

## Questions and Clarifications Memorandum

**To:** Vendors Responding to RFP No. 4236-43166 for the Mississippi Department of Child Protective Services (MDCPS)

**From:** David C. Johnson

**Date:** March 16, 2021

**Subject:** Responses to Questions Submitted and Clarifications to Specifications

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RFP Number 4236 is hereby amended as follows:

- Section VII Technical Specifications, Item 6 Procurement Project Schedule is amended as follows:**

Task	Date
Deadline for Questions Answered and Posted to ITS Web Site	<del>01/29/2021</del> 03/16/2021
Open Proposals	<del>03/19/2021</del> 04/02/2021
Evaluation of Proposals	<del>03/19/2021</del> 04/02/2021
ITS Board Presentation	<del>04/15/2021</del> 05/20/2021
Contract Negotiation	<del>April – June 2021</del> May - July 2021
Proposed Project Implementation Start-up	<del>07/01/2021</del> 08/01/2021

- Section VII Technical Specifications, Item 1.1 is being modified to read:**  
Beginning with Item ~~7~~8 and through Item 9.14.4 of this section, label and respond to each outline point in this section as it is labeled in the RFP.
- Section VII Technical Specifications, Item 4.6 is being modified to read:**  
The MDCPS seeks a Comprehensive Child Welfare Information System (CCWIS) appropriate to its size and complexity that will meet federal requirements by ~~June 30, 2021~~, to comply with the 2nd Modified Settlement Agreement and Reform Plan (MSA).
- Section VII Technical Specifications, Item 10.1.3 and 10.2.3.2 is being modified to read:**

For the evaluation of this RFP, the Evaluation Team will use the following categories and possible points:

Category	Possible Points
<b>Non-Cost Categories:</b>	
General (Section I); Implementation Requirements – Statement of Work	10
Functional and Technical Requirements	20
System Design	20
Software Administration and Security; Final Acceptance Review; Support and Maintenance	15
<b>Total Non-Cost Points</b>	<b>65</b>
<b>Cost Categories:</b>	
<u>Lifecycle Cost</u>	<u>35-32</u>
<u>Fully-loaded Hourly Change Order Rate</u>	<u>3</u>
<b>Total Cost Points:</b>	<b>35</b>
<b>Maximum Possible Points</b>	<b>100</b>

Cost categories and maximum point values are as follows:

Cost Categories	Possible Points
<u>Lifecycle Cost</u>	<u>35-32</u>
<u>Fully-loaded Hourly Change Order Rate</u>	<u>3</u>
<b>Maximum Possible Points</b>	<b>35</b>

**5. Section VII Technical Specifications, Item 10.2.4.1.2 is being modified to read:**

If requested, Vendors must be prepared to make on-site or online demonstrations of system functionality and/or proposal clarifications to the evaluation team and its affiliates within seven calendar days of notification. Each presentation must be made by the project manager being proposed by the Vendor to oversee implementation of this project.

**6. Attachment A, Item Number 20 is being modified to read:**

**MANDATORY:** Vendor must be in the business of providing vendor hosted, child welfare/human services solutions of similar size, scope, and complexity. Vendor must have been in the business of providing such solutions for at least three years. Vendor's response should indicate how many years of experience they have in providing such services and should include descriptions of the provided services.

**7. Attachment A, Item Number 28 is being modified to read:**

Vendor must have experience with the MDCPS ~~partner~~ federal systems including but not limited to Title IV-E, Medicaid, SNAP, TANF, Social Security Administration, etc. Vendor must identify and describe experience with each such system. Experience may extend beyond Mississippi with similar systems.

**8. Attachment A, Item Number 29 is being modified to read:**

The vendor must agree that no individual formerly employed by, or no individual formerly under contract ~~contracted~~ with, MDCPS within the past five years shall have any involvement whatsoever in the project, and that any individual employed by, or under contact with the vendor that was employed by MDCPS within the past five years shall have no access to information related to the project without written permission from MDCPS.

9. **Attachment A, Item Number 76 is being modified to read:**  
Authorized MDCPS staff must be able to change a record status to inactive or an inactive record status to active.
10. **Attachment A, Item Number 83 is being modified to read:**  
Solution must be browser neutral and work with all common browsers such as Google Chrome, Mozilla Firefox, and Microsoft Edge, ~~and Microsoft Internet Explorer.~~
11. **Attachment A, Item Number 93 is being modified to read:**  
Solution must accommodate ~~project~~ case management functions on mobile platforms.
12. **Attachment A, Item Number 169 is being modified to read:**  
Solution must accommodate the need to prepare court documents such as intake forms, youth court tracking forms (for court approval of MDCPS investigation findings), petitions, court reports, foster care review/county conference reports, letters, packets for termination of parental rights (TPR), attorney approvals, and supervisory approvals.
  - a. For vendor reference, below is a hyperlink to youth court legislation as of the ~~2009~~ 2020 regular session of the Mississippi State Legislature.  
[https://courts.ms.gov/trialcourts/youthcourt/2009\\_youthcourt\\_deskbook.pdf](https://courts.ms.gov/trialcourts/youthcourt/2009_youthcourt_deskbook.pdf)  
<https://mjic.olemiss.edu/wp-content/uploads/sites/134/2020/06/Manual-for-Mississippi-Youth-Courts-2020.pdf>
13. **Attachment A, Item Number 420 is being added:**  
If available, but not included in base offering, Vendor must include pricing for optional deliverables, as well as any hosting and support fees, as separate Optional Item line item(s) in the Revised Cost Information Submission form attached.
14. **Attachment A, Item Number 421 is being added:**  
The awarded Vendor will be excluded from other procurements related to this CCWIS project.
15. **Section VIII Cost Information Submission is being replaced with the attached Revised Cost Information Submission form.**
16. **Vendor Reference Form is being replaced with the attached Revised Vendor Reference Form.**
17. **Subcontractor Reference Form is being replaced with the attached Revised Subcontractor Reference Form.**

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:** Do you have any integration with external systems? If so, what are they, and what is the expectation from the vendor?

**Response:** Yes, but there are no other system integrations outside of the items detailed on pages 24-29 in subsection C. Interfaces, under Section III. System Design, in Attachment A.

**Question 2:** How many years of legacy data should be migrated to the existing systems?

**Response:** All data from the current MACWIS system should be migrated to the new system. Some of the data will span 20 years or more.

**Question 3:** Has Agency seen demonstration of any solutions prior to RFP release? If so, can you disclose which ones?

**Response:** Yes. MDCPS has seen demonstrations related to this project. Some of the Vendors and applications are included below. Others were seen in 2016 that are not listed.

RedMane  
Unisys/CITI-Unify  
Microsoft/Dynamics  
Northwoods/Traverse  
Salesforce  
Cambria

**Question 4:** Please elaborate on the current platform for ESB including version number.

**Response:** EntireX/BROKER (client side is 7.1.1, server side is 9.12) is our Middleware for MACWIS. See attached Exhibit A - MACWIS Diagram.

**Question 5:** Please clarify if the agency has a single sign-on for the users to log in

**Response:** The Agency does have the capability to provide Single Sign-On (SSO) through its Microsoft Azure system; however, the current Child Intake System is incompatible with SSO due to its legacy infrastructure.

**Question 6:** Does the agency have any timeline for product development and go-live or vendor can suggest just their estimated timeline for Design Development and Implementation?

**Response:** The Vendors should propose whatever timetable is feasible given the other particulars of their proposal. The State anticipates implementation to begin August 2021.

**Question 7:** How many data warehouse/mart that are currently running?

**Response:** There is a production Linux database and a SQL reporting database. See Attachment A, Item Number 16 for more information.

**Question 8:** Does the State have any existing ETL or scheduling software?

**Response:** MDCPS currently uses SSIS as an Extract/Transform/Load (ETL) product, but it is not used to load tables – only to generate external Excel spreadsheets for user reports. To load Enterprise reporting data warehouse (EDW), scheduled nightly SQL jobs are used.

**Question 9:** How many Reports should we estimate in total?

**Response:** There are approximately 380 reports, which include Modified Settlement Agreement and Reform Plan (MSA) reports, federal reports, & system reports, but does not include ad hoc or batch job reports. See Exhibit G – System Reports, Exhibit H – MSA Reports, and Exhibit J – Batch Jobs Reports.

**Question 10:** What is The State currently using for a business rules engine

**Response:** The current MACWIS system does not use a rules engine, but uses logical workflows produced by VB6 and/or Natural code.

**Question 11:** Please share the current hardware, software and infrastructure used by the existing System

**Response:** See Attachment A, Item Number 16. Also see Exhibit B – Linux Server Diagram.

**Question 12:** Can vendor propose the AWS Solution?

**Response:** The Vendor may propose a Government Cloud solution.

**Question 13:** Can you provide a breakdown of the users by role and number of users uses this system?

**Response:** Yes, See Exhibit C – Profile Breakdown.

**Question 14:** What is the total budget earmarked for this procurement?

**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.transparency.ms.gov](http://www.transparency.ms.gov).

**Question 15:** Can the State please share the project 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.transparency.ms.gov](http://www.transparency.ms.gov).

**Question 16:** Are there going to be the possibility for limitations of liability for the firm that is awarded this contract during negotiations or is unlimited liability absolute as stated in section 7 – 7.3

**Response:** In accordance with state law, the ITS Executive Director may negotiate a limitation on the liability to the state of prospective contractors provided

such limitation affords the state reasonable protection; however, it is the agency's position that Vendors shall have no limitation on liability for claims related to the items listed under Section IV, Item 7.3 and these items are excluded from any liability limitation. Vendors should review Section V, Proposal Exceptions for instructions regarding Vendor exceptions.

**Question 17:** Is the State of Mississippi willing to negotiate a cap on the unlimited liability clause on the sample contract?

**Response:** In accordance with state law, the ITS Executive Director may negotiate a limitation on the liability to the state of prospective contractors provided such limitation affords the state reasonable protection; however, it is the agency's position that Vendors shall have no limitation on liability for claims related to the items listed under Section IV, Item 7.3 and these items are excluded from any liability limitation. Vendors should review Section V, Proposal Exceptions for instructions regarding Vendor exceptions.

**Question 18:** Some states have unlimited liability built into their standard contracts. Does this apply to this CCWIS project and if so, is the State willing to negotiate a reasonable cap on the unlimited liability clause?

**Response:** In accordance with state law, the ITS Executive Director may negotiate a limitation on the liability to the state of prospective contractors provided such limitation affords the state reasonable protection; however it is the agency's position that Vendors shall have no limitation on liability for claims related to the items listed under Section IV, Item 7.3 and these items are excluded from any liability limitation. Vendors should review Section V, Proposal Exceptions for instructions regarding vendor exceptions.

**Question 19:** Can the prime vendor use client references from their subcontractors in the proposal submission?

**Response:** No, the prime Vendor may not use client references from the subcontractor.

**Question 20:** Due to the complexity of the solution, is it possible to extend the questions due date to January 22nd, 2021, at 5 PM CST?

**Response:** No, the deadline for vendor questions was January 15, 2021 at 3:00p.m Central Time.

**Question 21:** Due to the complexity of the solution, is it possible to extend the proposal due date to April 9th, 2021, at 5 PM CST?

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

**Question 22:** If vendors suggest changes to the standard contract terms will they be disqualified?

**Response:** Unless specifically disallowed on any specification, Vendor may take exception to any point within this RFP, including standard contract terms, as long as it is not a matter of State law. Vendors may not take exception to

**Mandatory requirements. Please refer to Section V, Proposal Exceptions in the RFP for instructions regarding Vendor exceptions.**

**Question 23:** Can commercial clients references be used to fulfill the RFP references requirements?

**Response:** Refer to Section I.E, Vendor Qualifications, Mandatory Item Number 21 in Attachment A.

**Question 24:** Are there any restrictions on using project resources based in Global Delivery Centers outside of the United States?

**Response:** MDCPS system's data should not be stored outside the U.S. Government Cloud environment. MDCPS prefers developers/staffing to be based within the United States, but there are no restrictions in the RFP.

**Question 25:** Can you please provide a complete list of current incumbents who provide CCWIS application maintenance services to your current system?

**Response:** MDCPS does not have any current or past CCWIS service providers. The current MACWIS system is supported by contract employees through a contract with Ciber.

**Question 26:** Is there a preference for custom build solutions or COTS systems (such as MS Dynamics, Salesforce.com, Oracle, etc.)

**Response:** MDCPS's preference would be a solution with implementation focused on configuration rather than custom application development.

**Question 27:** Is Level 1 Help desk included in scope; or is it just Level 2 and Level 3 support expected as part of the solution response?

**Response:** Tier 1 will be handled by the MDCPS Help Desk team. Issues requiring Vendor support will be escalated to Tiers 2 and 3 (Vendor Help Desk) by MDCPS IT staff. The Vendor will not have to address every help desk issue.

**Question 28:** Does vendor need to include infrastructure costs into the solution response as well; or will State of Mississippi be providing the infrastructure for based on solution ask?

**Response:** Yes, the Vendor should include infrastructure costs into the solution response. Please reference the Revised Cost Information Submission for details of the cost submission. Vendor should itemize the cost for any deliverable not included in the base offering as a separate line item. MDCPS will not be providing infrastructure for the solution.

**Question 29:** What are the different modes through which case can be received by a reported? Are you looking for Computer Telephone integration as well?

**Response:** Abuse can be reported online, by phone, or in person. No, MDCPS is not looking to have a Computer Telephone integration.

**Question 30:** We assume that infrastructure setup in terms of environment provisioning and required tools setup will be taken care of by the state. Please confirm.

**Response:** **The Vendor can provide a solution hosted by a Government cloud provider. MDCPS' preference would be based on reducing cost. MDCPS will not be providing infrastructure for the solution. The Vendor should include infrastructure costs into the solution response.**

**Question 31:** With regards to migration of the legacy data, does the state want to migrate all the 232 Million+ records as mentioned? How will data be provided to the vendor? Alternatively, will data extraction be in vendor's scope of work? If yes, can we assume that SQL server (replicated from ADABAS) can be used for extracting the data?

**Response:** **All data from the current MACWIS system should be migrated to the new system. Some of the data will span 20 years or more. The Vendor can utilize the production ADATABASE database or the SQL reporting database in order to migrate data. Yes, data extraction will be in Vendor's scope of work. The MDCPS staff will assist with the data extraction.**

**Question 32:** Is the state looking for implementation of a NEW web accessible portals for various personas like providers, customers, foster parents, clients for grievance process, etc? Alternatively, does the state want to leverage an existing portal it has and integrate with the new system?

**Response:** **Yes. MDCPS wants to have a new web portal that is integrated with the new CCWIS system. MDCPS does not have existing portals with its current functionality.**

**Question 33:** Can you provide an overview of the current software investments of the state which the vendor can leverage?

**Response:** **MDCPS utilizes MS Office 365 and DocuSign fully throughout the agency, but other software investments are not feasible for the awarded Vendor to leverage.**

**Question 34:** Does the state maintain a central registry to maintain the contacts/ persons data?

**Response:** **MDCPS currently uses the MACWIS system to maintain contact/persons data.**

**Question 35:** Is there a page limit, formatting specifications for the proposal response/ attachments or plan documents?

**Response:** **While there is not a page limit, the State does not require excess marketing materials. If such materials are required, the State will request them in a clarification of the Vendor's proposal response. Vendor's documents must be submitted in Microsoft Office 2010 or higher format and/or PDF format, as appropriate. If PDF format is submitted, the file must be searchable. Refer to Section II, Proposal Submission Requirements for additional information required to submit a response to this RFP.**



**Question 36:** Can you provide more detail on how the response should be structured? Should the narrative response be a separate document in which the vendor says “Will comply” and explains in more detail? What should this entail?

