 states, "Document auto-creation." Can you elaborate on this? Is this auto creation of a document from a form or some other requirement?

Response: **MDPS desires the solution to include the ability to consume a document (image, spreadsheet, or word processor document) and create the initial version of an electronically fillable form and allow for further customization and editing once converted. This result would then be integrated into a workflow.**

Question 15: Item 6.5.5 states, "Online redlining." Again, please elaborate on this requirement: perhaps provide a use case?

Response: **MDPS desires the solution to provide the ability for group editing during development of a form or workflow.**

Question 16: Can the State provide documentation on the workflow steps that are currently associated with the workflows specified in the RFP?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 17: Item 6.6.5 states, "Point & click integrations." Please describe what is meant by point and click integrations.

Response: **MDPS desires the solution to include point-click or drag-drop integration capabilities with no traditional coding to be required for basic logic, common controls, lookups, and interfaces.**

Question 18: Item 6.7.3 states, "Granular application settings." Does this mean role-based security for application features? If not, please elaborate.

Response: **This requirement refers to privileges for access and interactions within workflows, forms, and field level control (granularity) based on roles (preferably implemented as AD groups).**

Question 19: Item 6.8.3 states, "Attachments easily added to forms." Please describe your vision for adding attachments to forms.

Response: **Attachments would be scanned from a desktop scanner or central workgroup multifunction device; after which, they are attached to an item in a workflow.**

Question 20: The terms 30 business days and 30 calendar days are both used. Do these refer to two different things? If not, which is correct?

Response: **Calendar days is correct. Item 8.5 has been revised. See Amendment above.**

Question 21: Could you please share what other vendors or applications MDPS has reviewed or received demonstrations from in the past year?

Response: **MDPS has had demonstrations related to this project over a 3 year period. The Vendors and applications are included below.**
Adobe-Electronic Forms
ADSi-Case Management
Iliad-Thinksmart
LaserFiche Rio-ECM
PowerDMS
RJ Young-DocuPhase
SalesForce
UA-CAPS-eForms

Question 22: Please provide the system or systems MDPS currently has in place?

Response: **Current processes are primarily paper-based with limited automation by email or spreadsheet tracking.**

Question 23: With Cost being a part of the Criteria for Selection, does the MDPS have a range of budget for the system?

Response: **A budget has not been established for this project. However, all State Agency budgets are considered public record and may be viewed at www.dfa.state.ms.gov.**

Question 24: How many MDPS users will need to use the proposed electronic forms + workflow management application?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 25: Would MDPS consider buying off a predetermined contract Vehicle such as GSA, US Communities, TCPN?

Response: **The State has the option of using a cooperative purchasing vehicle for the procurement of IT hardware, software, and services; however, for this project the State has determined it to be in the State's best interest to use this RFP No. 4112 for acquiring an Electronic Forms and Workflow Management Application.**

Question 26: To assure compliance, can we view the State's Enterprise Security Policy?

Response: **Vendors requesting to view the Enterprise Security Policy should contact the Technology Consultant listed on the cover page of this RFP.**

Question 27: Requirement 8.7 states, "MDPS shall submit 80% payment to Vendor after acceptance testing has been successfully completed. The twenty percent (20%) retainage fee of each amount payable will be held for six (6) months after acceptance of the full system." Does this proposed payment schedule apply to all elements of submission: SW, Implementation, Training? We understand we can put in an exception as it relates to this proposed payment schedule; is the state open to modifications or is this a rigid requirement?

Response: **This requirement applies to all elements of the submission. The requirement will not be modified; however, the Vendor may take exception to any point within this RFP. Please reference Section V, Proposal Exceptions.**

Question 28: Would the State consider a one week extension request for the proposal response?

Response: **See the revised Project Schedule above.**

Question 29: Is this project budgeted? If so what is the budget?

Response: **A budget has not been established for this project. However, all State Agency budgets are considered public record and may be viewed at www.dfa.state.ms.gov.**

Question 30: Does the State prefer a direct to manufacturer vendor procurement or is there a preferred vendor/preferred vendor list?

Response: **The State has no preference. There is no preferred Vendor list.**

Question 31: What type of data (PII, PHI, PCI, etc.) is being stored in the solution?

Response: **Workflows will include PII. No PCI or PHI data is anticipated.**

Question 32: Will the security group allow off-premise with this data? Will the State require a specific security/legal/risk questionnaire?

Response: **See contract Article 46.3 for additional security requirements.**

Question 33: Are there any regulatory requirements (e.g. PCI, HIPAA, FTI, CJIS, trusted systems, NRC, NERC FERC…) required?

