

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4304 for the Mississippi Board of Dental Examiners (MSBDE)

From: Michele Blocker, Interim Executive Director

Date: September 21, 2020

Subject: Responses to Questions Submitted and Clarifications to Specifications

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RFP Number 4304 is hereby amended as follows:

1. Section VII Technical Specifications, Item 7.1.12 is being modified to read:

MANDATORY: The proposed solution must retain and migrate all of MSBDE's historical data into the new proposed solution. The size of the historical data stored in the current licensing system is 955 GB. However, this does not include documents that are scanned and saved as individual files in a folder/file structure.

2. Section VII Technical Specifications, Item 7.1.12.1 is being added:

The Vendor must migrate data stored in the current LEMS and associated scanned documents that are saved as individual files in a Folder/File structure.

3. Section VII Technical Specifications, Item 7.11.9 is being added:

The proposed solution must allow for electronic/digital signature for all applications. Applications are available for review on the MSBDE website at <https://www.dentalboard.ms.gov/msbde/msbde.nsf>.

4. Section VII Technical Specifications, Item 7.37 is being added:

The proposed solution must include a "Licensee Search" function on the MSBDE website. The Licensee Search function must allow the public to search for information on dentists and dental hygienists by Last Name (required), License Number, City, and Zip Code. At least one field must be completed, and Last Name is required. Search result should include name, license number, office address/city/zip, status of license, specialty (if there is one), and link to Consent Orders and Disciplinary Actions.

5. **Section VII Technical Specifications, Item 7.33.1 is being removed:**

~~The proposed solution must provide the capability to verify the availability of a corporate name.~~

6. **Section VII Technical Specifications, Item 7.33.4 is being added:**

The Vendor understands that MSBDE staff will utilize the Mississippi Secretary of State Business Search tool to verify corporate names. The proposed solution must include a link to the Mississippi Secretary of State Business Search tool.

7. **Section VII Technical Specifications, Item 8.3.2 is being removed:**

~~IVR Services~~

8. **Section VII Technical Specifications, Item 8.3.3 is being removed:**

~~Mobile Services~~

9. **Section VII Technical Specifications, Item 10.1.2 is being modified to read:**

The portal must have the capability to assign a priority status to items entered in the tracking system and assign each item a tracking number.

10. **Section VII Technical Specifications, Item 14.1.3 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
Non-Cost Categories:	
Vendor Experience Requirements	20
Functional Technical Requirements and Payment Portal Interface	20
Training and Documentation	10
Support Requirements	15
Total Non-Cost Points	65
Cost	35
Maximum Possible Points	100

11. **Section VII Technical Specifications, Item 14.2.2.1 is being modified to read:**

Non-cost categories and possible point values are as follows:

Non-Cost Categories	Possible Points
Vendor Experience	20

Functional Technical Requirements and Payment Portal Interface	20
Training and Documentation	10
Support Requirements	15
Maximum Possible Points	55

12. ATTACHMENT C – Sample Certificate is being added to the RFP.

For the Sample Certificate document relevant to this procurement, refer to Attachment C, which is incorporated herein by reference. Attachment C is posted on the same website location as this RFP No. 4304, and the link is located directly beneath the link to RFP No. 4304.

13. ATTACHMENT D – Sample Permit is being added to the RFP.

For the Sample Permit document relevant to this procurement, refer to Attachment D, which is incorporated herein by reference. Attachment D is posted on the same website location as this RFP No. 4304, and the link is located directly beneath the link to RFP No. 4304.

14. ATTACHMENT E – Sample Inspection Report is being added to the RFP.

For the Sample Inspection Report document relevant to this procurement, refer to Attachment E, which is incorporated herein by reference. Attachment E is posted on the same website location as this RFP No. 4304, and the link is located directly beneath the link to RFP No. 4304.

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.

Vendor Question No.	Verified RFP Cite	Question/Answer
Question 1	Section II: Proposal Submission Requirements, Item 9 Pages 1, 2 & 6	Is Mississippi accepting digital forms of submission? Can bidders submit through portal/email?
Response		a. Yes, the State is accepting digital forms of submission via USB devices. See Section II Proposal Submission Requirements.

