

## Questions and Clarifications Memorandum

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**To:** Vendors Responding to RFP No. 4383-46354 for the Mississippi Department of Human Services (MDHS)

**From:** David C. Johnson

**Date:** October 18, 2022

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

**Contact Name:** Khelli Reed

**Contact Phone Number:** 601-432-8194

**Contact E-mail Address:** Khelli.Reed@its.ms.gov

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### RFP Number 4383 is hereby amended as follows:

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

INVITATION: Proposals, subject to the attached conditions, will be received at this office until ~~June 9, 2022~~ **November 1, 2022 @ 3:00 p.m.** Central Time for the acquisition of the products/services described below for **Mississippi Department of Human Services**.

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

<p>Bill Brinkley-Khelli Reed Technology Consultant Information Technology Services 3771 Eastwood Drive Jackson, MS 39211 (601) 432-8142-8194</p>
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3. **Title page, third box is modified as follows:**

<p>PROPOSAL, SUBMITTED IN RESPONSE TO RFP NO. 4383 Due <del>June 9, 2022</del> <b>November 1, 2022 @ 3:00 p.m.</b>, ATTENTION: Bill Brinkley-Khelli Reed</p>
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4. **Section VII Technical Specifications, Item 3 Procurement Project Schedule is amended as follows:**

<b>Task</b>	<b>Date</b>
Deadline for Questions Answered and Posted to ITS Web Site	<del>05/27/22</del> <u>10/18/22</u>
Proposals Due	<del>06/09/22</del> <u>11/01/22</u>
<del>Complete</del> Start Evaluation of Proposals	<del>06/30/22</del> <u>11/01/22</u>
ITS Board Presentation	<del>08/21/22</del> <u>12/15/22</u>
Contract Negotiation	<del>August-September 2022</del> <u>December 2022 – January 2023</u>
Estimated Project Implementation Start-up	<del>September 2023</del> <u>February 1, 2023</u>

5. **Section VII Technical Specifications, Item 4.2 is being modified to read:**  
All questions will be compiled and answered, and a written document containing all questions submitted and corresponding answers will be posted on the **ITS** web site by close of business on ~~Wednesday, May 27, 2022~~ Tuesday, October 18, 2022.
6. **Attachment A, Item Number 31 is being modified to read:**  
**MANDATORY:** Vendor must be in the business of providing vendor hosted, cloud-based case management solutions of similar size and complexity. ~~Preference will be given to vendors who have worked with public entities charged with the full spectrum of investigation and recovery of improperly used public funds.~~ Vendor must have provided such cloud solutions within the last three years.
7. **Attachment A, Item Number 143 is being modified to read:**  
At implementation, the proposed solution must accommodate at least ~~400~~ 20 users.
8. **Attachment A, Item Number 197, reprinted below, is hereby omitted.**  
~~Solution must provide all tracking and reporting functionality necessary to meet the mandated reporting requirements associated with OIG/OC activities. Such reports include but are not limited to OIG/OC monthly usage reports for each individual user, FNS-366b, FNS310, and FNS-209.~~
9. **Section VIII Cost Information Submission is being replaced with the attached Revised Cost Information Submission 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:** Can the Proposal Package be hand delivered?

**Response:** Yes, the USB, which contains the proposal package, can be hand delivered. To prevent opening by unauthorized individuals, the proposal must be sealed in a package/envelope. A label containing the information on the RFP cover page must be clearly typed and affixed to the package in a clearly visible location.

**Question 2:** The RFP states that the proposal should be submitted on 1 USB. The Submission Cover Sheet and Configuration Summary are required to include Original Signatures in blue Ink. Are these two forms to be printed and submitted along with the USB or can these be submitted digitally?

**Response:** The Submission Cover Sheet and Configuration Summary can be submitted digitally on the USB. However, the signature cannot be electronically signed.