Response: **The State expects the solution to meet security requirements for the application, data information, and data at rest. This would include State, Agency, CJIS, and DPPA requirements.**

Question 34: Are there any 3rd party audits or certifications (e.g. SOC, ISO, HIPAA, PCI, FedRamp,..) that we need to provide?

Response: **See Contract Articles 7.13 and 46.3.**

Question 35: What are the required service levels (e.g. availability, RPO, RTO,…)?

Response: **See Item 10 Maintenance and Software Support in Section VII: Technical Specifications and Article 39 Software Support and Maintenance.**

Question 36: Does the State require public Internet access to the data?

Response: **Public Internet access to the application is a requirement. MDPS assumes there would be strict controls for accessing the underlying data.**

Question 37: Are there any compelling events (e.g. regulatory, EOL, hardware refresh, software upgrade,…) that are making this project mandatory?

Response: **This project has been created to improve efficiency and compliance.**

Question 38: Are there any other ECM systems in use by the State and if so, will any integration with that system be required?

Response: **There are no immediate integration requirements, but the State desires the response to describe integration capabilities included in the COTS offering.**

Question 39: Resources – Can Vendor resources be non-US citizens for the purposes of this solution?

Response: **Yes, Vendor resources can be non-US citizens; however, all resources must adhere to strict security procedures.**

Question 40: The RFP mentions the term "cloud" several times. It is unclear if the State is desiring a pure-cloud based solution or perhaps a hybrid approach. Can you confirm:

- Is the intended solution to be a purely cloud-based solution, wholly managed by a third-party? Can the customer please elaborate on the desired architecture, either pure-cloud, on premises, or a hybrid approach?

- Does the State currently leverage any existing cloud-based solutions? If so, is the intent to use an existing cloud provider and which one? For example, Microsoft Azure, Amazon, etc.

- The RFP indicates the desire to access data through ODBC connections. This might imply a hybrid type of approach, where some application services and data are stored either in the cloud on premises. This could also be the case if the Case Management application needs access to data stored in existing systems of record (e.g. SAP, etc.). Is this the intention? If so, what additional systems will the solution integrate with?

Response: **The State will consider on premise, public cloud, private cloud, or hybrid solutions. MDPS desires to minimize the required on premise technical administration of the system.**

MDPS does use some cloud services, including Microsoft G3 for Office365.

MDPS expects the solution to include access to the underlying data for integration purposes. MDPS also expects the solution to include capabilities to integrate data from internal systems by data access, transfer, or other interfaces in as seamless a manner as possible.

Question 41: The RFP mentions that the "agency expects to target high-volume paper-based processes for improvement." It is our understanding that the focus of the application will be to digitize these solutions for efficiency and modernization. Is there an additional requirement to provide support for fax/scan capabilities, leveraging OCR and other such technologies, to convert existing paper-based documents into their digital format? Can the State please elaborate on any OCR/ICR requirements for the new solution, if any, and any workflow integrations for these existing documents and anticipated volumes?

Response: **MDPS does expect the solution to allow input from scanners for digital images to be attached to workflow processes. There are no plans for fax, ICR or OCR.**

See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.

Question 42: Does the customer currently have any Case Management frameworks in-house? If so, are they able to elaborate on them and the shortcomings they are looking to overcome?

Response: **MDPS has no general forms/workflow management applications. MDPS has several specialized case management systems.**

Question 43: Can the State please confirm the expected number of users based on the following descriptions:

- Named Users: Those users who actively participate in the use, development, and/or administration of the Workflow solution?

- Casual Users: Those users who may, at times, require access to start, view or participate in a Workflow. These users are not daily users of the system and instead only require a limited number of access based on calendar days (e.g. 100 days per calendar year).

- Transactional or External Users: Those external applications that require integration, though a standard set of APIs, with the system along with the anticipated number of transactions on an annual basis. A transaction can be defined in a general sense as creating, viewing, or participating in a Workflow process.

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 44: MDPS states "The agency expects to target high-volume paper based processes for improvement, initially including travel orders, travel expense reimbursements and monthly bill processing from remote offices. Beyond these two initial processes, the agency will evaluate other high-volume, high-error, or critical paper based processes that could be implemented within the application." Does MDPS expect the listed processes or any future processes to contain CJI that is subject to the FBI CJIS Security Policy?

Response: **MDPS will evaluate the security posture of the offering. Because MDPS is a law enforcement organization, many of the agency's security policies are very closely related to FBI-CJIS compliance.**

Question 45: If Laserfiche is already implemented at Mississippi Department of Public Safety Driver Services, would the Department as a whole be able to take advantage of the deployed system? Or should we assume that this is a new system completely separate from the currently deployed Laserfiche System in the Driver Services division of Department of Public Safety?