Vendor Question No.	Verified RFP Cite	Question/Answer
		b. No, bidders cannot submit proposal responses through a portal or via e-mail.
Question 2	Section II: Proposal Submission Requirements, Item 9 Pages 1, 2 & 6	Would ITS/MSDBE consider removing the USB requirement and substituting an email or other electronic submission in light of COVID-19?
Response:		No, please refer to Question 1 above.
Question 3	Section III: Vendor Information, Item 14 Page 12	Would ITS/MSDBE consider allowing Canadian Citizens or other Landed Immigrant Status along with US Citizen or USCIS equivalent as a requirement for each individual included in proposal?
Response		The State is under the impression that this is not a professional services-based project, therefore Vendors are not required to propose personnel. Vendors must ensure that they comply with the Mississippi Employment Protection Act, Section 71-11-1, et seq. of the Mississippi Code Annotated (Supp2008) and will register and participate in the status verification system for all newly hired employees.
Question 4	Section III: Vendor Information, Item 14.2 Page 12	Can you confirm that pre-selection travel costs are the responsibility of the vendor and post-award travel costs will be billed to the project.
Response		Yes, pre-selection travel costs are the responsibility of the Vendor. Post-award travel costs should be included as a cost in the proposal response. If specific rates per staff are provided, those rates should be fully loaded to include all travel-related costs.
Question 5	Section IV: Legal and Contractual Information, Item 28 & 29 Page 20	The COTS software we are proposing is not developed specifically for the state of Mississippi, and therefore the code rights would not be provided as part of the project. Can you confirm this is acceptable or that we could develop terms in which this is acceptable?
Response		Yes, it is acceptable. If the Vendor is proposing a COTS based solution Section IV: Legal and Contractual Information, Items 28 and 29 are not applicable.

Vendor Question No.	Verified RFP Cite	Question/Answer
Question 6	Section IV: Legal and Contractual Information, Item 33 Page 21	The State of Mississippi's Enterprise Cloud and Offsite Hosting Security Policy provided does not contain any specific requirements for a Cloud Service Provider? Is there another document that we may be missing?
Response		Yes, additional documents are available upon request.
Question 7	Section VII: Technical Specifications, Item 2 Page 31	Can Mississippi confirm that the numbering throughout Section VII is incorrect? (i.e. 81 should be item 2)
Response		The numbering in Section VII, Technical Specifications is correct.
Question 8	Section VII: Technical Specifications, Item 3 Page 31	Is there a preference for the LEMS to be custom-built or a customizable off-the-shelf product?
Response		There is no preference. Vendors can propose either a custom-built or a customizable off-the-shelf product.
Question 9	Section VII: Technical Specifications, Item 3 Page 32	Is SQL Database the current database that is being used?
Response		Yes.
Question 10		Can the LEMS be hosted in the cloud? Is there a preference to host through their own cloud or would the vendor host?
Response		a. Yes, the LEMS can be hosted in the cloud as long as it meets the State's requirements. b. MSBDE does not have a preference. Vendors are required to host and maintain the LEMS. Refer to Exhibit A Standard Contract Article 4 Scope of License and Hosting Services for more information
Question 11	Section VII: Technical Specifications, Item 3 Page 35	Is integration with the Dental Board website required?
Response		Yes, refer to Amendment Number 4 above.

Vendor Question No.	Verified RFP Cite	Question/Answer
Question 12	Section VII: Technical Specifications, Item 3 Page 35	Is a digital signature required?
Response		Yes, refer to Amendment Number 3 above.
Question 13	Section VII: Technical Specifications, Item 4 Page 35	Would ITS/MSBDE consider a deadline submission extension?
Response		No, proposal responses are due September 29, 2020.
Question 14	Section VII: Technical Specifications, Item 4 Page 35	How much of the system is expected to be completed by the first go-live date of 03/01/2021?
Response		The entire system is expected to be completed by 03/01/21.
Question 15	Section VII: Technical Specifications, Item 4 Page 35	Given that the <i>Proposed Project Implementation Start-up</i> and the <i>Project Go-Live Deadline</i> occurs over the holiday season (in our experience this causes delays) would ITS/MSBDE consider an extended timeline or a phased approach?
Response		No, MSBDE was granted legislative budget authority to implement the LEMS this fiscal year. Also, the majority of all applications are received in April as Dental and Dental Hygienist students begin submitting applications and documents for licenses prior to graduation from appropriate schools. March 1st was defined as the deadline for the system to allow ample time to meet the influx of applications that will occur in April, and also to allow a slight margin for timing delays.
Question 16	Section VII: Technical Specifications, Item 7.1.12 Page 39	Does the State want the existing database to be integrated with the new solution? If not, what is the size of MSBDE's historical data that needs to be migrated?
Response		Yes, refer to Amendment Numbers 1 and 2 above.
Question 17	Section VII: Technical Specifications, Item 7.3	Is it acceptable for the system to utilize a database technology other than Microsoft SQL Server and have the system's data pushed nightly to Microsoft SQL Server Warehouse for reporting purposes?