**Question 3:** Can you confirm that the RFP is one copy on USB drive?

**Response:** Yes. Per the RFP Response Checklist, one USB flash drive that includes the Vendor's complete proposal should be submitted as your response.

**Question 4:** Is there a page restriction?

**Response:** No, there is not a page restriction for proposals.

**Question 5:** Does MDHS have a budget in mind for the project? If yes, Annual vs Implementation cost?

**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 6:** Would you like to track funding and payment in the proposed solution? Can you provide a use case/detail of the life cycle of the funding you would like to track?

**Response:** Yes, DHS will track payments from clients through the proposed case management system. Funding will not be tracked through the proposed system. Please refer to attachments (recovery process) provided with memo.

**Question 7:** Is the State willing to negotiate terms and conditions within the contract?

**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 8:** Should vendors use that same process to add terms and conditions that are required by the vendor as used to take exceptions?

**Response:** Yes.

**Question 9:** When someone files an incident in the public link/portal, do you envision them logging back in to see a status – would you like them to have a username and PW?

**Response:** **No. Public access will not be provided beyond initial submissions.**

**Question 10:** Att. A: Section I.C, Procurement Goals and Objectives, Item 17c, page 2 - Will MDHS have team members that will be available to map and stage data for migration? *“Vendor must successfully migrate all existing MDHS OIG/OC data to the awarded solution. Examples of existing data sources are Smartsheet, iManage, SharePoint, and OneDrive. Examples of data to be migrated are case documents, case exhibits, and/or case attachments from Federal Fiscal Year 2018 to current.”*

**Response:** **Yes. MDHS will have team members available to map and stage data for migration.**

**Question 11:** Can each office/ give more details/use cases of distinct requirements, workflows, and business needs?

**Response:** **Yes. Flowcharts that provide additional information for each division is included with this memorandum.**

**Question 12:** Att. A: Section I.E, Current Environment, Item 27, page 3 - Is OIG/OC looking to replace the following systems with this procurement, connect through API with them or other? *“OIG/OC case management information is housed in Smartsheet, iManage, Mississippi Application, Verification, Eligibility, Reporting, & Information Control (Known as MAVERICKS or MAVS), Client Application Registration System (CARS), Mississippi Enforcement and Tracking of Support Systems (METSS)\*, Virtual Roma\*\*, Jobs Automated Work System (JAWS), MAGIC\*\*\*, Child Care Payment System (CCPS) and any other database that is utilized by the MDHS Programmatic Divisions to administer the programs.”*

**Response:** **MDHS does anticipate replacing these systems but not through this procurement. MDHS anticipates the replacement systems to have API's available that a proposed case management solution could consume.**

**Question 13:** Att. A: Section I.E, Current Environment, Item 28, page 4 - Will the requested system replace all the following systems: Current OIG/OC case management information is comprised of a Smartsheet cloud solution, iManage, and data housed in databases that support specific DHS programs?

**Response:** **No, these systems will not be replaced. All systems listed are actively being used in the administration of eligibility programs.**

**Question 14:** Do you have a preferred texting vendor?

**Response:** **MDHS uses AT&T and CSpire.**

**Question 15:** Att. A: Section III.A, General, Item 141, page 15 - Can MDHS expand on what they mean by “create common links between related cases”

**Response:** Cases should have the ability to be linked based on whether they are newly received, pending, closed, at hearings, in prosecutorial path, in benefit recovery, substantiated, unsubstantiated, assigned to a specific employee, or scheduled for an interview/hearing.

**Question 16:** Do you want to use the proposed system to take/process payments?

**Response:** No. The proposed system will not take/process payments.

**Question 17:** RFP: Section IV, Legal and Contractual Information, Item 17, page 17 - Will MS DHS allow a subcontractor within the same company submitting the proposal in order to achieve desired outcomes?

**Response:** All contractors and subcontractors must be identified and reference-checked before contract execution. Vendor must not include new contractors and subcontractors without the consent, guidance, and written approval of the State. Responding Vendor should provide Subcontractor Reference Forms as requested in Section IX of the RFP. Vendors should understand that the State intends to only contract with one primary vendor.