Response: **Vendors should respond to this RFP without regard to the existence of a legacy solution from Laserfiche being used in the Driver Services area.**

Question 46: Item 6.2.14 states, "Cloud-based with information securely stored within the United States, and in no case replicated beyond borders of the United States." What does this mean for MDPS? Do they want a vendor-hosted Cloud or can it be hosted in MDPS current Cloud environment like AWS or Azure? If that's the case, what is MDPS's current Cloud vendor? Does MDPS have any existing agreements with AWS or Azure, and is it open to both options.

Response: **The State will consider on premise, public cloud, private cloud, or hybrid solutions. MDPS desires to minimize the required on premise technical administration of the system. MDPS does use some cloud services including Microsoft G3 for Office365; however, MDPS has no preference in the environment proposed beyond the requirements in the RFP and information in this Memorandum.**

Question 47: Item 6.4.7 states, "Workflow documentation generator." Can MDPS provide a use case for this? Or is this just a function in the Workflow Designer that provides a summary of what a given workflow does?

Response: **MDPS desires the solution to include the capability of generating high-level workflow documentation for inclusion in user documentation and technical documentation of developed workflows.**

Question 48: Item 6.8 states, "Vendor must implement two workflow systems including an Agency wide travel authorization - travel expense reimbursement workflow system and a workflow system that processes bills from remote offices monthly." Need additional details regarding these workflows. Is there a written description or workflow diagrams for these?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 49: Item 8.10 states, "Vendor must describe provisions for abstracting all agency data from the System for transfer to MDPS." What does this mean?

Response: **In the future, should MDPS move away from the proposed platform, the agency requires the capability to export all data contained in the solution.**

Question 50: Section VII (Technical Specifications) #3 (General Overview and Background), MDPS states it has approximately 1,350 employees across 13 divisions in 80 locations. In order for us to provide a more accurate proposal response (particularly the services estimate), we request MDPS elaborate on or answer the following?

    A. Does MDPS have process diagrams or other such documentation for the initial processes of "Travel Orders, Travel Expense Reimbursements, and Monthly Bill Processing from remote offices?" If so, can MDPS please provide them?

    B. Do the processes vary based on division or location? If so, how?

    C. If they vary, does MDPS wish to standardize the process(es)? If so, to what degree?

    D. Does each division/location handle its own approvals or are such approvals central?

E. What specific systems are involved in the initial processes? For each system, please provide:

    a. Name
    b. Vendor
    c. Version (if known)
    d. Role in processes(es)
    e. Available integration methods (e.g. "REST web service", ".NET API") and any documentation available

F. Will we need to import/process old travel orders, travel expense reimbursements, and monthly bills? Or is the process day forward only?

Response: **See answers below.**

A. See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.

B. MDPS does desire this process to produce consistent quality and compliance of information across the agency.

C. MDPS does desire this process to produce consistent quality and compliance of information across the agency. In the end, the Vendor led discovery process will determine the answer.

D. Approvals are processed locally, then passed to headquarters for further approvals and processing.

E. MDPS is not aware of any specific systems that are involved in the initial processes at this time. However, Vendor-led discovery processes may identify opportunities for integration.

F. Vendor will not be required to import/process old travel orders, travel expense reimbursements, or monthly bills. This will be a day forward implementation.

Question 51: The Mississippi Department of Public Safety (MDPS) has approximately 1350 employees across thirteen divisions in 80 locations, including 700 sworn officers operating remotely or from vehicles. These conditions create challenges when ensuring employees are using the correct agency forms, completing the forms properly, and routing of the forms for the proper approvals and processing. - Please provide number of annual form submissions.

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 52: MDPS management and fiscal controllers expend resources handling the existing paper processes involving transporting, locating and relocating missing forms, maintaining form process statuses, returning improperly completed forms in a timely manner, and storing the resulting data to allow for later analysis. - Please elaborate on analytics levels and features needed for reporting.

Response: **The awarded Vendor will be expected to perform discovery on needed analytics and reporting features, design, and configure the proposed solution.**

Question 53: Complete audit trail capability; – Are there any specific requirements for Auditing?

Response: **All view, add, update, and delete processes would need to be logged for all workflows, forms, and fields by user, date, and time.**

Question 54: 6.2.14 Cloud-based with information securely stored within the United States, and in no case replicated beyond borders of the United States; - How important is it to you that you are able to choose your location, within the US, for your servers?

Response: **The requirement is as stated, within the US borders.**

Question 55: 6.3.7 PDF-to-HTML5 form conversion capability; – Are you looking to display PDFs in HTML format or are you looking to convert it to an industry leading standard of an adaptive/responsive form as a mobile first design?

Response: **MDPS will be starting the two initial workflows based on paper forms. At some point in the design or in the future, MDPS desires to move the entry processes to HTML 5.**

Question 56: 6.4.7 Workflow documentation generator; – please elaborate on this feature.