**Response:** **Details of how to respond to the requirements are provided in the RFP and Attachment A. Under each specification requiring a response, the State expects Vendor to state “Will Comply” or “Exception”. In addition to “Will Comply” or “Exception”, Vendor should substantiate their response with details of how they will meet the specifications. Vendor may intersperse their response following each specification but must not otherwise alter or rekey any of the original text of this**

**Question 37:** Are Mississippi Department of Child Protective Services open to alternative cost options; a modernization of what you currently have?

**Response:** **This RFP seeks proposals to replace, not modernize, the legacy system.**

**Question 38:** We understand that MDCPS had a CCWIS project they initiated in the recent past, based on open-source solutions. How does that past project impact or relate to this RFP? Has the Agency seen demonstrations of any solutions prior to this particular RFP release? If so, can you disclose which ones?

**Response:** **Previous CCWIS plans have no relevancy to RFP No. 4236. Yes, MDCPS has seen demonstrations related to this project. Some of the Vendors and applications are included below. Others were seen in 2016 that are not listed.**

**RedMane  
Unisys/CITI-Unify  
Microsoft/Dynamics  
Northwoods/Traverse  
Salesforce  
Cambria**

**Question 39:** I am formally requested an extension up to 4 weeks for the MDCPS CCWIS RFP. Constraints by COVID have created delays in the analysis and ultimate response to the RFP. Additionally, the RFP was released the days before Christmas holiday which limited the review time. Also, given both the critical and complex nature of the CCWIS project, will the State consider adding one additional round of QA to allow vendors to clarify additional information and provide the State the quality and informed proposals they are seeking?

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

**Question 40:** We respectfully request the State consider extending the proposal due date to April 2, 2021.

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

**Question 41:** Please confirm if a Minority Business Enterprise goal has been established for this opportunity, and please provide the goal information.

**Response:** The State, in an effort to capture participation by minority Vendors, asks that each Vendor review the State of Mississippi Minority Vendor Self Certification Form. This information is for tracking/reporting purposes. See Section VI RFP Questionnaire, Item Number 1.2.

**Question 42:** Will winning the award for this CCWIS Contract preclude the successful Prime or any of their Subcontractors from bidding on any other future procurement(s), including but not limited to IV&V and PMO procurements?

**Response:** The awarded Vendor will be excluded from other procurements related to this CCWIS project. See Amendment 14 above.

**Question 43:** Has the State identified and contracted with IV&V and PMO vendors for the CCWIS implementations or will separate RFPs be released in the future for these?

**Response:** A Project Manager was procured in December 2020, and the IV&V Contractor was procured in January 2021. Both of these individuals were secured through the Managed Service Provider (MSP) program at ITS.

**Question 44:** Please provide a list of software, licenses, and enterprise components that the Vendor can leverage to provide the capabilities mentioned in this RFP, such as Enterprise Services Bus, Power BI, Enterprise Content Management (ECM), etc.

**Response:** MDCPS currently has subscription to Microsoft Office 365 E3 GCC. MDCPS also has access to Power BI (Free-version) for all staff.

**Question 45:** Will the State provide an inventory of state-owned SW that vendors may leverage as part of this RFP?

**Response:** MDCPS utilizes MS Office 365 fully, but other software investments are not feasible for the awarded Vendor to leverage.

**Question 46:** Will the state please provide a 30-day extension of the due date to April 19, 2021?

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

**Question 47:** Given the timing of the release of this RFP, we anticipate many vendors will not have begun their review and decision making processes until January 2021.

To accommodate the best possible range of responses, will the state extend the submission timeframe by a minimum of four weeks.

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

**Question 48:** *RFP: (ITS RFP Response Checklist)* - It is clear that all the elements below must be included on the USB flash drive. Does ITS prefer that the items listed in the checklist be separate files on the USB or does ITS prefer that all these items be combined into one document?

- Submission Cover Sheet (Section I)
- Proposal Exception Summary (Section V)
- Vendor response to RFP Questionnaire (Section VI)

- Point-by-point response to Technical Specifications (Section VII)
- Vendor response to Cost Information Submission (Section VIII)
- References (Section IX)
- Point-by-point response to Functional and Technical Specifications (Attachment A)?

**Response:** MDCPS would like a single file on the USB drive with all sections and exhibits labeled appropriately.

**Question 49:** RFP: (Section II, Proposal Submission Requirements, Item 5) - The RFP notes that original signatures in blue ink are required. Are electronic signatures accepted?

**Response:** The signatures should follow the processes defined in the procurement. Wet signatures are not required, but they should be an official signature in blue ink.

**Question 50:** RFP: (Section II, Proposal Submission Requirements, Item 5) - #5 states "Original signatures in blue ink are required on the Submission Cover Sheet and Configuration Summary". Since #9.1 in the same section instructs vendors to submit their proposal on a USB drive, will scanned pages of the original signatures in the USB drive version of the proposal satisfy the requirement?

**Response:** The signatures should follow the processes defined in the procurement. Wet signatures are not required, but they should be an official signature in blue ink.

**Question 51:** RFP: (Section II, Proposal Submission Requirements, Items 6 and 9.6) - #6 and #9.6 states that "ITS reserves the right to reject any proposals, including those with exceptions, prior to and at any time during negotiations", also mentions following in #9.6 on page 7 as follows "If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form."

Please clarify if exceptions are allowed or will not be allowed in vendor response.

**Response:** Unless specifically disallowed on any specification, Vendor may take exception to any point within this RFP. Vendors may not take exception to Mandatory requirements. Please refer to Section V, Proposal Exceptions in the RFP.

**Question 52:** RFP: (Section II, Proposal Submission Requirements, Item 7) - #7 states, "ITS reserves the right to waive any defect or irregularity in any proposal procedure." [Emphasis added]

We believe language such as, "minor defects or irregularities in proposal procedures **that do not materially affect vendor proposals**" is more appropriate for a public sector RFP since adherence to items such as mandatory or pass/fail requirements in responses and the acknowledgement and proper use of RFP amendments and forms is crucial for a fair and equitable procurement process.

**Response:** The requirement will remain as stated.

**Question 53:** *RFP: (Section II, Proposal Submission Requirements, Item 8) - #8 allows the Vendor to “intersperse their response following each RFP specification but must not alter or rekey any of the original text.” #9.4 requires Vendors to “respond to the sections and exhibits in the same order as this RFP and #9.5 requires Vendors to use “ the corresponding heading from the RFP.”*

As long as we retain the language, labeling, and numbering in the RFP documents, is it acceptable to the State for us to put a cover page and header/footer on our response document?

**Response:** Yes, this is acceptable.

**Question 54:** *RFP: (Section II, Proposal Submission Requirements, Item 9) - We understand the Vendor must submit one USB flash drive with the complete proposal. Some of the wording in section 9.1, 9.3, and 9.5 can be interpreted as multiple files on the USB flash drive or one file (with all sections labeled). In order to provide the best response in the way MS would like to review, can you clarify if you would like a single file on the USB drive with all sections and exhibits labeled appropriately? Or would you like all sections and exhibits to have individual files on the USB flash drive? If you would like multiple files on the USB drive, can you inform us of the breakout of the files*

**Response:** MDCPS would like a single file on the USB drive with all sections and exhibits labeled appropriately.

**Question 55:** *RFP: (Section II, Proposal Submission Requirements, Item 12) - #12 states, “Unsolicited clarifications and updates submitted after the deadline for proposals will be accepted or rejected at the sole discretion of ITS.” Please clarify under what circumstances ITS will accept updates and when it will reject updates.*

**Response:** Please refer to Section II, Proposal Submission Requirements, Item Number 13 of the RFP.

**Question 56:** *RFP: (Section III, Vendor Information, Item 8) - #8 states that “ITS reserves the right to make multiple awards.”*

Under what circumstances would the State consider awarding multiple contracts? How would the State envision awarding multiple contracts (i.e., on functionality, hosting, technical, or other)?

**Response:** This language is standard in all ITS requests for proposals. MDCPS does not anticipate awarding multiple contracts for this RFP.

**Question 57:** *RFP: (Section III, Vendor Information, Item 9) - #9 states that “ITS reserves the right to approve an award by individual items or in total, whichever is deemed to be in the best interest of the State of Mississippi.” Please elaborate on what these individual items are and how will different individual items from Vendors be evaluated to be awarded. As the costing proposal is leaving this to vendors to define what these individual items are.*

**Response:** While the State does not anticipate issuing multiple awards for this procurement, this standard language allows the State to do so if it is deemed to be in the best interest of the State of Mississippi.

**Question 58:** *RFP: (Section III, Vendor Information, Item 13 and Section VII, Technical Specification Item 9.10) - As a multi-tenant cloud service provider, we do not typically offer a Right to Audit clause as part of the base service offering. As a multi-tenant service, compartmentalization is virtual, not physical. Annual site visits can be arranged at your organization's expense, but in consideration of our other customers, random access cannot be permitted. We have third party auditors that inspect and review our security. We undergo annual audits for compliance with additional frameworks such as SSAE 16 SOC 1, SOC 2, SOC 3, ISO 27001, and PCI-DSS Level 1. The results of these audits can be provided to your organization as desired under NDA. Is this acceptable to meeting your organization's requirements?*

**Response:** The State reserves the right to request information relative to a Vendor's references and financial status and to visit a Vendor's facilities during normal working hours, upon reasonable prior notice, and reserves the right to schedule annual site visits. The State also reserves the right to request a current financial statement, prepared and certified by an independent auditing firm, and reserves the right to require that Vendors document their financial ability to provide the products and services proposed up to the total dollar amount of the Vendor's cost proposal. The State reserves the right to request information about the Vendor from any previous customer of the Vendor of whom the State is aware, even if that customer is not included in the Vendor's list of references. Vendors shall allow the State to audit conformance including contract terms, system security and data centers as appropriate, and the State may perform this audit or contract with a third party at its discretion at the State's expense. At the State's sole discretion, Vendors may provide the State with a list of third party auditors that audit Vendor, notice of upcoming audits, and the results of all audits conducted by third party auditors, which the State may accept in lieu of the State performing audits and/or contracting with third party's to conduct audits on behalf of the State; however, the State reserves the right to conduct standalone audits outside those regularly scheduled, if needed and/or if the results of Vendor's third party audits are not sufficient to the State.

**Question 59:** *RFP: (Section III, Vendor Information, Item 14) - Is Vendor Personnel information and interview requirement applicable only to proposed Key Personnel for the project, as defined in Attachment A, Section I.F - Vendor Implementation Team and Work Requirements?*

**Response:** Section III, Item 14, Vendor Personnel found in RFP No. 4236, pertains to all Vendor personnel that will be working directly with CPS. Yes, this information can be limited to Key Resources only.

**Question 60:** *RFP: (Section III, Vendor Personnel, Item 14) - This section articulates requirements for project staff to be interviewed by the State. Under a fixed price contract, the vendor does not normally provide all these details for all staff. Can*

the State please clarify if the vendor is expected to provide all details listed in Section 14? If yes, can this be limited to Key Resources only?

**Response:** Section III, Item 14, Vendor Personnel found in RFP No. 4236, pertains to all Vendor personnel that will be working directly with CPS. Yes, this information can be limited to Key Resources only.

**Question 61:** *RFP: (Section IV, Legal and Contractual Information, Item 7.6)* - MDCPS was approved \$14,627,788 in state capital funds to match with federal funds for this current state fiscal year for CCWIS. MDCPS has requested a similar amount for the next state fiscal year. Can the state confirm the total budget they expect for the life 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.transparency.ms.gov](http://www.transparency.ms.gov).

**Question 62:** *RFP: (Section IV, Legal and Contractual Information, Item 18)* - #18 - Inclusion of Subcontract Agreements requires copies of any agreements to be executed between the Vendor and any subcontractors to be included in the Vendor's proposal.

Subcontractor Agreements are typically negotiated and executed only after award of the Prime Contractor by the Customer. Can copies of agreements to be executed between us and our Subcontractors be submitted to MDCPS after the Contract Award?

**Response:** Any contracts that require the State to be a co-signer should be submitted with Vendor's proposal response.

**Question 63:** *RFP: (Section IV, Legal and Contractual Information, Item 27)* - Cloud based solutions are generally not 100% 508 and/or WCAG compliant out-of-the-box. The Cloud Service Provider's (CSP's) SaaS/PaaS solutions can be configured and customized by the CSP's customers and partners. Customizations can include user interface components, forms, navigation, color selections, embedded videos, tags, labels, and images. Due to this fact, CSP cannot ensure 100% accessibility of the final solution. Will your organization accept accessibility status as detailed in a VPAT and evaluate overall accessibility capabilities based on final solution design, implementation, and customizations?

**Response:** Yes. Vendors can use Voluntary Product Accessibility Template (VPAT) to demonstrate the accessibility of their proposed solution with the understanding that MDCPS will not be conducting a full accessibility evaluation of the proposed solutions.

**Question 64:** *RFP: (Section IV, Legal and Contractual Information, Item 28)* - For components of the CCWIS solution using Microsoft technologies, would the State be amenable to using the IP Ownership terms and conditions contained in the Master Services Agreement (MSA) currently in place with Microsoft to govern the services contemplated in the RFP?

**Response:** MDCPS would be amenable, but the terms in the MSA would also be subject to review and approval by the Administration for Children and Families (ACF). MDCPS cannot agree to any terms or conditions at this phase of procurement.

**Question 65:** *RFP: (Section IV, Legal and Contractual Information, Item 28.1(c)) - 28.1.(c) Proprietary software - If a bidder has a software platform that they wish to bid for this project that is not available to any other company to include as part of their offering and they maintain and service the software platform themselves, please confirm the following:*

1. The State will not consider the software to be “proprietary” as defined for the purposes of this clause.
2. FFP funding will be available for such software platform.
3. The State will not exclude the bidder from bidding such a software platform for any other reason.

**Response:** The State is considered sole owners of any software developments or modifications paid for which they have paid for. This may not apply to this procurement and is standard language for all ITS procurements.

**Question 66:** *RFP: (Section IV, Legal and Contractual Information, Item 31) - What licenses, and for what software applications (e.g., document management, electronic signature, external user portals, etc.) will the State provide in support of this project? What is the estimated user count for each of these applications?*

**Response:** MDCPS does not currently utilize a document management solution. MDCPS does have a paid contract with DocuSign Electronic Signature solution and has availability to utilize if needed. There are approximately 1200 daily users for each application.

**Question 67:** *RFP: (Section IV, Legal and Contractual Information, Item 31) - What are the estimated user counts by CCWIS module?*

**Response:** See Exhibit C – Profile Breakdown.

**Question 68:** *RFP: (Section VI, RFP Questionnaire, Item 20) - Item 20-References to Vendor to Include Subcontractor, states: All references in the RFP to “Vendor” shall be construed to encompass both the Vendor and its subcontractor.*

Does the state want each subcontractor to submit Section VI: RFP Questionnaire or only the Prime?

**Response:** Only the Primary Vendor is required to submit the RFP Questionnaire.

**Question 69:** *RFP: (Section VII, Technical Specifications, Item 1.1) - This point states that we should begin with Item 7- Statement of Understanding. Should we actually begin with Item 8, or do you want us to embed the final Q&A within our response?*

**Response:** Yes, begin responding with Item 8. See Amendment 2 above.

**Question 70:** *RFP: (Section VII, Technical Specifications, Item 3.2)* - This section lists user types. We assume there will be users who will have different training needs based on their role (for example, someone managing financial transactions versus a case manager). How many distinct user roles might require their own tailored training? What are those distinct roles?

**Response:** For training needs, the user staff groups are listed below:

**Licensure**

**Adoption**

**Direct Service**

**Eligibility**

**Supervisory**

**Financial**

**CQI**

**Eligibility and CQI are two roles where they may need to understand the workflow/have training for all components of the system.**

**For system users, see Exhibit D – Provider Breakdown and Exhibit I – Roles Count.**

**Question 71:** *RFP: (Section VII, Technical Specifications, Item 3.4)* - Please provide additional information regarding the roles/types of DHS users, including the number of users for each role.