**Question 18:** RFP: Section IV: Legal and Contractual Information; Item 35, page 20 - Is the vendor permitted to submit a redacted version of the proposal in order to protect proprietary information, should the responses be subjected to FOIA?

**Response:** No, vendors cannot submit a redacted copy of their proposal response.

**Question 19:** RFP: Section VII Technical Specifications, Item 3, page 30 - Since answers to vendor questions are not expected to be available until May 27, would the OIG/OC consider extending the submission date by 2 weeks? All vendors will need answers to questions regarding workflows, data migration, and data integration in order to properly scope and price the bid.

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

**Question 20:** RFP: Section VII Technical Specifications, Item 6.2.5.1, page 30 - Please clarify what is meant by "reference site." Is a reference site outside the Southwestern region of the United States acceptable?

**Response:** A "reference site" refers to a site that the State could visit. For example, if the State should choose to inspect a Vendor's data center.

**Question 21:** RFP: Section VIII Cost Information Submission, pages 34-35 - Since this is at a minimum a 5-year contract, and the hourly rate in the pricing sheet is a point in time, can the vendor include a CPI index or COLA clause as part of the contract amendments? Or will the State modify the cost information sheet to provide an hourly rate per contract year?

**Response:** MDHS has provided a Revised Cost Information Submission Form that includes updated Change Order Rate information. MDHS is requesting a fully loaded hourly change order rate, as well as a fully loaded blended rate. No, MDHS is not requesting escalation for their proposed rate.

**Question 22:** RFP: Section Exhibit A Standard Contract, page 40 - Will the contract term be defined as the period of implementation in addition to the 5 years of operations? Or is the vendor expected to implement the contract in year 1 and year 5 is the last year of the term?

**Response:** **The contract term begins on the date it is signed by all parties and continues through the five year hosting term. Yes, the contract term is the period of implementation in addition to the five years of maintenance/support. Year 1 maintenance/support begins upon MDHS's final acceptance of implementation service.**

**Question 23:** Att. A - Does the agency require that the bidding vendor who develops the application(s) that comprise this solution also be the entity that manages the cloud instance of the hosted applications (aka managed service)? Or is the agency open to having the applications developed by the bidding vendor and operated in production by ITS or a separate managed service provider. For clarity, in both cases the applications will be run on a modern cloud service.

**Response:** **Vendor will be responsible for developing the application, managing the cloud instance, hosting the application (from start, development, and production), and maintaining all patches, updates, and any configuration changes and maintenance.**

**Question 24:** Att. A: Section III.B, Access, Item 153, page 16 - Does the public portal have any additional requirements around languages, accessibility, localization or testing?

**Response:** **The public portal does not have additional requirements around languages and localization; however, there are additional requirements for accessibility (i.e. size of screens for sight disabilities) and testing.**

**Question 25:** Att. A: Section I.D Statement of Understanding, Item 24, page 3 - If the State takes longer than 90 days to sign a contract, does the vendor have the right to renegotiate price?

**Response:** **No, ITS does not negotiate price.**

**Question 26:** Att. A: Section III.A, General, page 13 – What is the total number of users?

**Response:** **The estimated number of OIG users range between 50-60. The estimated number of OC users range between 60-70.**

**Question 27:** Att. A: Section III.A, General, page 13 – What is the number of matters added annually?

**Response:** **IG estimates 2,000 matters annually across all avenues.**

**Question 28:** Att. A: Section III.A, General, page 13 – What amount of storage is required?

**Response:** **The hosted data storage amount should coincide with the file shown in Item 30, Table 1 for OIG and OC.**

**Question 29:** Is the scope of this engagement to also replace the intake applications used for programs like SNAP and TANF, or to integrate and provide additional modules and functionality discussed in the technical requirements for those systems?