Vendor Question No.	Verified RFP Cite	Question/Answer
	Page 39	
Response		No, this is not acceptable.
Question 18	Section VII: Technical Specifications, Item 7.3 and 7.4 Page 39	The RFP mentions: 7.3 The Vendor must develop the proposed solution using Microsoft technologies utilizing Microsoft SQL version 2016 or later. 7.4 The Vendor understands the preferred reporting tool is Microsoft SQL Server Reporting Services version 2016 or later. My question is whether or not MySQL would be acceptable?
Response		No, MySQL is not acceptable.
Question 19	Section VII: Technical Specifications, Item 7.11.2 Page 40	Will external users need the ability to register with a username and password?
Response		Yes, refer to Section VII, Item 7.11.2.
Question 20	Section VII: Technical Specifications, Item 7.32 Page 43	Would the organization allow certifications to be e-mailed? Can the organization please provide an example of the certificate.
Response		a. No, certifications must be mailed. b. An example of the dental and dental hygienist license certificates are printed on heavy paper sized 9 ½' x 12 ½'. The permits are printed on heavy paper sized 8' x 5'. Refer to Amendment Numbers 12 and 13 above.
Question 21	Section VII: Technical Specifications, Item 7.32.5 Page 43	What information and type of custom reports is your organization looking to utilize?
Response		MSBDE is wanting to utilize performance statistics by staff, investigative reports, reports listing licensed dentists and hygienists with licensing and contact information for public request, list of active licensees/permits by District Number or geographical location, and report of dentists with disciplinary actions.
Question 22	Section VII: Technical Specifications, Item 7.33.1	How is it intended that the name availability is verified? Is there an integration assumed with the Mississippi Secretary of State?

Vendor Question No.	Verified RFP Cite	Question/Answer
	Page 43	
Response		<p>a. The corporation will be required to provide a certificate of good standing. The Dental Board must verify its authenticity.</p> <p>b. No, integration with the Mississippi Secretary of State is not required. Refer to Amendment Numbers 5 and 6 above.</p>
Question 23	Section VII: Technical Specifications, Item 7.35 Page 44	Can the organization please provide an example of inspection checklist?
Response		The current Advanced Anesthesia Permit On-site Inspection Form is included as Attachment E. Refer to Amendment Number 14 above.
Question 24	Section VII: Technical Specifications, Item 7.35 Page 44	Can you provide more details about the inspection solution required, i.e. point of record, scheduling. Would the inspection solution need to allow for the administration of the inspection requirements during the onsite inspection? Does the solution require mobile inspections?
Response		<p>a. Investigators manually schedule and post weekly/monthly inspections on the calendar in LEMS. The Investigators will need the ability to complete inspection forms on their laptops and upload photographs from their cellphones.</p> <p>b. MSBDE is uncertain of what is meant by “mobile inspections.” The requirement is to provide web-based functionality for the LEMS, which will enable investigators to access the Inspection Form screen and enter data onsite using their laptops.</p>
Question 25	Section VII: Technical Specifications, Item 7.35 Page 44	What level of access to the system is required by the inspectors? Do inspections need a mobile app when in the field for performing inspections?
Response		<p>a. The inspectors (MSBDE Investigators) need full access to the system.</p> <p>b. No, Investigators will use laptops in the field to enter inspection data and upload photographs.</p>
Question 26	Section VII: Technical Specifications, Item 7.35.20	How is the investigative cost calculated?

Vendor Question No.	Verified RFP Cite	Question/Answer
	Page 45	
Response		Investigative costs: cost of vehicle rental, gas, meals, and mileage to other sites for interviews. For disciplinary costs: legal time to prepare consent order, staff producing consent orders, and certified mail or other postage-related expenses.
Question 27	Section VII: Technical Specifications, Item 8 Page 46	Will vendor who has NIC payment portal integration receive full 20 possible points for Functional Requirements and Payment Portal Interface category?
Response		No, each requirement in Item 7 Technical Requirements and Item 8 Payment Portal Interface will be individually scored. Refer to Section VII, Item 14 Scoring Methodology. Also, refer to Amendment Numbers 10 & 11 above.
Question 28	Section VII: Technical Specifications, Item 8.1 Page 46	Is integration with the NIC Mississippi Payment portal required? Or if there is any other payment gateway that needs to be integrated with the new system?
Response		a. Yes, integration with the NIC Mississippi Payment Portal is not only required but is mandatory. Refer to Section VII, Items 2.1 and 8.1. b. No, there is not another payment gateway to be integrated.
Question 29	Section VII: Technical Specifications, Item 8.3 Page 46	Are all these three services required and are a part of the scope for this RFP?
Response		No, only Item 8.3.1 is required. Refer to Amendment Numbers 7 and 8 above.
Question 30	Section VII: Technical Specifications, Items 9.3 and 9.4 Pages 46 & 47	Is the organization looking for a train the trainer module (during implementation just train the seven employees) or managed approach? (We create all workflows)
Response		MSBDE desires for the Vendor to train seven employees during implementation (train the trainer) and provide