**Response:** Please see Exhibit C – Profile Breakdown.

**Question 72:** *RFP: (Section VII, Technical Specifications, Item 3.4)* - What is the average number of intakes processed per year? Does the state prefer that the CCWIS integrate with the intake portal currently in use, or that the CCWIS include a new portal to support this function?

**Response:** Since 2010, the average number of annual intakes has been 45,000 +/- 10%. No, MDCPS will not be utilizing any of the current MACWIS system. The Vendor must propose a new portal.

**Question 73:** *RFP: (Section VII, Technical Specifications, Item 3.4)* - Please provide a breakdown of the levels of care for the 5000 children in foster care and 8500 children in custody.

**Response:** To clarify, the 5,000 children in foster care (aka in custody) at any given time is a subset of the "Over 8500 children in custody at some point during the average fiscal year....". Currently, child custody numbers have been consistently below 4,000. However, the proposed system must be scalable to increase and decrease in the number over time.

**MDCPS does not use the term, Levels of Care. Below are the types of homes that a child could possibly be in at any given time while in custody, dependent on their individual need, at any specific time.**

- **Regular Foster Homes**
- **Therapeutic Foster Homes**
- **Regular Group Homes**



- Therapeutic Group Homes
- Emergency Shelters
- Residential Treatment Facilities

**Question 74:** *RFP: (Section VII, Technical Specifications, Item 3.4) - #3.4 states that there are approximately 1,700 current MACWIS users statewide.*

Please provide the number of statewide staff that will access the proposed solution to enable Vendors to provide appropriate pricing?

1. How many State staff will access the new system?
2. How many external users (i.e., providers, foster care providers, etc.) will access the new system?

**Response:** **See Exhibit C – Profile Breakdown. External users include, but not limited to, Youth Court Staff, Foster Care Reviewer, Full View Only. Vendors should expect the user-count to fluctuate.**

**Question 75:** *RFP: (Section VII, Technical Specifications, Item 4.2) - #4.2 states “The MDCPS is seeking a vendor capable of designing, implementing, hosting, supporting, and maintaining a fully functional, CCWIS compliant case management solution to replace the current MACWIS.”*

Is the state looking for a vendor who will host the solution on ITS infrastructure or Government/ public cloud? Does the state have a preference?

**Response:** **The Vendor can provide a solution hosted by a Government cloud provider. MDCPS' preference would be based on reducing cost. MDCPS will not be providing infrastructure for the solution. The Vendor should include infrastructure costs into the solution response.**

**Question 76:** *RFP: (Section VII, Technical Specifications, Item 4.4) - #4.4 states that “The MDCPS is seeking a vendor capable of training statewide system administrators, caseworkers, and other users in the administration and use of every facet of the CCWIS and to keep training materials, methods, and documentation relevant and updated in response to changing conditions.”*

1. Is it the intent of the State for the Vendor train all the state staff?
2. Is the State open to the “Train-the-Trainer” concept that could reduce cost for the State?
3. Can the State share the number of administrators, caseworkers and other users that need to be trained by location?
4. Is the state open to all resources being trained in a central location?
5. Does the State have a training facility?

**Response:**

1. MDCPS expects the Vendor to train all MDCPS staff on the functionality of the proposed system (Attachment A, Section IV., sub-section K.).
2. MDCPS has interest in ways to reduce cost, but any training proposed must meet the requirements of this RFP.
3. See Exhibit D – Provider Breakdown. See Exhibit C – Profile Breakdown.
4. Online training and/or proposing a centralized in-person training solution is acceptable.

**5. MDCPS has a staff training center located in Jackson, Mississippi at the MDCPS State Office.**

**Question 77:** *RFP: (Section VII, Technical Specifications, Item 4.6) - #4.6 states that “The MDCPS seeks a Comprehensive Child Welfare Information System (CCWIS) appropriate to its size and complexity that will meet federal requirements by June 30, 2021, to comply with the 2nd Modified Settlement Agreement and Reform Plan (MSA).”*

Considering that the Proposed Project Implementation Start-up date as per RFP Section VII, #6 is July 1, 2021, the above date seems to be a typo. Please clarify the correct date.

**Response:** **MDCPS understands the June 30, 2021 requirement cannot be met due to the release date of the RFP, but the functionality of the system must be developed to be consistent with the all of the agency's obligations under the 2nd MSA. See Amendment 3 above.**

**Question 78:** *RFP: (Section VII, Technical Specifications, Item 4.6) - The RFP and Attachment A state that implementation is to occur by June 30, 2021 however the RFP procurement schedule states the project is expected to start on July 1, 2021. Please confirm or clarify the project start date and required implementation date.*

**Response:** **MDCPS understands the June 30, 2021 requirement cannot be met due to the release date of the RFP, but the functionality of the system must be developed to be consistent with the all of the agency's obligations under the 2nd MSA. See Amendment 3 above.**

**Question 79:** *RFP: (Section VII, Technical Specifications, Item 4.6) - The RFP mentions that project implementation should be by June 30, 2021. Given the complexities of implementing a full CCWIS solution, is the state amenable to a phased roll-out of modules that begins before 6/30/2021 but extends beyond this period?*

**Response:** **MDCPS understands the June 30, 2021 requirement cannot be met due to the release date of the RFP, but the functionality of the system must be developed to be consistent with the all of the agency's obligations under the 2nd MSA. See Amendment 3 above.**

**Question 80:** *RFP: (Section VII, Technical Specifications, Item 4.6) - The MDCPS seeks a CCWIS system....by June 30, 2021. It's our understanding that Procurement desires to finalize a contract by June 30, 2021. Is this a correct assumption?*

**Response:** **MDCPS understands the June 30, 2021 requirement cannot be met due to the release date of the RFP, but the functionality of the system must be developed to be consistent with the all of the agency's obligations under the 2nd MSA. See Amendment 3 above.**

**Question 81:** *RFP: (Section VII, Technical Specifications, Item 4.6) - RFP states “The MDCPS seeks a Comprehensive Child Welfare Information System (CCWIS) appropriate to its size and complexity that will meet federal requirements by June 30, 2021, to comply with the 2<sup>nd</sup> Modified Settlement Agreement and Reform Plan (MSA).” The proposed implementation startup in Subsection 6, Page 35 is 07/1/2021. Can the*

State please clarify how this requirement is to be met with the proposed startup date?

**Response:** **MDCPS understands the June 30, 2021 requirement cannot be met due to the release date of the RFP, but the functionality of the system must be developed to be consistent with all of the agency's obligations under the 2nd MSA. See Amendment 3 above.**

**Question 82:** *RFP: (Section VII, Technical Specifications, Item 4.6) - Can the State provide the expected implementation timeline?*

**Response:** **The Vendors should propose a feasible timetable given the other particulars of their proposal.**

**Question 83:** *RFP: (Section VII, Technical Requirements, Item 4.6) - We understand that the RFP reflects the requirement outlined in the 2nd Modified Settlement Agreement and Reform Plan (MSA) for MDCPS to "have a Comprehensive Child Welfare Information System (CCWIS) appropriate to its size and complexity that shall meet federal requirements by June 30, 2021." In addition, we understand the criticality of the timely implementation of a CCWIS solution for Mississippi's children and families.*

Given that the procurement timeline calls for a Proposed Implementation Start Up date of July 1, 2021, can MDCPS please provide some guidance with regard to the requirement to implement a new CCWIS by June 30, 2021.

Also, given the requirements of the 2nd MSA, has MDCPS prioritized functionality for the new CCWIS to be implemented in a phased manner?

**Response:** **MDCPS understands the June 30, 2021 requirement cannot be met due to the release date of the RFP, but the functionality of the system must be developed to be consistent with the all of the agency's obligations under the 2nd MSA. See Amendment 3 above. MDCPS requires a single release but will accept a phased implementation/development.**

**Question 84:** *RFP: (Section VII, Technical Specifications, Item 7.4) - Did any outside consulting firm or individuals provide assistance to the State in drafting the requirements included in this RFP? If so, can the State please identify those firms or individuals?*

**Response:** **RFP No. 4236 was developed under ITS leadership and the assistance of a MDCPS contract employee who will be excluded from the RFP evaluation process.**

**Question 85:** *RFP: (Section VII, Technical Specifications, Item 9.3) - Does MDCPS allow offshore development as long as no data is transferred, and it is only accessed remotely?"*

**Response:** **MDCPS system's data should not be stored outside the U.S. Government Cloud environment. MDCPS prefers developers/staffing to be based within the United States, but there are no restrictions in the RFP.**

**Question 86:** *RFP: (Section VII, Technical Specifications, Item 9.3) - #9.3 - Data Location states that "The Vendor shall not store or transfer State data outside of the United States." Please confirm that the successful Vendor will be permitted to perform certain design, development and testing activities offshore as long as they do not store or transfer data outside the United States.*

**Response:** **MDCPS system's data should not be stored outside the U.S. Government Cloud environment. MDCPS prefers developers/staffing to be based within the United States, but there are no restrictions in the RFP.**

**Question 87:** *RFP: (Section VII, Technical Specifications, Item 9.5) - The Cloud Service Provider (CSP) is a service provider and your organization would be one of hundreds of thousands of customers using the service. CSP can contractually commit to incident response reporting timeframes in a customer contract. One component driving the timeframes are the CSP's ability to communicate to a wide customer base in the event of an incident. In a multi-tenant cloud environment, the CSP could be reporting to thousands of customers if there is a security incident impacting multiple customers. CSPs utilize one incident response process for all customers. Utilizing one approach allows for scalability and ease of operations. Additionally, due to the nature of the CSP's service, the CSP can only report confirmed breaches, not attempted, suspected, threatened, or foreseeable breaches. As a multitenant environment, an attempted breach against another tenant would not be reported to your organization. In the event of a security breach and if negotiated in the agreement, the CSP can notify your organization identified points of contact. The CSP cannot notify affected parties because the CSP does not view customer data. The CSP is responsible for maintaining access in terms of performance and availability to the data. The data is owned by the customer. As such, we would like to request the requirements for breach notifications should align with the existing CSP reporting requirements that also align with FedRAMP and request that your organization change this requirement to "within 48 hours of an incident".*

**Response:** **No. The requirement will remain as stated. Unless specifically disallowed on any specification, Vendor may take exception to any point within this RFP. Vendors may not take exception to Mandatory requirements. Please refer to Section V, Proposal Exceptions in the RFP.**

**Question 88:** *RFP: (Section VII, Technical Specifications, Item 10) - Does the State have any extra points for inclusion of Minority or Women owned enterprises as part of this RFP?*

**Response:** **No, the State does not have extra points for inclusion of Minority or Women owned enterprises.**

**Question 89:** *RFP: (Section VII, Technical Specifications, Item 10) - Is there a set-aside for Minority or Women owned enterprises as part of this RFP?*

**Response:** **The State, in an effort to capture participation by minority Vendors, asks that each Vendor review the State of Mississippi Minority Vendor Self Certification Form. This information is for tracking/reporting purposes. See Section VI RFP Questionnaire, Item Number 1.2.**

**Question 90:** *RFP: (Section VII, Technical Specifications, Item 10.2.2.2) - #10.2.2.2 states that "Proposals meeting fewer than 80% of the requirements in the non-cost categories may be eliminated from further consideration."*

Please clarify if this statement means that bidders must score 80% of the maximum points for each non-cost category listed in table 10.2.2.1 to be pass Stage 2 of the evaluation process.

Please confirm that a bidder who scores 79% of the maximum score for any one non-cost category but score in the high 90s in the rest of the non-cost categories will be eliminated from consideration.

**Response:** **The Items in the non-cost categories will be evaluated on a 10-point scale with a score of "9" meaning that the Vendor has met the requirement. Each non-cost category score is added to get a total non-cost score, which in this case is 65 possible points. This Vendor's non-cost score must meet 80% of the 65 possible points in the non-cost category. The non-cost category total is used in the calculation to determine the percentage gate.**

**Question 91:** *RFP: (Section VII, Technical Specifications, Item 10.2.4.1) - Will the State provide demonstration scenarios and/or other instructions clarifying the scope, time allotted, and evaluation criteria for demonstrations, if required?*

**Response:** **Yes. The case scenarios and other instructions for a requested demonstration may be provided by MDCPS after the preparation of the demonstration's agenda.**

**Question 92:** *RFP: (Section VII, Technical Specifications, Item 10.2.4.1) - Given the ongoing COVID pandemic and restrictions on travel and in-person gatherings, will the state provide an option for remote demonstration delivery, if required?*

**Response:** **Yes. MDCPS will allow online remote presentations/demonstrations due to COVID-19. See Amendment 5 above.**

**Question 93:** *RFP: (Section VII, Technical Specifications, Item 10.2.4.1) - Please clarify what the State expects vendors to provide at a "reference site"?*

**Response:** **Should MDCPS request a Vendor reference site visit, the Vendor must provide the site's contact person's information, address, security credentials, and all necessary information before the actual visit.**

**Question 94:** *RFP: (Section VII, Technical Specifications, Item 10.2.4.1.1) - #10.2.4.1.1 states that "At the discretion of the State, evaluators may request interviews, on-site presentations, demonstrations or discussions with any and all Vendors for the purpose of system overview and/or clarification or amplification of information presented in any part of the proposal."*

Please confirm that due to the prevailing COVID-19 conditions the State will allow online remote presentations/demonstration?

**Response:** **Yes, MDCPS will allow online remote presentations/demonstrations due to COVID-19. See Amendment 5 above.**

**Question 95:** *RFP: (Section VII, Technical Specifications, Item 10.2.4.3) - #10.2.4.3 states that “At the State’s option, Vendors that remain within a competitive range must be prepared to provide a reference site within seven calendar days of notification. If possible, the reference site should be in the Southeastern region of the United States. Vendor must list potential reference sites in the proposal.*

Please clarify what the State means when it refers to “providing” a “reference site”?

**Response:** **Should MDCPS request a Vendor reference site visit, the Vendor must provide the site’s contact person’s information, address, security credentials, and all necessary information before the actual visit.**

**Question 96:** *RFP: (Section VIII, Cost Information Submission) - Does Year 1 of Maintenance begin on Day 1 of the contract or upon Implementation Date? Our assumption is that this is a 5-year contract inclusive of the implementation and hosting/maintenance.*

**Response:** **Year 1 maintenance begins upon final acceptance by MDCPS.**

**Question 97:** *RFP: (Section VIII, Cost Information Submission) - Please confirm that all software product licenses required for the implementation of the “Base Offering” are to be included in the bundled cost for “Base Offering: Product Customization, Implementation, Data Migration, Interfaces, Integrations, Testing, Training, Maintenance, etc. as described in RFP 4236,” and subsequently identified in a Bill of Materials attached to the Cost Information Submission.*

**Response:** **Yes, base offerings should be itemized costs. Vendor must itemize the cost for any deliverable not included in base offering as a separate line item.**

**Question 98:** *RFP: (Section VIII, Cost Information Submission) - Please clarify the cost information format. How does the State want vendors to price the five-year period of performance for base year DDI and implementation and then the subsequent period of four years of maintenance and ongoing support? Our assumption is that the State wants to see more than the base period cost plus the cost of licenses and subscription fees, however the format provided doesn’t allow for that.*

**Response:** **The Revised Cost Information Submission has a table where the Vendor will submit the one-time Implementation Costs. The Annual Costs table is used to submit all costs for the 5-year lifecycle. There is a line item for each year. Any deliverable not included in the Base Offering should be itemized as a separate line item. See Amendment 15 above.**

**Question 99:** *RFP: (Section VIII, Cost Information Submission) - The first paragraph states that “Vendors must propose a summary of all applicable project costs in the matrix that follows. The matrix must be supplemented by a cost itemization fully detailing the basis of each cost category.....”*

Please provide a format in which the State would like to see the itemized costs fully detailing the basis of each cost category so that the State can compare and evaluate uniformly (an apples to apples comparison) between bidders.?