**Response:** **The scope of this engagement is to integrate and provide additional modules and functionality discussed in the technical requirements for those systems.**

**Question 30:** Att. A: Section I.B, General Overview and Background, page 1 - Can the State provide more details around the use case? How will the hearing dates be provided to be validated against?

**Response:** **The user determines who initiates the process. The initiator or user defines hearing dates of the use case based on the type of case. This process is followed by the use case and support initiatives needed to support the case.**

**Question 31:** Att. A: Section I.C, Procurement Goals and Objectives, Item 17a, page 2 - For the purpose of scoping this opportunity, please provide documentation on the current workflows that are in place. In addition, please provide documentation on the workflows that will need to be implemented.

**Response:** **Flowcharts/workflows that provide additional information for each division are included with this memorandum.**

**Question 32:** Att. A: Section I.C, Procurement Goals and Objectives, Item 17b, page 2 - What does integrity mean in the following statement: "Vendor must maintain the integrity of the independent databases used by the MDHS, OIG/OC"?

**Response:** **Integrity refers to the manner in which the solution performs effective and efficient operations, functionality, and maintenance.**

**Question 33:** Att. A: Section I.C, Procurement Goals and Objectives, Item 17b, page 2 - What specific action is required by the vendor to maintain the integrity of the independent databases? Can the State provide more clarity on your expectations?

**Response:** **Integrity means that the data present in SQL Server is written correctly, available, and resides where it is expected.**

**Question 34:** Att. A: Section I.C, Procurement Goals and Objectives, Item 17b, page 2 - Can you please list on the "Independent databases" referenced in this requirement and what the expectation is to maintain them? "*Vendor must maintain the integrity of the independent databases used by the MDHS OIG/OC.*"

**Response:** **Vendor must successfully migrate all existing MDHS OIG/OC data to the awarded solution. Examples of existing data sources are Smartsheet, iManage, SharePoint, OneDrive, and MAVERICS. Examples of data to be migrated are case documents, case exhibits, and/or case attachments from Federal Fiscal Year 2020 to current. MDHS' expectation is that once current data is migrated, it will no longer use, or store previous data.**

**Question 35:** Att. A: Section I.C, Procurement Goals and Objectives, Item 17c, page 2 - Please provide file formats and layouts for each type of data that must be migrated from the existing solution to the new Case Management system. Also, please provide record counts of each type of data to be migrated.

**Response:** **Vendor should expect formats to be file delimited. Layouts and data types will be refined through a JAD process with MDHS.**

**Question 36:** Att. A: Section I.C, Procurement Goals and Objectives, Item 17c, page 2 – How is iManage used today?

**Response:** **The system houses statewide historical case record documentation, policies, and reports for Economic Assistance and Child Support Enforcement.**

**Question 37:** Att. A: Section I.C, Procurement Goals and Objectives, Item 17c, page 2 - Can you provide number of data elements per form and the location where each form is stored based upon the rows in convmigwkstdata.pdf.

Smartsheet  
iManage  
SharePoint  
OneDrive.

**Response:** **OIG currently uses 58 Smartsheet's that contain 25,715 rows of data.**

**Question 38:** Att. A: Section I.C, Procurement Goals and Objectives, Item 18a, page 3 - How many different Case types are there or is this the full list of unique case types; intake, audit, quality control, investigation, resolution, overpayment recovery, and compliance reporting

**Response:** **With the addition of administrative hearings, yes, this will be a full list of unique case categories.**

**Question 39:** Att. A: Section I.C, Procurement Goals and Objectives, Item 18a, page 3 – Are there case types that have or may have child or subordinate cases

**Response:** **No. There are no child or subordinate case types.**

**Question 40:** Att. A: Section I.C, Procurement Goals and Objectives, Item 18a, page 3 - Can you expand on the items you will prioritize? *“Proposed solution must allow authorized users to prioritize, track, and retain all relevant information regarding case initiation and general case management, audits and investigations, quality control reviews, overpayment recovery, and other associated activities;”*