Response: **MDPS desires the solution to include the capability of generating high-level workflow documentation for inclusion in user documentation and technical documentation of developed workflows.**

Question 57: 6.5.3 Document auto-creation; - Are you looking to autogenerate a Document of Record? Are you looking to pull data from one document and push it to another or a set of other forms?

Response: **MDPS desires the solution to include the ability to consume a document (e.g. image, spreadsheet, or word processor document), create the initial version of an electronically fillable form, and allow for further customization and editing once converted. This result would then be integrated into a workflow.**

Question 58: 6.5.4 Integrated with forms; - Please elaborate.

Response: **MDPS desires a development feature that includes integration with a forms designer for online and printed forms.**

Question 59: 6.6.6 Analytics capability; - Do you currently have an analytics solution? What type of data are you looking to collect? What types of reporting tools do you use?

Response: **MDPS does not have an analytics solution.**

Question 60: 6.6.7 Easy integration with mainstream eSignature solutions; - how important is it that they integrate natively?

Response: **Natively is not required, but the Vendor is required to provide a consistent, seamless user interface for all components.**

Question 61: Item 6.8 states, "Vendor must implement two workflow systems including an Agency wide travel authorization - travel expense reimbursement workflow system and a workflow system that processes bills from remote offices monthly."

- How many documents?
    - What are the form types?
    - How are they created?
- What are the volumes?
    - Are there any peak periods of submissions?
        - How many users?
    - Are there any peak periods for document/workflow development?
- What are the processes? Travel Authorization – Bill Processing
    - Please explain each one.
    - Are there use cases the only two we are looking at or are they the MVP and there will be additional phases later?
    - Is there any need to have the forms available offline?
    - What are the steps in the workflow processes?
        - Are these tied into the SSO and AD?
    - Is the user experience more important than the Development experience?
    - Are there any use cases where we need to output to print?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 62: Will the training be done onsite or remote?

Response: **Initial training is expected to be done onsite at a central location.**

Question 63: Following any requested presentations, demonstrations, and/or site visits, the Evaluation Team will re-evaluate any technical/functional scores as necessary. The technical/functional and cost scores will then be combined to determine the Vendor's final score. - Regarding deliverable sign off, who is ultimately responsible at MS for making this decision/sign off on any deliverables? Is there a checklist you can provide from a sign off standpoint?

Response: **Agency comptroller and IT Director are responsible for sign off on all deliverables. No checklist is available at this time.**

Question 64: Please give a timeframe either pre-award/post award when you plan to reach out to the references provided.

Response: **See the revised Project Schedule above, and refer to Section IX of the RFP for more information about References.**

Question 65: What are the standards for completion?

Response: **The standard for completion is a mutually agreed upon, signed contract between the awarded Vendor and the State.**

Question 66: When would the additional 20% be paid out?

Response: **Please see Item 8.7, "MDPS shall submit 80% payment to Vendor after acceptance testing has been successfully completed. The twenty percent (20%) retainage fee of each amount payable will be held for six (6) months after acceptance of the full system."**

Question 67: General Overview and Background - The Mississippi Department of Public Safety (MDPS) has approximately 1350 employees across thirteen divisions in 80 locations, including 700 sworn officers operating remotely or from vehicles. Question: Will they all need to be users in this new system? How many concurrent users would you estimate?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 68: 6.2.14 Cloud-based with information securely stored within the United States, and in no case replicated beyond borders of the United States; and-Question: Does this mean that this solution is required to be a cloud hosted solution vs OnPremise?

Response: **The State will consider on premise, public cloud, private cloud, or hybrid solutions. MDPS desires to minimize the required on premise technical administration of the system. MDPS does use some cloud services including Microsoft G3 for Office365.**

Question 69: 6.3.6 Custom hosting links-Question: Can you please provide more information or a use case example?

Response: **Custom hosting links are internal URLs within the DPS and ITS infrastructure.**

Question 70: 6.4.3 If this-then-that logic-Question: Can you please provide a few examples of logic you are looking for?

Response: **This is basic logic that will be used to ensure compliance, efficiency of entry, and consistency of entry in forms or workflows.**

Question 71: 6.4.7 Workflow documentation generator-Question: Would the ability to print a workflow diagram from the workflow designer meet this requirement?

Response: **MDPS desires the solution to include the capability of generating high-level workflow documentation for inclusion in user documentation and technical documentation of developed workflows.**

Question 72: 6.5.3 Document auto-creation; Question: Can you please provide more information or a use case example?