**Response:** A table is provided in the Revised Cost Information Submission attached to this memo. The Vendor is expected to provide a cost breakout for each item listed in the table and any other items that were mentioned in the RFP but not detailed in the table. In order to itemize deliverable(s) that are not listed on the table, the Vendor may add additional lines. The line item, **Miscellaneous Costs**, is for costs for additional deliverables, if applicable.

**Question 100:** *RFP: (Section VIII, Cost Information Submission)* - Combined Subscription and Hosting Fees column. Please confirm that Vendors should provide the Combined Subscription and Hosting Fees in column 2 of this table and not in column 3 as indicated. Also please provide the heading for column 3 so that vendors can provide the information requested in this column.

**Response:** A Revised Cost Information Submission is attached to this memo. Vendor is required to provide the costs for **Combined Subscription and Hosting Fees** under the column as labeled.

**Question 101:** *RFP: (Section VIII, Cost Information Submission)* - In which table (Implement Costs or Annual Costs) would the State prefer Vendors to provide costs for licensed products (other than hosting) that the vendor may propose to support the solution?

**Response:** The costs for licensed products can be added as a separate line item on the **Implementation** table. If there are any recurring charges for a licensed product, it must be included in the **Annual Costs** table.

**Question 102:** *RFP: (Section VIII, Cost Information Submission)* - The two tables in this section do not have space for providing the Annual Maintenance & Operations (M&O) costs.

1. Will Annual Maintenance & Support costs for 5 years be used in the Cost evaluation?
2. Please clarify whether the State intends the Vendors to provide the cost as part of the Annual Costs table Total or the Implementation Costs Total.
3. Please indicate where / how and in which table vendors should provide ongoing Maintenance & Operations costs.?

**Response:** MDCPS will evaluate all costs that are submitted on each Vendor's **Cost Information Submission** form. **Maintenance and Support costs should be listed on the Annual Costs table for each year. The Annual Costs table's line items (by year) are for Subscription and Hosting Fees, which include maintenance and support costs for 5 years. Vendors may itemize Maintenance and Support costs separately from Subscription and Hosting Fees in the Annual Costs table, if applicable.**

**Question 103:** *RFP: (Section VIII, Cost Information Submission)* - The Change Order Rate section of the table states that "If Change Order Rate varies depending on the level of support. Vendor should specify the Change Order Rate according to position."

1. If a vendor provides "change order rates according to positions" would they also have to provide the "fully-loaded hourly change order rate"?

2. If the answer to the above questions is 'Yes', then please clarify how the State expects the vendor to calculate "fully-loaded hourly change order rate" so that the State is able to compare this rate amongst bidders?
3. How does the State intend to use the "fully-loaded hourly change order rate" in the Scoring / Evaluation of the proposals? Please explain if it will be used in the scoring methodology.

**Response:** **MDCPS is requesting a fully loaded hourly change order rate. The change order rate will be factored in the scoring methodology under the Cost Category. See Amendment 4 above.**

**Question 104:** *RFP: (Section VIII, Cost Information Submission) - Section 10.2.3 Stage 3 – Cost Evaluation is based on 'Total lifecycle cost' but there is no such column/field or reference in Section VIII – Cost Information Submission. To avoid ambiguity please clarify which number or computed field the State intends to use for the 'Total lifecycle cost' for computing Cost Category score.*

**Response:** **The total lifecycle cost referenced in Section 10.2.3 is listed as GRAND TOTAL (Implementation and Subscription/Hosting) on the Revised Cost Information Submission form. MDCPS will use the GRAND TOTAL to compute the Lifecycle Cost category score.**

**Question 105:** *RFP: (Section VIII, Cost Information Submission) - Would MDCPS be willing to include a cost table for Additional Services/Optional Tools/Services like ITS has included in many recent RFPs posted on the site? References include:*

- RFP 4283 - <https://rfps.its.ms.gov/Procurement/rfps/4283/4283rfp.pdf>
- RFP 4290 - <https://rfps.its.ms.gov/Procurement/rfps/4290/4290rfp.pdf> (Page 91)

This will provide vendors the opportunity to further differentiate themselves in potential solutions or tools that could be beneficial to children and case workers but are not included in the requirements.?

**Response:** **If available, but not included in base offering, Vendor must include pricing for optional deliverables as separate Optional Item line item(s) in the Revised Cost Information Submission form attached. See Amendment 13 above.**

**Question 106:** *RFP: (Section VIII: Cost Information Submission) - Can the State provide a definitive list of cost categories for the Cost Summary table? The current guidance for cost categories appears to be at the vendor's discretion and will make it impossible for the State to have an apples to apples comparison among vendors.*

**Response:** **As it stands, the Vendor provides a not-to-exceed cost for implementation and then its annual costs for hosting and maintaining. The total lifecycle cost (grand 5-year total) will be used against the cost formula to determine score.**



**Question 107:** RFP: (*Section VIII: Cost Information Submission*) - What weighting (if any) do the change order rates contribute to the total lifecycle cost that will be evaluated? Or will only the implementation and maintenance lifecycle cost be evaluated?

**Response:** **MDCPS is requesting a fully loaded hourly change order rate. The change order rate will be factored in the scoring methodology under the Cost Category. See Amendment 4 above.**

**Question 108:** RFP: (*Section VIII, Cost Information Submission*) - If a bidder has its own CCWIS software platform that it wishes to bid for this RFP, would the State accept a combined services and license price, or is it mandatory for the bidder to provide separate prices for services and software license costs in the Cost Information Submission section?

**Response:** **MDCPS prefers that the Vendor provide separate prices for services and software license costs in the Revised Cost Information Submission section.**

**Question 109:** RFP: (*Section IX, References, Item 1.1*) - #1.1 states that “The Vendor must provide at least three (3) references consisting of Vendor accounts that the State may contact.”

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

Please confirm that these three (3) references may be on any Vendor accounts that meet the above requirements and not necessarily for Child Welfare implementations.

**Response:** **The referenced system installation should have comparable modules and functionality to a Child Welfare Management System, and operational for at least six months.**

**Question 110:** RFP: (*Section IX, References, Item 1.1*) - #1.1 states that “The Vendor must provide at least three (3) references consisting of Vendor accounts that the State may contact.”

#2 – Subcontractors in this same Section IX further states that “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, and three (3) references for whom the subcontractor has performed work that the State may contact.”

**Response:** **This requirement is correct.**

**Question 111:** RFP: (*Section IX, References, Item 1.1*) #1.1 states that “The Vendor must provide at least three (3) references consisting of Vendor accounts that the State may contact.”

#2 – Subcontractors in this same Section IX further states that “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, and three (3) references for whom the subcontractor has performed work that the State may contact.”... Unless otherwise noted, the requirements found in the References section may be met through a combination of Vendor and subcontractor references and experience. Vendor’s proposal should clearly indicate any mandatory experience requirements met by subcontractors. “

Please confirm that if we are using a combination of Vendor and Subcontractor references and experience to meet the RFP mandatory requirements, then it is acceptable to submit less than a total of 6 (3 + 3) references.

**Response:** **No. The primary Vendor must submit three references and three references for all subcontractors.**

**Question 112:** *RFP: Section IX, References, Item 1.3.1)* - Does the reference installation need to be a Child Welfare solution or can it be any Health and Human Services solution?

**Response:** **The reference system installation should have comparable modules and functionality to a Child Welfare Management System and be operational for at least six months.**

**Question 113:** *RFP: (Section IX, References, Item 1.3.2)* - If the reference installation will have been operational for six months or more by the anticipated project start date (July 1, 2020) and meet all other reference requirements outlined in RFP Section IX, will the State deem this reference responsive?

**Response:** **No. The reference installation must have been operational for six months from the time MDCPS receives the Vendor’s proposal response.**

**Question 114:** *RFP: (Section IX, References, Item 1.3.2)* - Does MDCPS have a preference for bidders to submit references for CCWIS implementations that have been “in operation for at least six (6) months?”

**Response:** **MDCPS does not have a preference. Vendors may list more than three (3) references if the additional references meet the Section IX References requirements. Implementations must have been operational for at least six months from the date that the RFP responses are due.**

**Question 115:** *RFP: (Section IX, References, Item 2)* - The RFP requires three (3) references from subcontractors, however, the second paragraph also states that reference requirements can be met through a combination of vendor and subcontractor references/experiences. Can the State please clarify if three (3) references are required from the subcontractor?

**Response:** **Yes, as stated in the RFP three references for whom the subcontractor has performed work are required.**

**Question 116:** *RFP: (Section IX, Vendor Reference Form and Subcontractor Reference Form)* - In the first question, the form specifically states experience with Child Welfare. Attachment A, Section I.E, #20, however, asks for Child Welfare/Human Services Solutions of similar size and scope. Can the State please clarify if references must be for Child Welfare only or any HHS projects?

**Response:** **The referenced system installation should have comparable modules and functionality to Child Welfare Management System, and operational for at least six months. A Revised Vendor Reference Form and a Revised Subcontractor Reference Form are attached. See Amendments 16 and 17 above.**

**Question 117:** *RFP: (Exhibit A, Standard Contract, Article 4.4)* - Cloud Services Provider (CSP) uses commercially reasonable efforts to make its on-demand services available to its customers 24/7, except for planned downtime, for which the CSP gives customers prior notice, and force majeure events. While availability SLAs can be negotiated in a contract, the calculation is measured quarterly and not monthly. Can your organization please adjust this requirement and specify that the SLA requirements can be negotiated based on the Service provider chosen?

**Response:** **No. The requirement will remain as stated. Unless specifically disallowed on any specification, Vendor may take exception to any point within this RFP. Vendors may not take exception to Mandatory requirements. Please refer to Section V, Proposal Exceptions in the RFP.**

**Question 118:** *Att. A: (Section I.B, Statement of Understanding, Item 8)* - Has MDCPS discussed or are they willing to discuss with ACF at federal level, potential of using COTS approach as several other states have and getting a COTS waiver to submit with final contract for ACF approval?

**Response:** **Yes. MDCPS will request a COTS waiver if the awarded Vendor is offering a COTS product.**

**Question 119:** *Att. A: (Section I.B, Statement of Understanding, Item 8)* - #8 states that the "Vender must acknowledge that CCWIS certification is required for maximum federal funding to be awarded to the State."

To our knowledge, the federal CCWIS final rule and subsequent instruction and guidance do not provide for a formal "certification" process (unlike the federal Child Support Enforcement rule). Rather, ACF provides for a process whereby they evaluate implemented CCWIS systems for "compliance" with CCWIS regulations but does not "certify" them.

Please confirm our understanding.

**Response:** **Your understanding is correct.**

**Question 120:** *Att. A: (Section I.B, Statement of Understanding, Item 10)* - Does the State have a preference for any one of the following solution types: 1. Solution based on a Commercial-Off-The-Shelf (COTS) product 2. A transfer solution 3. Solution built from a scratch to fit with MS needs

**Response:** **MDCPS's preference is a solution with implementation focused on configuration rather than custom application development.**

**Question 121:** *Att. A: (Section I.B, Statement of Understanding, Item 15) - Is Agency a MSFT Office 365 Customer? If not, what does the agency currently use for email communications?*

**Response:** **Yes, MDCPS fully utilizes MS Office 365.**

**Question 122:** *Att. A: (Section I.B, Statement of Understanding, Item 15a) - #15.a states that "The solution must be compatible with current Microsoft products available through the MDCPS Enterprise Agreement. These include, but are not limited to Microsoft Office 365, SharePoint, Azure, etc."*

Can the State share the MDCPS Enterprise Agreement, so Vendors can confirm the Microsoft products licensed in the agreement?

**Response:** **MDCPS can confirm that the agency subscribes to an Office 365 E3 GCC Plan with Microsoft.**

**Question 123:** *Att. A: (Section I.B, Statement of Understanding, Item 15a) - #15.a states that "The solution must be compatible with current Microsoft products available through the MDCPS Enterprise Agreement. These include, but are not limited to Microsoft Office 365, SharePoint, Azure, etc."*

Can state elaborate the requirement of compatible with Office 365 and Azure? What functionality should Vendor solution be compatible with?

**Response:** **MDCPS uses MS Office 365 products extensively throughout the agency. MDCPS expects a proposed solution to integrate and function with these products without extensive custom development or a 3rd party application licensing costs if they are a part of the proposed solution.**

**Question 124:** *Att. A: (Section I.B, Statement of Understanding, Item 15a) - #15.a states that "The solution must be compatible with current Microsoft products available through the MDCPS Enterprise Agreement. These include, but are not limited to Microsoft Office 365, SharePoint, Azure, etc."*

Please clarify what is meant by "compatible with current Microsoft products. Further, does this item indicate that ITS requires that a proposed solution be hosted on Azure and that proposed solutions must leverage the MDCPS Enterprise Agreement?

**Response:** **No. MDCPS does not have a preference for hosting environments. MDCPS uses MS Office 365 products extensively throughout the agency. MDCPS expects a proposed solution to integrate and function with these products without extensive custom development or a 3rd party application licensing costs if they are a part of the proposed solution.**

**Question 125:** *Att. A: (Section I.B, Statement of Understanding, Item 15a) - The solution must be compatible with current Microsoft products available through the MDCPS*

Enterprise Agreement. These include, but are not limited to Microsoft Office 365, SharePoint, Azure

What does it mean for the solution to be compatible with Azure?

**Response:** This requirement does not mandate the proposed system be deployed in an Azure environment. MDCPS uses MS Office 365 products extensively throughout the agency. MDCPS expects a proposed solution to integrate with these products without extensive custom development or a third-party application licensing costs.

**Question 126:** *Att. A: (Section I.B, Statement of Understanding, Item 15a)* - The solution must be compatible with current Microsoft products available through the MDCPS Enterprise Agreement. These include, but are not limited to Microsoft Office 365, SharePoint, Azure

What does it mean for the solution to be compatible with SharePoint?

**Response:** MDCPS uses MS Office 365 products extensively throughout the agency. MDCPS expects a proposed solution to integrate with these products without extensive custom development or a third-party application licensing costs.

**Question 127:** *Att. A: (Section I.B, Statement of Understanding, Item 15a)* - The solution must be compatible with current Microsoft products available through the MDCPS Enterprise Agreement. These include, but are not limited to Microsoft Office 365, SharePoint, Azure

What does it mean for the solution to be compatible with MS Office 365?

**Response:** MDCPS uses MS Office 365 products extensively throughout the agency. MDCPS expects a proposed solution to integrate with these products without extensive custom development or a third-party application licensing costs.

**Question 128:** *Att. A: (Section I. B, Statement of Understanding, Item 15a)* - The solution must be compatible with current Microsoft products available through the MDCPS Enterprise Agreement. These include, but are not limited to Microsoft Office 365, SharePoint, Azure

Can the vendor use the state's enterprise agreement with Microsoft to procure software / hardware on Azure cloud as part of the proposed solution?

**Response:** No. Vendors should not plan to use or defer pricing to the State's Enterprise Agreement (EA) for Microsoft products in their proposals. Vendors should also be aware Azure cannot be procured through the EA. However, MDCPS does reserve the right to use the EA to purchase Microsoft products offered in the Vendor's proposal if there is a cost savings and if the Agency can remain under the EA spending threshold.

**Question 129:** *Att. A: (Section I.B, Statement of Understanding, Item 15c)* - It is mentioned that "The Vendor must propose a single release and implementation to replace the current MACWIS application" but on Page no. 6, it is mentioned that "The proposed solution must enable the incremental enhancement/ addition/replacement of MACWIS applications and workflows". Please clarify if the state is looking for one big bang release or incremental releases to production?

**Response:** **MDCPS requires a single release.**

**Question 130:** *Att. A: (Section I.B, Statement of Understanding, Item 15c)* - The RFP states that The Vendor must propose a single release and to replace the current MACWIS application. Is the state open to a modular, phased rollout of different functions?