**Response:** **Priority is placed based on level of importance and potential for recovery. OIG places a higher priority on investigations involving certain criteria. Flowcharts that provide additional information for each division is included with this memorandum.**

**Question 41:** Att. A: Section I.C, Procurement Goals and Objectives, Item 18b, page 3 - Can you provide an example/use case of the vision of case prioritization? *“Proposed*



*solution must accommodate case prioritization, task assignment/re-assignment, and customized workflows;”*

**Response:** Priority is placed based on level of importance and potential for recovery. OIG places a higher priority on investigations involving certain criteria. A tiered list of those program priorities can be provided if needed. Flowcharts that provide additional information for each division is included with this memorandum. The agency places top priority on Oakley Youth Development Center investigations, followed by subgrant fraud investigations, then childcare voucher fraud, and finally SNAP/TANF fraud. Any cases that are investigated that meet exceed the threshold for prosecution are then labeled as a high profile case.

**Question 42:** Att. A: Section I.D, Statement of Understanding, Item 23, page 3 - In order to appropriately scope and price the opportunity, can the State provide details on what else might be required? Vendors cannot be liable to scope, price, or deliver to requirements that are not clearly defined.

**Response:** MDHS is looking for an industry standard case management solution.

**Question 43:** Att. A: Section II.E, Application Software Administration and Security, Item 69, page 9 - In order to appropriately scope and price the opportunity, can the State provide details on what else might be required? Vendors cannot be liable to scope, price, or deliver to requirements that are not clearly defined.

**Response:** MDHS is looking for an industry standard case management solution.

**Question 44:** Att. A: Section I.E, Current Environment, Item 27, page 3 - What are the State's expectations for the new case management system's interaction with these systems/ locations?

**Response:** These systems house detailed program/client information that is pertinent to both the administration of the eligibility programs and investigating fraud, waste, and abuse through historical research and analysis. These systems also contain records of benefit issuances and usage, client notifications, and third-party verifications for quarterly wage matches, prisoner information, out-of-state information, and VA/SSA payment information. Systems are also manually cross-referenced to ensure participation is valid and reporting of information is uniform.

**Question 45:** Att. A: Section I.E, Current Environment, Item 27, page 3 - Will MAVERICKS, CARS, METS, Virtual Roma, JAWS, MAGIC, and CCPS be interfaces with new Case Management Systems or does data need to be extracted from these systems. Are there any other day 1 interfaces needed?

**Response:** The systems mentioned will be interfaced with the new solution. Yes, MDHS will require an interface to pull data from CARS. MDHS is currently in the process of writing a service for our ESB. This will not be a day one interface. MDHS will provide the documentation for our service once it has been tested. EFITS is also a subsystem of MAVERICKS that will need to be interfaced with the new solution. The legacy systems will not interface

**directly with the new Case Management System. OIG will need a case management interface with CARS, to access MAVERICS data. OIG will extract data from the other current legacy systems into the Case Management solution as they do currently.**

**Question 46:** Att. A: Section I.E, Current Environment, Item 28, page 4 - What specific functions or activities is the State requesting of the vendor in regard to these systems and data?

**Response:** **The proposed solution and all instances shall support open APIs to harmonize (in real time). Persons between all open APIs shall be provided to onboard MDHS ESB, MAVERICS, JAWS, Virtual Roma, METSS, Child Care Payment System (CCPS), and eFITS.**

**Question 47:** Att. A: Section I.E, Current Environment, Item 30, page 4 – Table 1 in Section I, Item 30 shows data sizes of 24.5 GB for Worksite and 300 GB for Smartsheet for both OIG and OC (~650 GB total).

Item 262 in Section IV, references Table 1 *and* a separate attachment name “Conversion and Migration of Data Usage for Worksite”.