Vendor Question No.	Verified RFP Cite	Question/Answer
		training materials for employees hired after implementation.
Question 31	Section VII: Technical Specifications, Item 10.1.1 Page 47	Do you want to log cases/complaints automatically from the web?
Response		Yes, and must assign a tracking number. Refer to Section VII, Item 10.1.1 and Amendment Number 9 above.
Question 32	Section VII: Technical Specifications, Item 10 Page 47	Do you also want the IVR functionality for logging cases/complaints
Response		No, IVR functionality for logging cases/complaints is not required.
Question 33	Section VII: Technical Specifications, Item 13.1 Page 52	How much custom development cost is allowed to be proposed in this RFP?
Response		There are no limits on custom development cost. Vendors should propose their most competitive cost to meet the requirements stated in the RFP.
Question 34	Section VII: Technical Specifications	What are the stages and staff involved in the approval process; is it hierarchical approval or is there any queue to which the applications are assigned?
Response		Both initial and renewal applications will come into the system in a Pending Review by Application Type. Queues include: <ul style="list-style-type: none"> • Pending review queue; • Second review queue; • Waiting for additional information queue; • Rejected queue; and • Incomplete queue for internal staff to know applications that are in process but not yet submitted.
Question 35	Section VII: Technical Specifications	What devices does MSBDE want us to perform the testing on? (Desktop/laptop/tablet)
Response		Testing must be performed on desktop and laptop computers.

Vendor Question No.	Verified RFP Cite	Question/Answer
Question 36	Section VII: Technical Specifications	What browsers does MSBDE want us to perform the testing on? (Chrome, IE, Edge, Safari etc.)
Response		Testing must be performed on Chrome, Internet Explorer, Safari, and Mozilla Firefox.
Question 37	Section VII: Technical Specifications	Is there a requirement for data visualization tools like Tableau or PowerBI?
Response		No, this is not a requirement.
Question 38	Section VII: Technical Specifications	How many internal users (MSBDE staff) will be accessing the system?
Response		Seven internal users will access the system.
Question 39	Section VII: Technical Specifications	How many external users (Applicants) will be accessing the system?
Response		Approximately 8,000 external users will access the system.
Question 40	Section VII: Technical Specifications	Is there an exiting mobile application for the current system? If yes/no please throw some light on it and will the system require implementation for a mobile platform?
Response		a. No, there is not an existing mobile application. b. A mobile platform is not required.
Question 41	Section VII: Technical Specifications	Currently what all external systems are integrated with the current system?
Response		The only external system that integrates with the current system is NIC Mississippi.
Question 42	Section VIII: Cost Information Submission Page 56 and 57	Section VIII states "The matrix must be supplemented by a cost itemization fully detailing the basis of each cost category." Does Mississippi have a preferred format that bidders should use for this requirement or are bidders expected to build an original table/format? Should this supplement be provided in a narrative format or spreadsheet format?
Response		a. No, Vendors can provide cost itemization in their own format. Vendor's should, at minimum, include itemized initial costs and annual hosting costs. b. The supplement can be provided in either a narrative or spreadsheet format.
Question 43	Exhibit A Standard Contract, Article 43	There are no price increases for the contract renewal - would any work after the deadline be expected to be done by change request?

Vendor Question No.	Verified RFP Cite	Question/Answer
	Pages 79 & 80	
Response		<p>a. Price increases are allowed for contract renewals terms. Refer to Exhibit A Standard Contract Article 3.5 Item Q.</p> <p>b. Yes, additional enhancements to the Licensing and Enforcement Management System would we handled using the Change Order process detailed in Article 43 of the Exhibit A Standard Contract.</p>

RFP responses are due September 29, 2020, 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 Jordan Barber at 601-432-8005 or via email at jordan.barber@its.ms.gov.

cc: ITS Project File Number 45849

Attachment C: Sample Certificate

Attachment D: Sample Permit

Attachment E: Sample Inspection Report