**Response:** **No, MDCPS requires a single release.**

**Question 131:** *Att. A: (Section I.B, Statement of Understanding, Item 15c)* - The state has requested a single release implementation. The state also asks about functionality to be delivered after 6/30/2021. Does the state expect more than one functional release prior to full system go-live?

**Response:** **MDCPS understands the June 30, 2021 requirement cannot be met due to the release date of the RFP, but the functionality of the system must be developed to be consistent with the all of the agency's obligations under the 2nd MSA. See Amendment 3 above.**

**Question 132:** *Att. A: (Section I.B, Statement of Understanding, Item 15c)* - Can the State provide more specific expectations for what functionality is expected in the "single release"? Is the state expecting a "big bang" release of a solution representing all functional/technical requirements in the RFP, or compliance with the CCWIS Final Rule and 2nd MSA, with additional requirements addressed in post-deployment enhancement releases? How does this requirement align with the expectations of Requirement 45: "The proposed solution must enable the incremental enhancement/ addition/replacement of MACWIS applications and workflows."?

**Response:** **MDCPS expects the "single release" to encompass all the requirements in RFP No. 4236. Enhancements would be addressed after Go-Live while Change Orders would be avoided, if at all possible. The goal would be to have a functioning replacement for MACWIS with CCWIS federal requirements in place at the Go-Live release.**

**Question 133:** *Att. A: (Section I.B, Current Overview and Configuration, Item 16)* - #16 states that "The State additionally replicates the MACWIS data to SQL for reporting purposes and maintains updates to the SQL tables in a real-time process."

Can State confirm if the replicated SQL DB has all the data which exists in Natural/ADABAS or contains only partial schema and data?

**Response:** The SQL DB contains ADABAS data in MW\_PROD\_101\_TCV, and the financial transaction data in MW\_PROD\_101\_TCV\_2. The SQL DB contains approximately 95% of the ADABAS data files.

**Question 134:** *Att. A: (Section I.C, Current Overview and Configuration, Item 16) - Are all the tables in the operational database of MACWIS replicated to the SQL Server? This question is to determine if the SQL server can be used as the source for MACWIS data migration.*

**Response:** MDCPS technically replicate to two databases - one has financial transaction info and the other is general MACWIS data, but the SQL DB has the potential to be utilized for the migration project.

**Question 135:** *Att. A: (Section I.C, Current Overview and Configuration, Item 16) - As mentioned in Point # 16, data is replicated from ADABAS database to SQL server in MACWIS. Is there a requirement to have the data replicated from the new Cloud based solution to the state's on-premise SQL?*

**Response:** No, there is not a requirement to have the data replicated from the new Cloud based solution to the state's on-premise SQL.

**Question 136:** *Att. A: (Section I.E, Vendor Qualifications, Item 20) - RFP states that – “MANDATORY: Vendor must be in the business of providing vendor hosted, child welfare/human services solutions of similar size, scope, and complexity. Vendor must have been in the business of providing such solutions for at least three years. Vendor’s response should indicate how many years of experience they have in providing such services and should include descriptions of the provided services.”*

Please confirm that the above mandatory requirement can be met by a combination of Vendor and Subcontractor credentials.

**Response:** No. The primary Vendor may not use subcontractor experience to meet this requirement. See Amendment 6 above.

**Question 137:** *Att. A: (Section I.E, Vendor Qualifications, Item 20) - #20 states that “MANDATORY: Vendor must be in the business of providing vendor hosted, child welfare/human services solutions of similar size, scope, and complexity.”*

Can the Vendor be a reseller of the Government cloud services and provider of services in child welfare/human services solutions and meet this mandatory requirement?

**Response:** MDCPS requires the Vendor to be a company that has previously provided a child welfare/human service solution that the Vendor has hosted. See Amendment 6 above.

**Question 138:** *Att. A: (Section I.E, Vendor Requirements, Item 20) - #20 states that “MANDATORY: Vendor must be in the business of providing vendor hosted, child welfare/human services solutions of similar size, scope, and complexity.*

Vendor must have been in the business of providing such solutions for at least three years. Vendor's response should indicate how many years of experience they have in providing such services and should include descriptions of the provided services."

For HHS systems implementations, vendor-hosted systems are by no means the norm. Systems may be hosted on premise, near premise, or off premise by the vendor or by the government agency. A requirement that all vendor-provided systems (including those provided as vendor references) must have been hosted by the vendor and, further, that such systems must have been not only hosted by the vendor but in production for at least three (3) years, would severely limit competition or might result in no bidders meeting this requirement. Will the State please clarify its intention for this requirement?

**Response:** **The intent of this requirement is to ensure Vendors have experience with solutions with similar complexity. The requirement is focused on providing these services and solutions for at least 3 years. See Amendment 6 above.**

**Question 139:** *Att. A: (Section I.E, Vendor Qualifications, Item 21) - #20 states that "MANDATORY: Vendor must provide three references as specified in Section IX of RFP No. 4236 that represent successful child welfare/human services implementations of similar size, scope, and complexity."*

Please confirm that the three references can be of a successful Child Welfare **and / or** other Human Services program implementations of similar size, scope, and complexity.

**Response:** **The referenced system installation should have comparable modules and functionality to a Child Welfare Management System.**

**Question 140:** *Att. A: (Section I.E, Vendor Qualifications, Item 25) - #25 states that "The Vendor must agree that under no circumstances shall any data or equipment associated with this project reside outside the continental United States, nor shall any data or equipment associated with this project be accessible to people outside the continental United States."*

We understand the data cannot be moved out of the US. Can part of the development be done offsite/offshore?

**Response:** **MDCPS system's data should not be stored outside the U.S. Government Cloud environment. MDCPS prefers developers/staffing to be based within the United States, but there are no restrictions in the RFP.**

**Question 141:** *Att. A: (Section I.E, Vendor Qualifications, Item 25) - #25 states that "The Vendor must agree that under no circumstances shall any data or equipment associated with this project reside outside the continental United States, nor shall any data or equipment associated with this project be accessible to people outside the continental United States."*

Can the code repository be accessed from outside the US if the Vendor develops the customization and configuration required for the project without accessing any State data?



**Response:** MDCPS system's data should not be stored outside the U.S. Government Cloud environment. MDCPS prefers developers/staffing to be based within the United States, but there are no restrictions in the RFP.

**Question 142:** *Att. A: (Section I.E, Vendor Qualifications, Item 26a)* - Can a vendor take exception to requirements in this Vendor Qualification section, such as this 10 years of establishment requirement?

**Response:** Unless specifically disallowed on any specification, Vendor may take exception to any point within this RFP. Vendors may not take exception to Mandatory requirements. While MDCPS prefers that a Vendor has been in business for a minimum of 10 years, Item 26.a is not a Mandatory requirement. Please see Section V, Proposal Exceptions in the RFP for instructions on Vendor exceptions.

**Question 143:** *Att.A: (Section I.E, Vendor Qualifications, Item 28)* – Item 28 states: Vendor must have experience with MDCPS partner systems including but not limited to Title IV-E, Medicaid, SNAP, TANF, SSA, etc. Vendor must identify and describe experience with each such system.

Can the state confirm that the intent of this mandatory requirement is to ensure vendors have experience with Title IV-E, Medicaid, SNAP, TANF, SSA, etc. systems (e.g., experience with these type of systems regardless of the location) and that **it is not** the intent to limit the procurement to only those vendors that have previously worked on the actual MDCPS partner systems in Mississippi?

**Response:** It is the intention of MDCPS to ensure Vendors responding to RFP No. 4236 have experience with Child Welfare federal systems. See Amendment 7 above.

**Question 144:** *Att. A: (Section I.E, Vendor Qualifications, Item 28)* - #28 states that a “Vendor must have experience with the MDCPS partner systems including but not limited to Title IV-E, Medicaid, SNAP, TANF, Social Security Administration, etc. Vendor must identify and describe experience with each such system.”

Restricting eligible vendors to those who have had direct experience with the specific Mississippi systems noted (i.e., MACWIS, MAVERICS, METSS, etc.) will severely limit competition. Can the State clarify this requirement and if it means that vendors must have experience with systems that address the requirements of federal Titles IV-E, IV-A, IV-D, etc.? (In other words, systems similar to the MDCPS partner systems, but not those systems specifically.)

**Response:** Such experience need not be with Mississippi systems, but may extend to experience with similar systems in any state. See Amendment 7 above.

**Question 145:** *Att. A: (Section I.E, Vendor Qualifications, Item 28)* – “Vendor must have experience with MDCPS partner systems including but not limited to Title IV-E, Medicaid, SNAP, TANF, Social Security Administration, etc. Vendor must identify and describe experience with each such system”.

Please clarify if the requested experience must specifically include direct experience with the State of Mississippi’s TANF, SNAP and Medicaid systems

OR if experience with these particular type of systems in other states is acceptable to MDCPS.

Requiring direct experience working with Mississippi's specific Medicaid, SNAP, TANF systems would severely limit competition and vendor responses to this CCWIS procurement.

**Response:** **Such experience need not be with Mississippi systems, but may extend to experience with similar systems in any state. See Amendment 7 above.**

**Question 146:** *Att. A, (Section I.E, Vendor Qualifications, Item 29)* - This provision can be interpreted as overly broad if not clarified. If the purpose of this provision is to disqualify former MDCPS employees from participating as vendor team members on this bid, we recommend this requirement strike the word "contracted with" and "or under contract with the vendor employed by" from the sentence.

**Response:** **This requirement is intended to exclude previous MDCPS employees from participating in this project to avoid any diverging scope, direction, methodology, or influence on this iteration of the CCWIS project. It does not exclude Vendors with past or current contracts with MDCPS from responding to this RFP. See Amendment 8 above.**

**Question 147:** *Att. A, (Section I.E, Vendor Qualifications, Item 32)* - Is the state open to onsite - offshore/ nearshore staffing model apart from the mentioned Key Personnel in Point # 32 who are required to be present onsite?

**Response:** **MDCPS system's data should not be stored outside the U.S. Government Cloud environment. MDCPS prefers developers/staffing to be based within the United States, but there are no restrictions in the RFP.**

**Question 148:** *Att. A: (Section I.G, Project Work Plan and Schedule, Items 37-43)* - Do you have a learning management /Training management application where all the course related details can be made available and is the expectation to integrate CCWIS training with it? If not, do vendors need to propose a new training management solution as a part of our response?

**Response:** **No, MDCPS does not have a learning management or training management application. Vendors should propose an online training solution.**

**Question 149:** *Att. A: (Section I.G, Project Work Plan and Schedule, Item 40)* - Does MDCPS have any timeline for product development and go-live or vendor can suggest just their estimated timeline for Design Development and Implementation?

**Response:** **The Vendors should provide their estimated timeline. The Vendors should propose whatever timetable is feasible given the other particulars of their proposal.**

**Question 150:** *Att. A: (Section I.G, Project Work Plan and Schedule, Item 42)* - We understand the need of Development, Testing, Production and Training environments as mentioned in Point # 42. Can you please explain the purpose for Help Desk environment?

**Response:** Tier 1 will be handled by the MDCPS Help Desk team. Issues requiring Vendor support will be escalated to Tiers 2 and 3 (Vendor Help Desk) by MDCPS IT staff. The Vendor will not have to address every help desk issue.

**Question 151:** *Att. A: (Section I.G, Project Work Plan and Schedule, Item 43) - How many total integration points are anticipated and should be assumed by vendors in the proposal for estimating scope?*

**Response:** All anticipated integration points are detailed in the Attachment A, Table 2 requirements.

**Question 152:** *Att. A: (Section II.A, Functional/Technical Requirements, Item 48) - Can the state provide projected growth or information on current growth rate of the data?*

**Response:** Estimated growth is expected to remain consistent with past growth of 3.5-4.0 GB/month.

**Question 153:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 48) - The state provides information on the "size" of the current need in Requirement 74, but can the state provide an estimate on the expected future growth?*

**Response:** The current SQL database grows at an estimated rate of 3.5 GB-4.0 GB per month with a variance of +/- 500MB.

**Question 154:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 50) - Can the state provide a list of current MACWIS user roles and the system rights associated with those roles?*

**Response:** See Exhibit D – Provider Breakdown.

**Question 155:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 56) - Can the state provide the preferred format for exports (i.e. pdf, xml, docx)?*

**Response:** MDCPS would prefer to select from an option of various export formats.

**Question 156:** *Att. A: (Section II.A, Functional/Technical Requirements, Item 59) - #59 states that the "Proposed solution must provide familiar keyboard shortcuts such as those common to Microsoft Windows applications". If the vendor application is web-based and browser-based, will the functionality supported by browser meet this requirement?*

Please elaborate on requirement for our proposed solution to meet Microsoft Windows applications functionality?

**Response:** MDCPS expects the proposed solution to provide common keyboard shortcuts such as, copy/paste, select all, print, etc. regardless of the platform.

**Question 157:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 64) - What is the state's expectation or requirements regarding verification of digital*

signatures? Does the agency have a preferred electronic signature vendor? What about a preferred document management vendor?

**Response:** The expectations are detailed in RFP No. 4236 and the Vendors can submit their suggested solution for verification of digital signatures. MDCPS does not have a preferred electronic signature Vendor. MDCPS does not have a preferred document management Vendor.

**Question 158:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 65) -* How does the agency print mailing labels today? Is there a mailroom system with which we could integrate?

**Response:** Mass correspondences and mailing labels are generated outside the current MACWIS system by an in-house developed method, that are manual processes. Generated files are processed by software (Word) or printers capable of handling the file format, and all correspondences are mailed by the mailroom staff at the Mississippi Department of Human Services (MDHS). There will be some integration required for MDHS to continue providing mailroom support and services.

**Question 159:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 69) -* It is mentioned that "Solution must accommodate and accept the migration of current MDCPS templates". Can you please elaborate if these are existing email templates that need to be reused from content perspective? What is the count of these templates?

**Response:** There are 125 Crystal Reports Templates currently in the MACWIS system.

**Question 160:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 69) -* Can the state provide the number of current MDCPS templates that would require migration into the new system?

**Response:** There are 125 Crystal Reports Templates currently in the MACWIS system.

**Question 161:** *Att. A: (Section II, Functional/Technical Requirements, General, Item 69) -* Solution must accommodate and accept the migration of current MDCPS templates.

How many templates are to be considered for the purpose of pricing?

**Response:** There would be approximately 125 templates.

**Question 162:** *Att. A: (Section II.A, Functional/Technical Requirements, Item 69) - #69 states, "Solution must accommodate and accept the migration of current MDCPS templates."*

Please describe/list the format(s) of existing communication and correspondence templates (e.g., Microsoft Word, Rich Text Format, other).

**Response:** Templates in MACWIS are created in Crystal Reports.

**Question 163:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 71) - Can MDCPS provide more detail on what specific time-keeping capabilities are needed to meet this requirements? Is the State looking for reports from task logs, or do they require full time-keeping functionality (ex., ADP timesheets)?*

**Response:** **The proposed solution should provide the ability to track task logs, data entry deadlines, and other time sensitive data in the system. The requirement is referring to having system data associated with date/time. This feature will provide the ability for time series analysis of the data to take place and make reporting more dimensional.**

**Question 164:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 73) - Is this in relation to Concurrency rules for Service Requests, Eligibility and Subsidy?*

**Response:** **Yes, but could include other flags defined by MDCPS.**

**Question 165:** *Att. A: (Section II.A, Functional/Technical Requirements, Item 73) - "Solution must provide conflict checking to flag such conflict occurrences as defined by the MDCPS." Could you please elaborate and provide an example of conflict occurrence?*

**Response:** **Examples include, but are not limited to, data conflicts based on data entry, orphan records, missing data, and other common multiuser conflicts errors. Other examples are, placing the same child in multiple placements at the same time and multiple COR records for the same child during the same time frame.**

**Question 166:** *Att. A: (Section II.A, Functional/Technical Requirements, Item 73) - #73 states that the "Solution must provide conflict checking to flag such conflict occurrences as defined by the MDCPS."*

Please elaborate on what type of conflicts our proposed solution should support and flag.