Response: **MDPS desires the solution to include the ability to consume a document (image, spreadsheet, or word processor document), create the initial version of an electronically fillable form, and allow for further customization and editing once converted. This result would then be integrated into a workflow.**

Question 73: 6.5.4 Integrated with forms; Question: Can you please provide more information or a use case example?

Response: **MDPS desires a development feature that includes integration with a forms designer for online and printed forms.**

Question 74: 6.5.5 Online redlining; Question: Can you please provide more information or a use case example?

Response: **Online redlining is the ability for group editing during development of a form or workflow.**

Question 75: The Payment Schedule was not included in the referenced sections, Article 6.1 and Exhibit A – Payment Schedule. Please provide the template for the payment schedule?

Response: **The Vendor is required to provide a cost itemization on the Cost Information Submission form in Section VIII, Cost Information Submission of the proposal response. Please refer to the level of required detail listed in the instructions for completing the form.**

Question 76: 8.10 Vendor must describe provisions for abstracting all agency data from the System for transfer to MDPS. Question: Can you provide more information on what data will be transferred and why? Is there an integration or custom data export that we will need to create?

Response: **In the future, should MDPS move away from the proposed platform, the agency requires the capability to export ALL data contained in the solution.**

Question 77: Approximately how many new images/documents do you anticipate adding to the system annually?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 78: Do you need any level of public access for more than just filling out forms? Would people other than established users in the system need to have any access to items stored in the system?

Response: **Publicly accessible forms and workflows is a requirement. Only established users would have access to stored items.**

Question 79: Article 46.3 states, "Licensor shall maintain a hosting environment that undergoes examinations from an independent auditor in accordance with the American Institute of Certified Public Accounts SSAE 16 (i.e. SOC 1) and the AICPA Trust Services Principles Section 100a, Trust Services for Security, Availability, Processing Integrity, Confidentiality and Privacy (i.e. SOC 2). Licensor's private cloud shall be evaluated for the principles of Security, Availability and Confidentiality by the independent auditor. The data center in which Licensor's private cloud is located shall undergo pertinent security examinations. Management access to Licensor's private cloud shall be limited to Licensor's authorized support staff and MDPS's authorized staff. The Applications shall provide MDPS with the ability to configure application security and logical access per MDPS's business processes. In the event MDPS identifies a security issue, MDPS will notify Licensor." Our solution is cloud based and resides in the Microsoft Azure Government Cloud. The Microsoft Azure Government Cloud is SOC 1 complaint. Is this sufficient to meet this requirement?

Response: **MDPS will evaluate security posture of each Vendor's proposal. Pending final evaluation, the Azure Government Cloud should meet the requirements.**

Question 80: Item 6.8 states, "Vendor must implement two workflow systems including an Agency wide travel authorization - travel expense reimbursement workflow system and a workflow system that processes bills from remote offices monthly." Can you please provide a specification or description for each of the workflows requested?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 81: Section 35 states that the State may employ "proposal bonding, performance bonding, progress payment plan with retainage, inclusion of liquidated damages, and withholding payment for all portions of the products/services acquired until final acceptance" at its sole discretion in response to the development of risk factors. Does ITS have specific written criteria for imposing each of the additional mechanisms laid out in this paragraph? Does ITS have a hierarchy in applying them or is the decision purely ad hoc?

Response: **If a Proposal Bond is required, the written criteria is outlined in Section I of the RFP. If a Performance Bond is required, the written criteria is outlined in Section IV, Item 37 of this RFP. Written criteria for retainage fee is outlined in Section VII, Item 8.7. Written criteria for liquidated damages is outlined in Article 43.**

Question 82: Section 1 states "the Vendor may take exception to any point within this RFP". Does ITS have a list of specifications which are matters of State law such that no exception will be accepted?

Response: **See Section IV Legal and Contractual Information in the RFP.**

Question 83: Section 2 states that "The Vendor must certify Vendor is a seller in good standing, authorized to sell and able to deliver all items and related services proposed in the State of Mississippi in the time frame specified." Is the reference to "good standing" here and in the Submission Cover Sheet & Configuration Summary mean that the Vendor has any necessary authority (such as a license) from some third party to provide the products/services of the proposal? Or does it refer to authorization from a State agency to do business in the State?

Response: **Both are required by the RFP.**

Question 84: Section 2 states "The Vendor's proposal must identify any subcontractor that will be used and include the name of the company, telephone number, contact person, type of work subcontractor will perform, number of certified employees to perform said work…" What is a "certified" employee?

Response: **A certified employee is someone who has industry recognized technical certifications and will be performing tasks related to their certification, as assigned by the awarded Vendor.**

Question 85: Article 44 states that "…the Licensor agrees that the Licensee shall hold back as retainage twenty percent (20%) of each amount payable, including amounts payable under Change Orders, under this Agreement." Is the 20% retainage automatic, or is it triggered by performance issues ("To secure the Licensor's performance")? If automatic, is there a mechanism to reduce retainage during the period of performance? If triggered by performance issues, what triggers retainage?