Conversion & Data Migration of Data Usage for Worksite - That attachment shows Worksite alone contains 24,501 GB of data or 24.5 *terabytes*.

Which of these is reflective of the current system data size? Should the Conversion & Data Migration attachment read as 24,501 MB, making it roughly the same as Table 1?

**Response:** **The estimated conversion attachment migration is at least 24.5 GB of data from Worksite.**

**Question 48:** Att. A: Section I.F Vendor Qualifications, Item 31, page 4 - Does “preference” indicate an additional point towards an award?

**Response:** **The reference to “preference” has been stricken from Item 31 in Attachment A. See Amendment 6 above.**

**Question 49:** Att. A: Section I.F, Vendor Qualifications, Item 36, page 4 - Can Nearshore resources, same time zone and outside the US, be used for just the development efforts and not for data migration or testing?

**Response:** **No. Nearshore and offshore resources are not acceptable.**

**Question50:** Att. A: Section II.A, Cloud Service Provider – FedRAMP Moderate Baseline Controls, Item 39, page 5 - Is Criminal Justice Information Services (CJIS) security compliance required in addition to FEDRAMP Moderate Impact Level compliant?

**Response:** **FedRAMP Moderate is the State security standard. MDHS expects to use CJIS for sensitive data.**

**Question 51:** Att. A: Section II.A, Cloud Service Provider – FedRAMP Moderate Baseline Controls, Item 40, page 5 - Are the costs associated with the the third party audit assumed by the vendor or the State?

**Response:** **The costs associated with third party Vendor audit is assumed by the awarded Vendor.**

**Question 52:** Att. A: Section II.C, State of Mississippi – ITS Off-Site Hosting Requirements, Item 49b, page 7 - What is the State’s typical expectation of vendor’s insurance coverage? (Types and coverage amounts)

**Response:** **Aside from a necessity of cyber security liability insurance, Vendor should refer to Exhibit A, Standard Contract, Article 23 Insurance for information regarding Vendor Insurance requirements.**

**Question 53:** Att. A: Section II.C, State of Mississippi – ITS Off-Site Hosting Requirements, Item 50, page 7 - Will the State adjust this language to the following:  
Breach Notification and Recovery - Unauthorized access or disclosure of non-public data is considered to be a security breach. The Vendor will provide notification within one hour of discovery of said breach and all external communication shall be coordinated with the State.

**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 54:** Att. A: Section III.A, General, Item 116, page 13 - Please provide the rules for assignment.

**Response:** **Cases can be assigned manually or automatically based on OIG/OC defined criteria. A unique identifier must be assigned to every case. Also see Item 115 of Attachment A.**

**Question 55:** Att. A: Section III.A, General, Item 119, page 13 - Can the State define “real time”?

**Response:** **Real time refers to the way in which all changes, submissions, documentations, and uploads should be visible/accessible upon logging into the system or refreshing the page after changes are made. Additionally, input data must be processed within milliseconds so that it is available virtually immediately.**

**Question 56:** Att. A: Section III.A, General, Item 122, page 14 - Is the data import for a specific case with a specific file? Can this import be through manual attachment of files to the case?

**Response:** **Yes, each case will have a number of specific files. MDHS can manually attach them through a multi-function device.**

**Question 57:** Att. A: Section III.A, General, Item 124, page 14 - What does MDHS mean by “context sensitive messaging”?

**Response:** **Context sensitive mobile messaging system, which derives context in the form of physical locations through location sensing and the co-location of people through Bluetooth familiarity.**

**Question 58:** Att. A: Section III.A, General, Item 126, page 14 - What is the use case for “viewing multiple projects”?

**Response:** **Many cases will need to be cross-referenced between multiple programs and third-party verification systems during analysis, investigations, and audits. The system will need to allow certain users the ability to easily navigate through multiple projects/cases/programs, regardless of programmatic distinction.**

**Question 59:** Att. A: Section III.A, General, Item 139a, page 15 - Can the State clarify what specific time keeping activities are required?