**Response:** **A Vendor's proposed solution should support and flag data conflicts based on data entry, orphan records, missing data, and other common multiuser conflicts errors. Other examples are, placing the same child in multiple placements at the same time and multiple COR records for the same child during the same time frame.**

**Question 167:** *Att. A: (Section II.A, Functional/Technical Requirements, General Item 73) - Solution must provide conflict checking to flag such conflict occurrences as defined by the MDCPS. Can the state provide a definition and example of "conflict occurrences"*

**Response:** **Examples include, but are not limited to, data conflicts based on data entry, orphan records, missing data, and other common multiuser conflicts errors. Other examples are, placing the same child in multiple placements**

**at the same time and multiple COR records for the same child during the same time frame.**

**Question 168:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 74) - This requirement states that there are at least 1,700 staff member users. Please provide a breakdown of roles (supervisor, case manager, clerk, etc.).*

**Response:** **These staff members are comprised of, but not limited to, Training staff, Clerks/Administrative Assistants, Case Workers, Investigative staff, Licensure staff, Eligibility staff, Financial staff, Technical (IT) staff, Quality Assurance staff, Case Worker Supervisors, Regional Supervisors, Legal staff, and Data Reporting staff. Roles and responsibilities are routinely being reevaluated and reconditioned to improve efficiency; therefore, flexibility is required. See Exhibit C – Profile Breakdown.**

**Question 169:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 74) - What is the user count broken down by roles within the department (admin users, case managers, finance, executive, etc.) and by external users who would access the CCWIS as providers, mandatory reporters, etc.? Also when the CCWIS is live, what is the estimated concurrent user count for internal staff users and also what is the user count for external users?*

**Response:** **These staff members are comprised of, but not limited to, Training staff, Clerks/Administrative Assistants, Case Workers, Investigative staff, Licensure staff, Eligibility staff, Financial staff, Technical (IT) staff, Quality Assurance staff, Case Worker Supervisors, Regional Supervisors, Legal staff, and Data Reporting staff. Roles and responsibilities are routinely being reevaluated and reconditioned to improve efficiency; therefore, flexibility is required. There could possibly be 1,600 concurrent users at one time. See Exhibit C – Profile Breakdown.**

**Question 170:** *Att. A: (Section II.A, Functional/Technical Requirements, General, Item 76) - Is there an expectation for the inverse as well (changing a closed or inactive case to active)?*

**Response:** **Yes, MDCPS expects the ability to perform this functionality. See Amendment 9 above.**

**Question 171:** *Att. A: (Section II.B, Web Access and Section II.C, Mobile Access) - Should all the functionalities on web be available on mobile or is the state looking for subset of functionalities on mobile platform?*

**Response:** **There is no current mobile application technology in service. MDCPS, at minimum, expects the ability to download selected case files to a mobile device which would allow the caseworker to work offline while in the field and then upload/merge the changes in those records back to the system when connectivity is available.**

**Question 172:** *Att. A: (Section II.B, Web Access, Item 80) - Can the state estimate the number of daily unique external users (e.g. providers, contributing agency users, citizen users, etc.) of the web portal interface?*

**Response:** There is an estimation of 1200 users daily.

**Question 173:** *Att. A: (Section II.B, Web Access, Items 80-81) - The RFP mentions external users. Who are the external users? (for example, health care providers? Educators? Parents/Guardians?) Will these user groups require tailored training?*

**Response:** The external user examples listed are correct. These users will need to be trained on system functionality. However, their workflow in the system may be minor and a guide or one sheet could be sufficient.

**Question 174:** *Att. A: (Section II.B, Web Access, Item 80) - Solution must be web accessible to MDCPS staff and external approved system users.*

Can the state give an example of external approved system user and the number of possible users

**Response:** An approved medical worker would be an example of an external system user. The approximate number of users from third-party entities currently providing access to the Agency's system ranges from 40-60 (more or less); however, with a system that would be integrated with Active Directory for authentication or housing an internal account creation and credentialing, that number could increase as it would allow for further collaboration between the Agency and other entities.

**Question 175:** *Att. A: (Section II.B, Web Access, Item 80) - Will the CCWIS solution be required to provide web access, screens, and workflows on the current Citrix/Wyse terminal client environment used by the MACWIS solution users today?*

**Response:** No. MDCPS intends to move away for the Citrix/Wyse terminal client environment currently used MACWIS. MDCPS intends to transition the operational costs for licensing and support of Citrix to the maintenance and support of the new CCWIS system.

**Question 176:** *Att. A: (Section II.B, Web Access, Item 80) - Will the state require MDCPS staff and external users to access the system via the internet by using VPN to first connect to the state network?*

**Response:** No. MDCPS intends for the agency workforce and external users to access the system via the internet through a secure login. Two Factor Authentication is not required but would be an ideal for Vendors to offer in their proposals.

**Question 177:** *Att. A: (Section II.B, Web Access, Item 81) - Please explain what are the contributing agencies (mentioned in Point # 81) apart from Providers and foster parents who would need access to web accessible portal? Is it CWCA's? What functionalities will be available on portal for them?*

**Response:** CWCA's are the contributing agencies mentioned in Item Number 81. Functionality will depend on CWCA and the information which will need to be shared between the contributing agency and MDCPS. The majority of

**the functionality will involve data entry by the CWCA as well as access to necessary case information entered by MDCPS.**

**Question 178:** *Att. A: (Section II.B, Web Access, Item 81) - What type of Active Directory do you use today, and do you have federated services?*

**Response:** **MDCPS utilizes Azure Active Directory Connect. We operate with an on-premises 2019 Active Directory as an informational source that utilizes Azure AD Connect to populate Azure Active Directory for authentications to web-based applications, such as Office 365, or where Single Sign-On is used.**

**Question 179:** *Att. A: (Section II.B, Web Access, Item 81) - The proposed solution must provide an additional Active Directory implementation for external third-party users for the purpose of authenticating and privileging. Child welfare contributing agencies will make up this third-party group. This implementation will provide access to the web-accessible portal for contributing agencies*

*What services/functions do Child Welfare Contributing Agencies (CWCA) provide and what is the number of CWCA users?*

**Response:** **CWCA's include, but are not limited to, entities such as University of Mississippi Medical Center, Mississippi Attorney General's Office, and other legal counsels. These entities capabilities and functions range from basic view-only of cases to providing and appending documentation and legal notations. There are approximately 25 CWCA's that will require access. The proposed solution should allow flexibility for this number to increase.**

**Question 180:** *Att. A: (Section II.B, Web Access, Item 81) - How many users from Child Welfare Contributing Agencies will require access to the CCWIS web accessible portal each year?*

**Response:** **There are approximately 25 CWCA's that will require access. The proposed solution should allow flexibility for this number to increase.**

**Question 181:** *Att. A: (Section II.B, Web Access, Item 82) - Do you expect the portal to allow Service Providers, Foster Care Providers, and other third-parties to be able to login and perform functions such as apply to be a service provider, apply to be a foster care parent, see the status of a case, see the status of an invoice, and accept a request for services? What other services does the state require users to access through the portal?*

**Response:** **Yes, all anticipated services have been identified in RFP No. 4236. Others may be discovered during the project and addressed at a later date.**

**Question 182:** *Att. A: (Section II.B, Web Access, Item 83) - Microsoft Internet Explorer is no longer supported by Microsoft (<https://www.microsoft.com/en-us/microsoft-365/windows/end-of-ie-support>). Does this requirement still apply to IE?*

**Response:** **See Amendment 10 above.**



**Question 183:** *Att. A: (Section II.C, Mobile Access, Items 88-94 - Will online training also need to be accessible from mobile devices?*

**Response:** **Smart Phones are not required, but laptops and tablets should be able to access the online training.**

**Question 184:** *Att. A: (Section II.C, Mobile Access, Item 89) - Regarding the requirement for offline functionality mentioned in Point # 89, is it required for specific set of users and certain functionalities on mobile? Or is it needed for all the functionalities?*

**Response:** **There is no current mobile application technology in service. MDCPS, at minimum, expects the ability to download selected case files to a mobile device which would allow the caseworker to work offline while in the field and then upload/merge the changes in those records back to the system when connectivity is available.**

**Question 185:** *Att. A: (Section II.C, Mobile Access, Item 89) - Does the state want to maintain its current mobile technology or is the vendor expected to implement a new one? Is offline functionality required for all modules/functions, which will significantly increase the cost and implementation time of the solution, or can the state identify specific functions that require offline capabilities (ex., Investigations, Case Management, Licensure)? Does the state require true mobile applications (which require additional development) or are they open to solutions such as responsive pages accessed through web browsers?*

**Response:** **There is no current mobile application technology in service. MDCPS, at minimum, expects the ability to download selected case files to a mobile device which would allow the caseworker to work offline while in the field and then upload/merge the changes in those records back to the system when connectivity is available.**

**Question 186:** *Att. A: (Section II.C, Mobile Access, Item 93) - "Solution must accommodate project management functions on mobile platforms." Can you please provide some details on project management functions which should be available on mobile platform?*

**Response:** **The term "project management" refers to Child Welfare program management as it relates to different aspects of MDCPS workers, for example, adoption, intake, or investigation. These program functionalities must be available to CPS workers while utilizing a mobile platform.**

**Question 187:** *Att. A: (Section II.C, Mobile Access, Item 93) - Can the state explain or provide an example of the anticipated project management functions? Which project management functions should be on mobile platforms?*

**Response:** **The requirement should reference case management functions. See Amendment 11 above.**

**Question 188:** *Att. A: (Section II.D, Case Management, Item 100) - The requirement reads, "Solution must allow the assignment of both concurrent users and multiple users*

per case for case management purposes." Please provide more information, or an example, to clarify this requirement.

**Response:** **Child Protection Cases are assigned to a County of Responsibility Case Worker and possibly a County of Service Case Worker; however, multiple variations of staff may have access to the cases for reasons such as investigations, case oversight, or data quality. In addition, the abilities of those that need access may vary between having full access and write capabilities, to having full access read-only, selective access and write capabilities, and selective access read-only.**

**Question 189:** *Att. A: (Section II.D, Case Management, Item 119) - Does the system need to track the skillset (specialization) in types of cases for the Case Workers? If so, does this need to be factored in while assigning cases?*

**Response:** **Yes to both questions. Specialization should include specialization across investigation, case work, adoption, and licensure functions.**

**Question 190:** *Att. A: (Section II.D, Case Management, Item 124) - Can MDCPS provide an inventory of assessments that are currently used by the Department, identifying which assessments are integrated with the existing MACWIS?*

**Response:** **Assessments within the MACWIS Application: Safety/Risk(Investigation), Comprehensive Family Assessment (Case), Independent Living Assessment (Case), County Conference Agency Assessment (Court), Resource Family Home Assessment (Intake/Resource).**

**Question 191:** *Att. A: (Section II.D, Case Management, Item 125) - Can the state provide a high level description of the existing placement matching functionality that would need to be incorporated into the new system?*

**Response:** **At this point, MDCPS has not decided if it will continue to use its current Placement Matching tool. MDCPS requires the CCWIS solution to have the ability to integrate if that decision is made. The Placement Matching tool is a web-based application developed in C# with ASP.NET and connected with WCF and has a SQL backend.**

**Question 192:** *Att. A: (Section II.D, Case Management, Item 125) - "Solution must have the ability to incorporate the agency's existing placement matching functionality." Is there any existing application that needs to be integrated to achieve this? Or is the vendor expected to develop it as a part of proposed solution?*

**Response:** **At this point, MDCPS has not decided if it will continue to use its current Placement Matching tool. MDCPS requires the CCWIS solution to have the ability to integrate if that decision is made. The Placement Matching tool is a web-based application developed in C# with ASP.NET and connected with WCF and has a SQL backend.**

**Question 193:** *Att. A: (Section II.D, Case Management, Item 125) - Can the state describe the interface to the existing placement matching functionality (e.g. web service, API, data feed, etc.)?*

**Response:** MDCPS has not decided at this point if it will continue to use its current Placement Matching tool. MDCPS just requires the CCWIS solution has the ability to integrate if that decision is made. The Placement Matching tool is a web-based application developed in C# with ASP.NET and connected with WCF and has a SQL backend.

**Question 194:** *Att. A: Section II.D, Case Management, Item 125)* - Is the existing Placement Matching functionality based upon a commercially available software product or service, or was it developed as part of MACWIS? If based on a commercially available product, can the State please identify the product?

**Response:** The existing Placement Matching functionality was developed as part of MACWIS, and is not a commercially available product.

**Question 195:** *Att. A: (Section II.D, Case Management, Item 125)* - Solution must have the ability to incorporate the agency's existing placement matching functionality.

Can the state describe the current placement functionality

**Response:** At this point, MDCPS has not decided if it will continue to use its current Placement Matching tool. MDCPS requires the CCWIS solution to have the ability to integrate if that decision is made. The Placement Matching tool is a web-based application developed in C# with ASP.NET and connected with WCF and has a SQL backend.

**Question 196:** *Att. A: (Section II.E, Eligibility, Item 126)* – “Solution must include functionality that addresses and incorporates procedures to make eligibility determinations regarding programs for which financial support is available for clients receiving services, and the tracking and management of financial authorizations and transactions within the system.”

Please identify the specific eligibility programs, where MDCPS requires the solution to determine eligibility for program funding. Are we able to integrate with existing systems to determine eligibility or does eligibility need to be determined in the new CCWIS system?

**Response:** IV-E eligibility and eligibility for foster care Medicaid will need to be determined by the Vendor's proposed CCWIS solution.

**Question 197:** *Att. A: (Section II.E, Eligibility, Items 127 and 129)* – Does the state have an existing rules engine which can be leveraged to determine eligibility (mentioned in Point # 127 and #129)?

**Response:** The current MACWIS system does not use a rules engine, but logical workflows produced by VB6 and/or Natural code.

**Question 198:** *Att. A: (Section II.G, Staff Management, Item 137)* - Please elaborate on the desired human resources functionality. Does this requirement require creating the functionality in a typical human resources information system (HRIS)? Would this require integration with the state's existing HRIS system? If the state HRIS

provides all functions necessary to meet MDCPS requirements, integration with that system could help reduce time and cost of CCWIS implementation.

**Response:** **The proposed solution will not be integrated with the State's HR system. However, text file import/export functionality of staff information, such as name, title, phone number, etc. would be expected. No, this requirement does not require creating the functionality in a typical human resources information system.**

**Question 199:** *Att. A: (Section II.H, Administrative Management, Item 141) - Can the state provide specific examples of the types of transactions (TOTs) referred to in this requirement?*

**Response:** **Some examples include creating and/or editing system workflows. TOTs are the various types of functions that can be configured within the workflow or from the product of a workflow.**

**Question 200:** *Att. A: (Section II.H, Administrative Management, Item 141) - MDCPS administrators must be able to use input workflows to test new and modified types of transactions (TOTs). The TOTs can be any of those ingested by or created as output by any other workflow.*

Can the state provide the meaning of "Type of Transaction" and an example

**Response:** **TOTs are the various types of functions that can be configured within the workflow or from the product of a workflow (i.e. creating and/or editing system workflows).**

**Question 201:** *Att. A: (Section II.H, Administrative Management, Item 143) - Please clarify if the agency currently has a single sign-on for the users to log in. Also, please clarify if the agency has any active directory using Microsoft AD.*

**Response:** **MDCPS currently uses Microsoft AD. The Agency does have the capability to provide Single Sign-On through its Microsoft Azure system; however, the current Child Intake System is incompatible with SSO due to its legacy infrastructure.**

**Question 202:** *Att. A: (Section II.I, Financial Management and Section II.J, Provider Management) - For the financial and provider management requirements, can MDCPS provide more context on what financial and provider management functionalities the vendor is expected to provide, since it is mentioned that this is "supporting but not replacing" the existing MAGIC system?*

**Response:** **The Vendor's solutions should support MAGIC functions as MACWIS does today. This includes, but is not limited to, capturing information to send to MAGIC to issue payments to providers, track payments, and provide data to MAGIC for MAGIC to print and send 1099s. MAGIC does not have an API or other integrated functionality; therefore this functionality is not done by an automatic process. The MAGIC systems can accept properly formatted exported system files (.txt, .csv, etc.) via a file import process.**

**Question 203:** *Att. A: (Section II.I, Financial Management, Items 144-156)* - Is the vision to integrate the new CCWIS with the State's accounting software or include an accounting package in the CCWIS itself? Typically, service rate calculations, hours and rates, etc. are handled in CCWIS and then exported to third-party accounting software as a separate system, is this the case here?