Response: **Please see Item 8.7, "MDPS shall submit 80% payment to Vendor after acceptance testing has been successfully completed. The twenty percent (20%) retainage fee of each amount payable will be held for six (6) months after acceptance of the full system." The retainage will be held automatically. No, there is no mechanism to reduce retainage during the period of performance.**

Question 86: Will the State limit the applicability of Article 45 to specified "Key Employees"?

Response: **Only those persons that would be directly or indirectly involved with the project or the project management would be included.**

Question 87: Have any vendors been engaged with DPS in advance of the RFP discussing this project?

Response: **MDPS has had demonstrations related to this project over a 3 year period. The Vendors and applications are included below.**
Adobe-Electronic Forms
ADSi-Case Management
Iliad-Thinksmart
LaserFiche Rio-ECM
PowerDMS
RJ Young-DocuPhase
SalesForce
UA-CAPS-eForms

Question 88: Has DPS seen any demonstrations or had any discussions regarding solutions?

Response: **MDPS has had demonstrations related to this project over a 3 year period. The Vendors and applications are included below.**
Adobe-Electronic Forms
ADSi-Case Management
Iliad-Thinksmart
LaserFiche Rio-ECM
PowerDMS
RJ Young-DocuPhase
SalesForce
UA-CAPS-eForms

Question 89: How many users of the system does DPS envision?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 90: What is the estimated annual volume of forms to be processed through the system?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 91: Please provide templates for the forms.

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 92: Are the existing forms able to be edited/redesigned for an electronic workflow?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 93: Which forms and what volume require electronic signature?

Response: **MDPS is open to eSignature options other than public certificate based options. The initial two workflows will not require externally verified public signatures, but MDPS desires to consider public certificate based options to meet future needs. No volume information is available at this time.**

Question 94: Is DPS looking for a FedRAMP compliant solution? If so, what level are you looking for?

Response: **Yes, MDPS will evaluate the security compliance posture based on the solution(s) being offered.**

Question 95: Number 11 on page 29 state: "Vendor must include a copy of their registration with the Federal Government's System for Award Management (SAM) with their RFP response." Could Mississippi ITS clarify what is acceptable here? Is a web-view of our active registration sufficient to meet this requirement?

Response: **The Vendor is only required to provide a copy or screenshot of their approved SAM registration.**

Question 96: Can you provide an estimated user count as well as their expected access level: Admin access, Read-only access, etc.?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 97: Item 6.2.13 specifies "Data securely stored in an Open Database Connectivity (ODBC) accessible SQL relational database;". Our solution uses MongoDB but we have methods for normalizing the data to integrate with SQL databases. Would it be acceptable to regularly sync the data with an ODBC accessible SQL relational database that can be queried and accessed by the State?

Response: **MDPS expects the solution to include access to the underlying data for integration purposes. MDPS also expects the solution to include capabilities to integrate data from internal systems by data access, transfer or other interfaces in as seamless a manner as possible.**

Question 98: Item 13.2.4.1.2 specifies "Each presentation must be made by the project manager being proposed by the Vendor to oversee implementation of this project". Our project managers are our client experts but not our technical experts. Would it be acceptable that the project manager guides the presentation but the implementation manager takes over for the solution demonstration?

Response: **MDPS expects the employee proposed as project management officer to make the presentation and answer questions. The PMO may be supported by other presenters.**

Question 99: Would it be possible to see samples of the forms that would be replaced?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 100: Would it be possible to see details on the workflows that utilize these forms?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 101: What is the expected budget of this project?

Response: **A budget has not been established for this project. However, all State Agency budgets are considered public record and may be viewed at www.dfa.state.ms.gov.**

Question 102: Has the agency planned for all 1350 employees to be licensed users of the system?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 103: How many employees will have forms and documents routed to them in workflow processes to take action upon or approve, regardless of how many employees are submitting forms for processing?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 104: What measurements have been performed to judge the amount of resources being utilized? What were the results of those measurements. If this project is successful how would the MS Dept of Public safety like to see this measurements affected?

Response: **Events surrounding lost and mishandled travel and payable breeder documents would be greatly reduced.**

Question 105: What is an overview of the process and business rules associated with the Travel Orders & expense re process? Are there any integrations required in the travel order process?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 106: Can you share a sample of the current paper form for the travel orders process?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 107: What is an overview of the process and business rules associated with the travel expense reimbursement and monthly bill processing process?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 108: Are there any integrations required in either the monthly bill processing or travel and expense reimbursement process?