**Response:** **At a minimum, the solution must provide capabilities that will show the date a tip is created, assigned to staff, the number of days it has been pending completion, and the number of days each case spent assigned to a specific area (Analytics, Investigations, BRU, Hearings, etc.).**

**Question60:** Att. A: Section III.A, General, Item 141, page 15 - What specifically is meant by a link?

**Response:** **In this case, a link is a representation of a flag that indicates a case of one type having an involvement in an investigation of another case or program type. A link assists DHS with the ability to search and filter cases based on commonalities such as case statuses, assigned investigators, received dates, programmatic division, etc.**

**Question 61:** Att. A: Section III.A, General, Item 143, page 15 - Please provide a breakdown of the user roles that would require access to the system, a brief discription of how they would use the system, and the number of users per role.

**Response:** **The only fixed role anticipated will be for system administrators. MDHS requires the ability to create roles and assign permissions to those roles on an as needed basis. 20 users are estimated for initial use (supervisors and managers). 100 users are projected at project acceptance after the initial users train additional work force. See Amendment 7 above.**

**Question 62:** Att. A: Section III.A, General, Item 151, page 15 - Can you provide the most recent FNS 366 B and FNS 209 and explain “other federal reporting” you would like to have at go live?

**Response:** **Proposed solution must also be able to track overpayment recoveries and support accurate recovery reporting to meet MDHS Federal financial reporting requirements. Examples are FNS Form 366N and FNS Form 209.**

**These forms, along with any other Federal reporting requirements, will be provided during project development.**

**Question 63:** Att. A: Section III.A, General, Item 143, page 15 - At implementation, the proposed solution must accommodate at least 100 users, can you break this number down by –

**Sporadic** – is a person that uses the Software during less than 10 hours in a calendar month.

**Occasional** – is a person that uses the Software between 10 and 50 hours in a calendar month.

**Regular** – Any person other than a Sporadic User or Occasional User that uses the Software in a calendar month or that has the privilege to modify rules or processes is a “Regular User.”

**Response:** **A vast majority of staff will be regular users.**

**Question 64:** Att. A: Section III.A, General, Item 143, page 15 – How many cases per month and per year

**Response:** **There are approximately 150-200 OIG cases per month, 1,800-2,400 cases per year.**

**Question 65:** Att. A: Section III.B, Access, Item 158, page 16 - Explain project management task you envision on the mobile platform

**Response:** **Field agents conducting investigations need mobile access that matches that of a desktop program so that the system is functional from field locations outside of their office.**

**Question 66:** Att. A: Section III.C, Workflow, Item 160, page 16 - For the purpose of scoping this opportunity, please provide existing workflows and associated documentation, or what specific requirements the vendor needs to include in scope.

Additionally, in order to appropriately scope and price the opportunity, can the State provide details on what else might be required? Vendors cannot be liable to scope, price, or deliver to requirements that are not clearly defined.

**Response:** **MDHS is looking for an industry standard case management solution.**

**Question 67:** Att. A: Section III.E, Search Functions, Item 187, page 19 - In order to appropriately scope and price the opportunity, can the State provide details on what else might be required? Vendors cannot be liable to scope, price, or deliver to requirements that are not clearly defined.

**Response:** **MDHS is looking for an industry standard case management solution.**

**Question 68:** Att. A: Section III.F, Reports and Dashboards, Item 196, page 19 - In order to appropriately scope and price the opportunity, can the State provide details on what else might be required? Vendors cannot be liable to scope, price, or deliver to requirements that are not clearly defined.

**Response:** MDHS is looking for an industry standard case management solution.

**Question 69:** Att. A: Section III.F, Reports and Dashboards, Item 197, page 19 - Can you provide the most recent version of FNS310 you wish to have in the system?