**Response:** **No, there is no integration or accounting package being requested. The State's accounting system, MAGIC, does not have an API or other integrated functionality. The MAGIC systems can accept properly formatted exported system files (.txt, .csv, etc.) via a file import process.**

**Question 204:** *Att. A: (Section II.I, Financial Management, Item 149)* - Regarding the batch transfers, can the state define the type, number, size, and frequency of each file transfer. Are there any issues associated with delivering data to MAGIC, and receiving confirmation of file transfer, that vendors should be aware of when responding to this requirement?

**Response:** **Batch jobs run on a daily, weekly, monthly, quarterly, yearly, and on demand rate. The jobs provide various functions and all jobs produce a report detailing the batch job production. MDCPS anticipate most if not all of these batch jobs would be replaced with the functionality of a new CCWIS system. See Exhibit J – Batch Jobs Report.**

**Question 205:** *Att. A: (Section II.I, Financial Management, Item 149)* - Is there an expectation from the state to migrate historical data and transactions between MAGIC and MACWIS into the new solution?

**Response:** **All data from the current MACWIS system should be migrated to the new system. This will include financial and transaction data. Some of the data will span 20 years or more.**

**Question 206:** *Att. A: (Section II.I, Financial Management, Item 149)* – "...The proposed CCWIS solution must be capable of replicating the interactions presently taking place between MACWIS and MAGIC."

Please provide detailed information regarding the interactions to be "replicated" that currently occur between MACWIS and MAGIC that MDCPS expects to be included in the CCWIS solution. More detail is needed to define scope on this requirement, beyond the level of detail that is expressed in the functional requirements section.

**Response:** **The process currently performed is a simple file transfer via an export/import process. The State's accounting system, MAGIC, does not have an API or other integrated functionality. The MAGIC system can accept properly formatted exported system files (.txt, .csv, etc.) via a file import process.**

**Question 207:** *Att. A: (Section II.I, Financial Management, Item 149)* – Please provide technical information regarding the State's accounting and procurement system of record. What is the technology, the platform, and the manner in which the MACWIS transactions are sent to (and/or received by) MAGIC.

**Response:** The details of the MAGIC interface is detailed in Attachment A, Section III, page 26, Table 2.

**Question 208:** *Att. A: (Section II.I, Financial Management, Item 151, 152, & 155)* – Please clarify the financial requirements for CCWIS. Our assumption is that CCWIS is capturing information to send to MAGIC to issue payments (requirement 151), track payments sent to and received by MAGIC (requirement 152), and providing data to MAGIC for MAGIC to print and send 1099s (requirement 155). Another assumption is that CCWIS will support all of MAGIC's functions as the MACWIS does today; CCWIS will not replace the standard functions MAGIC performs today for all the other enterprise systems in the Department.

**Response:** Your assumptions are correct; however, MACWIS does not automatically send information to MAGIC. MAGIC can only accept an exported text file formatted for import into MAGIC.

**Question 209:** *Att. A: Section II.J, Provider Management, Item 159* - Section J. Provider Management. Can MDCPS please provide a total number of Providers in the state, including a breakdown of the number of Providers by type (ex. facilities, foster/adoptive homes, contracts, and non-contract agreements)?

**Response:** See attached Exhibit D – Provider Breakdown.

**Question 210:** *Att. A: (Section II.J, Provider Management, Item 159)* - Approximately how many providers does MDCPS expect to monitor through this module?

**Response:** See attached Exhibit D – Provider Breakdown.

**Question 211:** *Att. A: (Section II.K, Court Processing, Item 169)* - The URL provided to access the youth court legislation in requirement 169 returns a 404 Error "File or Directory not found". Can you validate the URL and update if necessary?

**Response:** See Amendment 12 above.

**Question 212:** *Att. A: (Section II.K, Court Processing, Item 171 and 172)* - What are the different modes in which notifications (mentioned in Point # 171 and 172) are sent to other relevant parties? Is it limited to email notifications or do we have to factor in other channels? Please elaborate.

**Response:** All external users will receive notifications via email. Internal users will receive a variety of notifications which include ticklers, system alerts, and emails.

**Question 213:** *Att. A: (Section II. K, Court Processing, Item 173)* - "Solution must accommodate the need to send and receive electronic verification and other data to and from external systems". Can you please clarify and provide an example of electronic verification process?

**Response:** All known external systems have been identified in RFP No. 4236.

**Question 214:** *Att. A: (Section II. K, Court Processing, Item 173) - Can the state provide a listing of the external systems that are expected to receive electronic verification and data?*

**Response:** **All known external systems have been identified in RFP No. 4236.**

**Question 215:** *Att. A: (Section II.K, Court Processing, Item 173) - Please describe the vision for integration between CCWIS and the court, is it bi-directional and provide details on the court systems expected to be integrated, if any?*

**Response:** **The integration should be bi-directional and would involve the Mississippi Youth Court Information Delivery System (MYCIDS) operated by the Mississippi Administrative Office of Courts. See Att. A, Section III.C, Interfaces for more details.**

**Question 216:** *Att. A: (Section II.K, Court Processing, Item 173) – “Solution must accommodate the need to send and receive electronic verification and other data to and from external systems.”*

Please confirm if this requirement is expected for any system not identified in Section C. Interfaces, #278 Table 2. If this requirement includes other external systems not provided in Section C. Interfaces, #278 Table 2, please list and provide details of the current and expected data exchange.

**Response:** **All current data integration needs are detailed in Attachment A, Table 2.**

**Question 217:** *Att. A: (Section II.N, Document Manager) - Please provide technical specification information on the current Document Management solution that MACWIS (and other social services systems) use today. Is the expectation that CCWIS will share documentation with the State's existing system?*

**Response:** **No. MDCPS expects the Vendor to provide a Document Management module in the proposed solution.**

**Question 218:** *Att. A: (Section II.N, Document Manager, Item 202) - #202 states that the “Solution must offer a full featured document management system (DMS) that accommodates generating, scanning, indexing, manipulating, editing, and storing paper and electronic documents”.*

Is the state expecting the vendor to respond with a full commercially available Enterprise Content Management (ECM) products such as FileNet, OpenText and also hardware required to met this requirement?

**Response:** **MDCPS expects the proposed solution to have Document Management capabilities. If the proposed solution does not, then the Vendor will need to propose an alternative DMS to meet the requirement.**

**Question 219:** *Att. A: (Section II.N, Document Manager, Item 211) - It is mentioned that 15TB of documents need to be migrated to the new system? Where are these documents residing today? We assume that extracted documents will be provided to the vendor. Please confirm.*

**Response:** There is no current document management. At present all documents are in paper format. Agency staff will upload associated documents to migrated data.

**Question 220:** *Att. A: (Section II.N, Document Manager, Item 211) - What is the current document management system for the documents to be migrated? Approximately how many documents need to be migrated? If document metadata, folder structures and search fields are to be migrated, is this data available in a structured format that can be loaded and indexed in the new system?*

**Response:** There is no current document management system. At present all documents are in paper format. Agency staff will upload associated documents to migrated data.

**Question 221:** *Att. A: (Section II.P, Report and Dashboards, Item 226) - #226 states that the "Solution must offer pre-designed, standard reports common to best case management practices, whether or not they are specified by this RFP."*

Please provide a list of reports currently implemented.

**Response:** See Exhibit G – System Reports and Exhibit H – MSA Reports.

**Question 222:** *Att. A: (Section II.P, Reports and Dashboards, Item 226) - How many Reports and at what levels of complexity should vendors use to estimate CCWIS pricing in total?*

**Response:** There are approximately 380 reports, which include MSA reports, federal reports, & system reports, but does not include ad hoc or batch job reports. See Exhibit G – System Reports, Exhibit H – MSA Reports, and Exhibit J – Batch Jobs Reports.

**Question 223:** *Att. A: (Section II.P, Reports and Dashboards, Item 227) - Can the State provide a list of current reports they expect to transition to the CCWIS solution to meet this requirement?*

**Response:** See Exhibit G – System Reports and Exhibit H – MSA Reports.

**Question 224:** *Att. A: (Section II.P, Reports and Dashboards, Item P.228) - Can the State provide a list of current reports they expect to transition to the CCWIS solution to meet this requirement?*

**Response:** See Exhibit G – System Reports and Exhibit H – MSA Reports.

**Question 225:** *Att. A: (Section II.P, Reports and Dashboards, Item 228) - Can MDCPS please provide a list and/or total number of reports currently being generated for compliance with the Second Modified Settlement Agreement?*

**Response:** There are approximately 380 reports, which include MSA reports, federal reports, & system reports, but does not include ad hoc or batch job reports. See Exhibit G – System Reports, Exhibit H – MSA Reports, and Exhibit J – Batch Jobs Reports.



**Question 226:** *Att. A: (Section II.P, Reports and Dashboards, Item 228) - #228 states that “The solution must provide all tracking and reporting functionality necessary to meet the mandated reporting requirements associated with the State of Mississippi Second Modified Settlement Agreement (MSA).”*

Please provide a list of reports currently implemented to support MSA, as these reports are very specific to State of Mississippi.

**Response:** **See Exhibit H – MSA Reports.**

**Question 227:** *Att. A: (Section II.P, Reports and Dashboards, Item 231) - Will the state require extraction of application data into a data warehouse or other external data stores optimized for analytics and reporting?*

**Response:** **This is at the Vendor’s discretion. Vendor should propose applicable solution for this requirement.**

**Question 228:** *Att. A: (Section II.P, Reports and Dashboards, Item 245) - Does the state already use Power BI? Can you please provide the tentative number of system reports to be built? Is there a requirement to pull information from other systems apart from CCWIS to build reports?*

**Response:** **No, MACWIS is not integrated with Power BI. Microsoft Power BI would be an acceptable solution for data analytics. There are approximately 380 reports, which include MSA reports, federal reports, & system reports, but does not include ad hoc or batch job reports. See Exhibit G – System Reports, Exhibit H – MSA Reports, and Exhibit J – Batch Jobs Reports. No, there is not a requirement to pull information from other systems apart from CCWIS to build reports.**

**Question 229:** *Att. A: (Section II.P, Reports and Dashboards, Item 245) - Solution must provide configurable executive dashboards or integrate with an existing Data Analytics solution. The State will consider it a plus for solutions that can integrate with Microsoft Power BI.*

Does the state have a Power BI based data analytics solution? If so, is the MACWIS system integrated with Power BI?

**Response:** **No, MACWIS is not integrated with Power BI. Microsoft Power BI would be an acceptable solution for data analytics.**

**Question 230:** *Att. A: (Section III.C, Interfaces) - Integration Platform and Tools: Is there any Enterprise Service Bus (ESB) platform such as MuleSoft, Dell Boomi etc. used as the Integration Platform for existing enterprise application integration needs, workflow orchestration, hosting web-services and connectors etc.?*

**Response:** **EntireX/BROKER is our Middleware for MACWIS. See attached Exhibit A - MACWIS Diagram.**

**Question 231:** *Att. A: (Section III.C, Interfaces) - Integration Platform and Tools: What technology solution/platforms are in place for exposing your APIs and web-services end points for consumption of any other 3rd party systems?*

**Response:** **Currently none, which MDCPS is seeking to leverage with the CCWIS project.**

**Question 232:** *Att. A: (Section III.C, Interfaces) - Integration Patterns: For service-based integrations, are there existing SOAP based web-services or mostly REST based services are in use integrating with other legacy systems and applications?*

**Response:** **MDCPS is using REpresentational State Transfer Windows Communications Framework (REST WCF) for the placement matching tool, and Simple Object Access Protocol (SOAP) is used in a few places in Centralized Online Report Environment (CORE).**

**Question 233:** *Att. A: (Section III.C, Interfaces) - DW and BI: Do you have a common enterprise-wide data warehouse for reporting and analytics purposes? What is the existing ETL platform in place?*

**Response:** **MDCPS currently uses SSIS as an extract/transform/load (ETL) product, but it is not used to load tables – only to generate external Excel spreadsheets for user reports. To load EDW reporting data warehouse, scheduled nightly SQL jobs are used.**

**Question 234:** *Att. A: (Section III.C, Interfaces) - Data Integration: Are there any existing data integration needs to be considered other than the mentioned in Attachment A - Interfaces as Text File Format Import/Export?*

**Response:** **All current data integration needs are detailed in the technical requirements of Attachment A.**

**Question 235:** *Att. A: (Section III.C, Interfaces) - Data Volumes: How much volume of transactional data is currently generated on daily / weekly / monthly basis per module / functionality? How much are these volumes expected to grow? (e.g. new cases in intake, number of regular updates to existing cases, number of assessments per day, number of provider payments, etc.)*

**Response:** **MDCPS does not keep track of this information on a per-module basis. Average monthly growth of the reporting database for the past 6 months is 3.5 GB to 4.0 GB per month.**

**Question 236:** *Att. A: (Section III.C, Interfaces) - Integration Patterns: What MDM solution platform is used for managing the master data? How is the master data managed between systems in current landscape?*

**Response:** **EntireX/BROKER is our Middleware for MACWIS. See attached Exhibit A - MACWIS Diagram.**

**Question 237:** *Att. A: (Section III.C, Interfaces, Item 278) - Are these the total number of integrations that should be assumed as part of the implementation?*

**Response:** Yes, these are the total numbers of integrations for this implementation.

**Question 238:** *Att. A: (Section III.C, Interfaces, Item 278) - CWCAs – Child Welfare Contributing Agencies Interface*

Please confirm how many outbound standard interface files are expected to be implemented to support CWCA data exchanges.

**Response:** **MDCPS intends to create a single standard interface that will be used by all CWCAs. We anticipate that there may be some CWCAs who may not be able to meet this standard, but at this point MDCPS cannot estimate that number.**

**Question 239:** *Att. A: (Section III.C, Interfaces, Item 278) - Is this interface list (Table 2) all-inclusive for solution requirements? If new interfaces are introduced or discovered how will they be communicated/specified?*

**Response:** **Yes, Table 2 is all inclusive for solution requirements. Any additionally discovered interfaces during the project will be addressed with a change order or noted for system enhancements after Go-Live.**

**Question 240:** *Att. A: (Section III.C, Interfaces, Item 278) - Are the data specifications for each of these interfaces documented completely?*

**Response:** **MDCPS has documentation for the system interfaces, but some may need to be reviewed and discussed with the awarded Vendor.**

**Question 241:** *Att. A: (Section III.C, Interfaces, Item 278) - Will the CCWIS solution be required to support real-time interfaces (read-only) with MDHS application (e.g., MAVERICS, METSS, etc) ADABAS databases the way MACWIS does today? If not, are the data exchange interfaces required from these existing data exchanges represented in Table 2?*

**Response:** **Yes, the data from METSS and MAVERICS is used when the caseworkers do not have complete data to enter from MACWIS.**

**Question 242:** *Att. A: (Section III.C, Interfaces, Item 278) - Will the MDHS agency Natural/COBOL applications (e.g., MAVERICS, METSS, etc.) require real-time access to the CCWIS solution database(s)/data store(s) in the manner the current MACWIS ADABAS solution database provides today? If so, is it in the scope of this project to build those interface capabilities within the other agency applications? If not, are the data exchange interfaces required from these existing data exchanges represented in Table 2?*

**Response:** **No, the other program areas do not currently access MACWIS. However, MACWIS does send data to MDHS and it is placed in a Master table.**

**Question 243:** *Att. A: (Section III.C, Interfaces, Item 278) - Will the CCWIS solution have access to, and be expected to make use of, the existing Managed File Transfer tools (Active Transfer, Cyberfusion) used by the current MACWIS solution?*

**Response:** Vendors are expected to integrate external system interfaces as mentioned above (Managed File Transfer tools, Active Transfer, Cyberfusion) in their proposed solution where applicable. All interfaces are identified in Attachment A, Section III, Paragraph C, Table 2, but are not named using internal terminology as referenced in the question.