Response: **No, there are none that MDPS is aware of at this time for the two initial workflows, but a Vendor led discovery process may identify opportunities for integration.**

Question 109: Can you share a sample of the current paper form for the travel expense reimbursement and monthly bill processing process?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 110: What is the volume of incoming invoices per month?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 111: How many approvers of invoices are there?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level**

description does not relieve the Vendor from proper discovery, design, and configuration.

Question 112: How many pages on average are an invoice?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 113: Does the state aim for any automated match (2 – way header level invoice to PO, 3 – way header level invoice to PO to receiving data, 2 way line item invoice to PO, or 3 way line item invoice to PO to receiving data) to be apart of the initial implementation?

Response: **No MAGIC integration is anticipated for the initial two workflows.**

Question 114: What are the approval rules/escalation rules for invoices being processed?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 115: If you do want integration with Magic, what methods of integration are requested (Direct integration, flat file imports/exports, API)?

Response: **No MAGIC integration is anticipated with the initial two workflows.**

Question 116: If import/export integration is acceptable will you provide a nightly flat file feed of all GL accounts and the segment structure?

Response: **This Integration requirement will be based on discovery and availability of data access.**

Question 117: Does the state want any integration to automatically create invoice transactions within magic after all of the invoices have been approved?

Response: **No MAGIC integration is anticipated with the initial two workflows.**

Question 118: Do you use POs?

Response: **The State will continue to use the PO request and approval processes in the MAGIC system. This monthly bill payment process occurs prior to the MAGIC processes.**

Question 119: Do you aim to replace you PO request and approval process as a part of the initial implementation?

Response: **The State will continue to use the PO request and approval processes in the MAGIC system. This monthly bill payment process occurs prior to the MAGIC processes.**

Question 120: If direct/API integration is required can you provide documentation of all relevant API/endpoints that are supported by the magic tea to facilitate automated invoice entry?

Response: **No MAGIC integration is anticipated with the initial two workflows.**

Question 121: How many people are dedicated to processing/coding of invoices?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 122: Please describe your chart of accounts and their structure for use in GL coding of invoices.

Response: **This Integration requirement will be based on discovery and availability of data access.**

Question 123: Do you want direct integration with the GL from Magic to pull GL accounts to be used for GL coding?

Response: **This Integration requirement will be based on discovery and availability of data access.**

Question 124: Should we include any discovery and analysis service to aide in the implementation of other processes with our response?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 125: Is there any data conversion in the outcomes the department is looking for from this project?

Response: **MDPS expects this to be a day-forward process for the two initial workflows.**

Question 126: Would the department prefer to have screen shots or narrative descriptions for each technical specification?

Response: **MDPS will let the Vendor decide which option most directly documents the answer to the requirement.**

Question 127: 6.3.7 Does this relate to generating structured pdf documents dynamically with form data populating pre-defined areas of a pdf?

Response: **MDPS will be starting the two initial workflows based on paper forms. At some point in the design or in the future, MDPS desires to move the entry processes to HTML5.**

Question 128: Will you be hosting the development and test environments on premise or would you prefer to pay additional hosting fees for segregated environments in the cloud?

Response: **MDPS expects the Vendor to propose the solution that meets all the requirements of this RFP.**

Question 129: Can you explain what online redlining means to you?

Response: **Online redlining is the ability for group editing during development of a form or workflow.**

Question 130: Can you described the reporting requirements you need delivered with the initial implementation.

Response: **MDPS expects the Vendor to perform the proper discovery, design and configuration of the proposed solution for the two initial workflows.**

Question 131: Is this a third process that the state aims to be implemented alongside the travel order and reimbursement process and the monthly bill processing or is monthly bill processing another name for the AP process?

Response: **"Monthly bill process", "AP process", and "Accounts Payable Process" refer to the same process.**

Question 132: Does this refer to 80% of the milestone payment due at acceptance or is the state requesting not to pay for any professional services until after acceptance testing?

Response: **Please see Item 8.7, "MDPS shall submit 80% payment to Vendor after acceptance testing has been successfully completed. The twenty percent (20%) retainage fee of each amount payable will be held for six (6) months after acceptance of the full system."**

Question 133: Can we provide a list of five contacts rather than all customers?

Response: **Only three (3) references are required. Section IX, Item 1.3 states, References should be based on the following profiles and be able to substantiate the following information from both management and technical viewpoints:**

1.3.1 The reference installation must be for a project similar in scope and size to the project for which this RFP is issued;
1.3.2 The reference installation must have been operational for at least six (6) months.

Question 134: Do you need the name of every employee is every position or solely manger level and above employees?

Response: **MDSP only requires the names of employees who would be directly involved with the project or its administration.**

Question 135: We do not see a section in the cost information table for the actual design and implementation of the processes, do you envision contracting the professional services for this separately than the base system installation and training?

Response: **The Cost Information Submission Form includes a line item for "Pre-installation". This includes the cost for Requirements Analysis, System Design, and other related costs – as they apply to Implementation. Additionally, other related Implementation costs can be included in 'Other Costs (specify)'.**

Question 136: Can you share detailed process maps and form design documents for vendors to use in scoping professional services required to implement.

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 137: Section 1.1 of the Technical Specifications states that Vendors should provide responses to this section starting with item 2.1, (There are no mandatory requirements for this RFP.) is this the correct starting point? Based on the information provided, it looks as though Vendors should be responding starting at item 6.1, please clarify.

Response: **Beginning with Item 2.1, the Vendor must respond with "ACKNOWLEDGED", "WILL COMPLY", OR "AGREED" to each point. Beginning with item 6.1, Vendors should respond with detailed and specific responses to provide the requested information.**

Question 138: ITS has provided a copy of its Standard Contract, Exhibit A, does the supplier expect a redlines/signed copy in the returned in the final response?

Response: **No, the State does not expect a signed copy of the Standard Contract to be included in the proposal response. The Standard Contract will be signed by the awarded Vendor.**

Question 139: The Mississippi Department of Public Safety has approximately 1,350 employees, including 700 sworn officers operating remotely or from vehicles. Based on this information, can you give estimated numbers of how many people will be using this system at any given time? How many employees will be part of an evaluation/approval process, and how many people are not necessarily part of an approval process, but will need access rights in order to view documents/folders/reports, etc.?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 140: How many custom notifications do you estimate as required by the proposed solution?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 141: How many workflows do you estimate to support the business processes listed in Section 6.8 of the state as required by the proposed solution?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 142: Do you have already developed process diagrams for Travel Expense Reimbursement and Remote Bill Processing? Can you share those diagrams for the proposed solution?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 143: How many paper or pdf forms do you estimate need to be transformed into electronic forms (eForms) as required by the proposed solution?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 144: How many digital forms do you estimate need to be stored as form templates as required by the proposed solution?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 145: How many types of correspondence/letters/notifications do you estimate need to be configured as required by the proposed solution?

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level**

description does not relieve the Vendor from proper discovery, design, and configuration.

Question 146: Do you require the ability to track and audit the creation, approval, distribution and acceptance of policies/procedures/orders?

Response: **MDPS expects the ability to track and audit forms and workflow steps.**

Question 147: How many reports/dashboards do you estimate as required by the proposed solution?

Response: **MDPS does not have an estimated number of reports or dashboards; however, the need will be as many as are required to implement the Vendor designed solution for the two initial workflows.**

Question 148: Which email client and version does the state use on desktop computers?

Response: **MDPS uses Microsoft Office365, Outlook Client or Office365 access.**

Question 149: Does the state require "print to solution" functionality to support the proposed solution?

Response: **MDPS does not consider "print to solution" as part of the requirement to support the proposed solution.**

Question 150: Item #3 states "The Mississippi Department of Public Safety (MDPS) has approximately 1350 employees across thirteen divisions in 80 locations, including 700 sworn officers operating remotely or from vehicles." Please specify how many employees in total will require access to the proposed system. Please specify the maximum number of users MDPS projects to be logged into the system at one time.

Response: **See attached Travel Authorization Process and Monthly Payable Process documents for a very high-level description. Note, this high-level description does not relieve the Vendor from proper discovery, design, and configuration.**

Question 151: Item 6.5.3 in Development Features states, "Document auto-creation". To ensure a proper response, can you please provide a real-world scenario or a use case that describes an individual needing and then going about creating a document automatically?

Response: **MDPS desires the solution to include the ability to consume a document (e.g. image, spreadsheet, or word processor document), create the initial version of an electronically fillable form, and allow for further customization and editing once converted. This result would then be integrated into a workflow.**

Question 152: The Payment Schedule was not included in the referenced sections, Article 6.1 and Exhibit A – Payment Schedule. Please provide the template for the payment schedule?

Response: **The Vendor is required to provide a cost itemization on the Cost Information Submission form in *Section VIII, Cost Information Submission* of the proposal response. Please refer to the level of required detail listed in the instructions for completing the form.**

Question 153: 6.5.6 Search engine; Question: Can you please provide more information or a use case example?

Response: **MDPS desires a solution that includes a search engine configuration that personnel can include in the workflow process.**

RFP responses are due November 9, 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 Khelli Reed at 601-432-8194 or via email at khelli.reed@its.ms.gov.

cc: ITS Project File Number 44081

Attachments: Travel Authorization Process
                         Monthly Payable Process