**Question 244:** *Att. A: (Section III.C, Interfaces, Item 278) - Are all the reporting databases to which the CCWIS solution must integrate represented in Table 2, or will there be others beyond the MACWIS reporting database that the vendor's reporting function must accommodate? Can the target SQL database schema (MACWIS or otherwise) be modified?*

**Response:** Yes, Table 2 is all inclusive for solution requirements. EDW (SQL DB) can be modified as needed. We can add tables to Treehouse Software-Vendor, also known as TCVision (TCV) if needed but we cannot change/delete existing tables in TCV.

**Question 245:** *Att. A: (Section III.D, Backup and Recovery, Item 279) - #279 states that "Copies of the backup tapes will be stored off site from the central operations site (primary and disaster sites)".*

If the Vendor's proposed solution is cloud-based and data is stored redundantly, does the State still require tape backups to be provided?

**Response:** MDCPS expects redundancy. This redundancy can be provided by backup tape media or offsite replication.

**Question 246:** *Att. A: (Section III.E, Service Availability and Restoration, Item 285) - Usually, system availability SLAs does not include planned down times. But, based on 285.a and 285.b, it appears that preventive maintenance, switchover to the Disaster site and planned upgrades are all to be considered as unavailable time. Is there a specific scheduled down time that can be used for regular application releases, patching software and DB upgrades? If so, please provide details and if the application releases would also have to be considered as unavailable time. Also, can the state provide an example of availability percentage calculation for a typical month that might include software patches and application releases.*

**Response:** All planned and approved upgrades, maintenance, or patches are acceptable and not considered a violation of the SLA. These items can be scheduled outside of regular work hours. It is the intention of MDCPS to communicate that only planned downtimes, which are approved by MDCPS, are acceptable in the SLA. The Vendor cannot take the system down without scheduling the outage with MDCPS.

**Question 247:** *Att. A: (Section III.F, Continuity of Operation Plan, Item 287) – "To address these needs, Vendor must submit, a Continuity of Operations Plan (COOP) in response to this RFP."*

Please confirm if MDCPS is requesting a COOP to be included as part of the Vendor's response to this RFP, or if the COOP is expected to be submitted as a

project deliverable per Section VIII. Deliverables, A. General, Table 6 Deliverables, Deliverable #2.

**Response:** MDCPS anticipates a draft COOP to be submitted with the RFP response and a final copy to be delivered at the close of the project.

**Question 248:** *Att. A: (Section III.F, Continuity of Operations Plan, Item 287-293) - Will the state provide specifications for RTO/RPO for DR?*

**Response:** The current Backup and Recovery specifications are covered in Attachment A, Section III, Paragraphs D, E, & F. MDCPS, in partnership with the awarded Vendor, will develop the RTO as well as the RPO for the proposed solution as part of the COOP.

**Question 249:** *Att. A: (Section IV.D, Project Management Plan, Item 308) - Requirement 308 states that the implementation deadline is June 30, 2021. This conflicts with the table in the RFP, Section 6, Procurement Project Schedule (page 35), which states that the Proposed Project Implementation Startup is 07/01/2021. Please clarify these dates.*

**Response:** MDCPS understands the June 30, 2021 requirement cannot be met due to the release date of the RFP, but the functionality of the system must be developed to be consistent with the all of the agency's obligations under the 2nd MSA. See Amendment 3 above.

**Question 250:** *Att. A: (Section IV.D, Project Management Plan, Item 312) - Is this list the internal MS team that will be involved in day-to-day delivery of this project? If not, please provide more detail on the MDCPS team that will support the CCWIS implementation.*

**Response:** The MDCPS CCWIS team detailed in Attachment A, Requirement 312, will be dedicated to the project as their expertise is the focus of the project schedule. Other MDCPS and MDHS staff will be utilized as needed during the project. Additional staff will include Network Specialists, MACWIS DBAs, Natural Programmers, Citrix Specialists, and various Executive Staff Members.

**Question 251:** *Att. A: (Section IV.D, Project Management Plan, Item 313) - How many users are expected to be trained on the solution? Has the state identified users by roles / groups (power users, admins, base users)?*

**Response:** See Exhibit C – Profile Breakdown. MDCPS expects all users to be trained; however, Vendors are only required to train 50 users.

**Question 252:** *Att. A, Section IV.) Does the State have a preference for productivity tools to be used (Jira, MS Project, etc.)? If yes, will the State provide licenses?*

**Response:** No. MDCPS does not have a preference.

**Question 253:** *Att. A: (Section IV.G, System Migration Plan, Item 318) - How many years of legacy data should be migrated to the CCWIS from existing systems?*

**Response:** All data from the current MACWIS system should be migrated to the new system. Some of the data will span 20 years or more.

**Question 254:** *Att. A: (Section IV.H, Data Quality and Section IV.I, Data Conversion) - Will the State be responsible for data cleansing?*

**Response:** MDCPS will have staff assigned and available to work with the awarded Vendor to assist with data cleaning. MDCPS expects the Vendor to identify data issues and discrepancies, as well as lead in the cleanup of data during the migration.

**Question 255:** *Att. A: (Section IV.I, Data Conversion and Migration Plan, Item 324) - Does the state require vendors to migrate all data from the source system to the target VS historical data such as cases closed over 10 years, intake/assessment information closed in the past?*

**Response:** Yes. MDCPS requires all data to be migrated from the source system to the proposed system, including closed cases. Closed cases are required for reporting purposes.

**Question 256:** *Att. A: (Section IV.I, Data Conversion and Migration Plan, Items 324-335) - Will state provide tools and licenses for data migration, as well as Integration/ESB services.*

**Response:** No. MDCPS does not have any integration/ESB services, tools, or licenses for data migration software which can be used or leveraged for this project. The Vendor must provide software tools or services for data migration.

**Question 257:** *Att. A: (Section IV.I, Data Conversion and Migration Plan, Items 324-335) - Does state foresee a need to clean-up or reconcile data of participants against other systems, or within the source (duplicate participants, etc.)?*

**Response:** Due to the legacy nature of the agency's current system, there does exist the potential that data clean-up or reconciliation may be needed through a partnership of the Vendor and MDCPS.

**Question 258:** *Att. A: (Section IV.I, Data Conversion and Migration Plan, Item 329) - Req. 329 provides a list of files and record counts. Can the state provide the number of columns associated with each File Name?*

**Response:** This is a breakdown of column counts in TCV. See Exhibit E – Column Counts and Exhibit F – Row Counts.

**Question 259:** *Att. A: (Section IV.J, User Acceptance Testing) - What test automation frameworks are in use today by MDCPS or are preferred?*

**Response:** MDCPS does not use, or prefer, a test automation framework.

**Question 260:** *Att. A: (Section IV.J, User Acceptance Testing, Item 336) - Requirement #336 states "Vendor agrees to conduct User Acceptance Testing (UAT) to prove that the CCWIS system fully meets the requirements of RFP No. 4236." UAT is*

normally a state responsibility. Can the State please clarify if the vendor is to conduct UAT or to support the State with UAT?

**Response: MDCPS staff will conduct the UAT, but MDCPS expects the awarded Vendor to provide the testing environment, staging, scripts, and also assist with the UAT process.**

**Question 261:** *Att. A: (Section IV.J, User Acceptance Testing, Item 341) - Are there specific legacy systems the State wants to continue to leverage moving forward as part of the CCWIS? For example, electronic document management, project management tools, etc.? If so please detail what current related systems are in future vision for being a part of the CCWIS moving forward.*

**Response: MDCPS utilizes MS Office 365 fully, but other software investments are not feasible for the awarded Vendor to leverage.**

**Question 262:** *Att. A: (Section IV.K, User Training and Documentation) - Our assumption is that training will be provided for internal State employees that will use the CCWIS system. Are there other groups (external?) that will need training? If so, how many users in total does the State anticipate needing training? Please provide a breakdown based on role (internal case managers, managers, administrators, senior leadership, external users).*

**Response: MDCPS anticipates approximately 1631 individuals will need training. MACWIS does not utilize roles, but rather profiles. A breakdown of user profiles can be seen in Exhibit C - Profile Breakdown.**

**Question 263:** *Att. A: (Section IV.K, User Training and Documentation) - Please confirm our assumption - training will be conducted virtually. If classroom, in-person training is required, will the State provide the training facilities, desktops/laptops, and the necessary equipment and software to support training classes?*

**Response: Online training is required; however, if MDCPS were to request in-person training, MDCPS would provide the training room and necessary equipment to support the training class.**

**Question 264:** *Att. A: (Section IV.K, User Training and Documentation, Item 342) - #342 states that the "Solution must provide thorough online tutorial/training geared toward CCWIS users. Solution must track the progress of participants enrolled in training."*

Does the State have a Learning Management System (LMS) that the Vendor can leverage, or should the Vendor propose a LMS solution for this requirement?

**Response: MDCPS uses Cornerstone for staff training. Vendors should propose an online training solution.**

**Question 265:** *Att. A: (Section IV, Implementation Requirements – Statement of Work) - Does the State have any internal project management tools that vendors may leverage?*

**Response:** **Planner in Microsoft Teams is the only internal project management tool Vendors may leverage.**

**Question 266:** *Att. A: (Section IV.K, User Training and Documentation, Item 342-347) - Is there an existing State learning management system where online training may be deployed, or should this be part of the vendor's proposal?*

**Response:** **MDCPS uses Cornerstone for staff training. Vendors should propose an online training solution.**

**Question 267:** *Att. A: (Section IV.K, User Training and Documentation, Item K342 and Section IV.M, Change Management and Control, Item 352) -The description mentions only online training deliverables in item 342. Since training trainers is mentioned in item 352, does the state also wish the vendor to prepare instructor-led training materials (including facilitator guides, presentations, etc.) for this purpose?*

**Response:** **Yes. MDCPS requires the Vendor to provide all training materials. Training materials can be delivered to MDCPS in a digital format (PDF, Word, PowerPoint, etc.).**

**Question 268:** *Att. A: (Section IV.L, Product Updates) - Please confirm that the Product Updates requirements in section IV - Implementation SOW should be addressed in section VII - Support and Maintenance. If yes, please amend section IV.*

**Response:** **Section IV requirements request details, whereas Section VII requires compliance. These should be addressed separately in their designated sections.**

**Question 269:** *Att. A: (Section IV.M, Change Management and Control, Item 352) - How many trainers will need to be trained? Do you wish for this training to be on-site? If so, where are these trainers located?*

**Response:** **Approximately 50 training staff members would need to be trained. Training can be provided remotely or onsite depending on the COVID situation at the time. The trainees will be located throughout the state of Mississippi. Any onsite training will require trainees to travel to Jackson, Mississippi.**

**Question 270:** *Att. A: (Section IV.M, Change Management and Control, Item 352) - How many managers will require training/coaching? Do you wish for this to occur face-to-face on-site? If so, where are these managers located?*

**Response:** **Managers would be considered to be Supervisors for caseworkers. Training can be provided remotely or onsite depending on the COVID situation at the time. Approximately 350 individuals would require training. Training can be provided remotely or onsite depending on the COVID situation at the time. The trainees will be located throughout the state of Mississippi. Any onsite training will require trainees to travel to Jackson, Mississippi.**



**Question 271:** *Att. A: (Section IV.M, Change Management and Control, Item 352) - For managers, is the intent to coach/train on the new systems as manager-users, or to train them on change management techniques?*

**Response:** **Managers would be considered to be Supervisors for caseworkers. Their training would be consistent with their workflow and process for case management. System Administrators would be training on the proposed system's configurations and functionality.**

**Question 272:** *Att. A: (Section IV.M, Change Management and Control, Item 352) – “The Project Manager must develop a Change Management Plan (CMP) for MDCPS that will be executed during implementation.....”*

Please clarify if MDCPS is requesting a Change Management Plan document only for MDCPS personnel to implement or if MDCPS envisions vendor personnel executing the CMP in collaboration with MDCPS personnel or some other deployment approach

**Response:** **The CMP will be executed at the beginning of the project and will be the guide for both MDCPS and the awarded Vendor to approach Change Management for the project.**

**Question 273:** *Att. A: (Section VII.B, Issue Tracking, Item 377) - Is the tracking system specified in this requirement an existing system used by the state or would the proposed solution need to include an issues and requests tracking system?*

**Response:** **No. This requirement refers to Support and Maintenance of the new system. This tracking system will be used by the Vendor to track system issues when they are reported by MDCPS. It is not the expectation of MDCPS for this tracking system to be integrated with the proposed solution.**

**Question 274:** *Att. A: (Section VII.B, Issue Tracking, Item 385) - Please define auto-run reporting. (Scheduled?)*

**Response:** **Yes, these are scheduled reports.**

**Question 275:** *Att. A: (Section VII.C, Service Level Agreements, Items 386-389) - Is MDCPS open to negotiating the SLA with the awarded vendor to best fit the needs of the project?*

**Response:** **Yes, MDCPS is open to negotiating the SLA with the awarded Vendor. Vendor must respond with their preferred SLAs in the Proposal Exception Summary in Section V of the RFP.**

**Question 276:** *Att. A: (Section VII.C, Service Level Agreements, Item 389) - "Extremely slow response time" has not been defined. Please elaborate on how this will be measured and what are the thresholds.*

**Response:** **"Extremely slow response time" at a Critical level would mean the system's response time hinders the ability to perform actions necessary to complete daily tasks and functions.**

**Question 277:** *Att. A: (Section VII.C, Service Level Agreements, Table 4)* - Please provide an example of a "Moderate" issue.

**Response:** **An example of a "Moderate" issue would be if system users could not enter or access data from one of the application modules. Another example is system issues affecting certain groups of system users or particular system functions and processes.**

**Question 278:** *Att. A: (Section VII.E, System Monitoring, Item 398)* - How is application monitoring handled today by MDCPS?

**Response:** **Application monitoring is handled by manual, recurrent review of database size and utilization.**

**Question 279:** *Att. A: (Section VII.E, System Monitoring, Item 398)* - Does the state currently leverage any tools for data backup and recovery? If so, which tool(s)?

**Response:** **Yes, MDCPS uses VEEAM Backup and Recovery. Nightly full backup of all user databases occurs. MDCPS keeps 30-days' worth of EDW and 7 days' worth of everything else.**

**Question 280:** *Att. A: (Section VII.H, Processes, Item 412)* - Line 412 requires mutually agreed upon processes and policies to support "CCWIS" operations. By CCWIS, is the state referring to the operation of the vendor's proposed solution?

**Response:** **Yes. MDCPS is referring to the Vendor's proposed solution.**

RFP responses are due April 2, 2021, 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](mailto:Khelli.Reed@its.ms.gov).

cc: ITS Project File Number 43166

Attachments: Exhibit A – MACWIS Diagram  
Exhibit B – Linux Server Diagram  
Exhibit C – Profile Breakdown  
Exhibit D – Provider Breakdown  
Exhibit E – Column Counts  
Exhibit F – Row Counts  
Exhibit G – System Reports  
Exhibit H – MSA Reports  
Exhibit I – Roles Counts  
Exhibit J – Batch Jobs Reports  
Revised Cost Information Submission  
Revised Vendor Reference Form  
Revised Subcontractor Reference Form