**Response:** This requirement has been removed. See Amendment 8 above.

**Question70:** Att. A: Section III.F, Reports and Dashboards, Item 203, page 20 - What are the expectations for MP3/MP4 in the following statement: "Solution must be capable of exporting reports into several file formats including but not limited to .pdf, MS Excel, MS Word, and common audio/video formats including, MP3/MP4."?

**Response:** The expectations for MP3/MP4s are to provide audio recordings of surveillance and client/suspect interviews as they are considered evidence and need to be attached to case files for hearings and prosecutions.

**Question 71:** Att. A: Section III.I, Calendar Functions, Item 215, page 21 - In order to appropriately scope and price the opportunity, can the State provide details on what else might be required? Vendors cannot be liable to scope, price, or deliver to requirements that are not clearly defined.

**Response:** MDHS is looking for an industry standard case management solution.

**Question 72:** Att. A: Section III.H, Notifications, Item 220, page 21 - In order to appropriately scope and price the opportunity, can the State provide details on what else might be required? Vendors cannot be liable to scope, price, or deliver to requirements that are not clearly defined.

**Response:** MDHS is looking for an industry standard case management solution.

**Question 73:** Att. A: Section III.I, Calendar Functions, Item 221g, page 21 - Can you tell us more about events that users can subscribe to?

**Response:** Users can subscribe to meetings, trainings, interviews, debriefings, hearings, etc. Some events are recurring and others are on an as needed basis.

**Question 74:** Att. A: Section IV Implementation, page 23 - Will the user management system for the public portal need to be implemented or will an existing system be available to integrate with?

**Response:** Vendor should provide the public portal. MDHS will provide link to the portal.

**Question 75:** Att. A: Section IV.C, Conversion and Migration, Item 262, page 25 - For the purpose of scoping this opportunity, please provide the file formats, file types and layouts of each of the files that will need to be migrated.

**Response:** Vendor should expect formats to be file delimited. Layouts and data types will be refined through a JAD process with MDHS.

**Question 76:** Att. A: Section III.L, Evidence, Electronic Discovery, and Case Documents, Item 236, page 23 - Please provide additional identification of “repositories” as called out in Item 236 and clarify if it is the intention of MDHS to retain these repositories or retire these repositories when the new case management system is put into production?

**Response:** **Smart Sheet and Worksite currently house all documents. They are both used by other divisions and will be retained.**

**Question 77:** Att. A: Section III.L, Evidence, Electronic Discovery, and Case Documents, Item 236, page 23 - Is the vendor expected to include in its scope of work and bid price specific custom interface development and systems integration work to achieve real time electronic integration with each system/repository that is not retired by the new case management system?

**Response:** **Yes. Refer to Attachment A, Item 261.**

**Question 78:** Att. A: Section IV.B, Integrations and Interfaces, page 24 - Will each system integration require a separate security impact assessment.

**Response:** **No, each system integration will not require a separate security impact assessment.**

**Question 79:** Att. A: Section IV.B, Integrations and Interfaces, Item 256, page 24 - Can the state provide specifics regarding the systems we must interface with, including additional identification of the type of interface required for each (batch transfer, web service, etc.) and any additional details related to each system’s current interface capabilities and integration readiness?

**Response:** **Vendor must successfully migrate all existing MDHS OIG/OC data to the awarded solution. Examples of existing data sources are Smartsheet, iManage, SharePoint, OneDrive, and MAVERICS. Examples of data to be migrated are case documents, case exhibits, and/or case attachments from Federal Fiscal Year 2020 to current. Once vendor is awarded, additional joint application design (JAD) will be conducted with development team to discuss MDHS interfaces, to include batch transfer and web services. The current MDHS ESB is JAVA script.**

**Question80:** Att. A: Section IV.B, Integrations and Interfaces, Item 260, page 24 - What specific types of integrations are expected from the following statement: "Solution must be able integrate with existing case management databases and manual tools to eliminate having to manually recreate current and historical data elements in the awarded solution. If the solution is not able to integrate with existing resources, then Vendor must convert and migrate as necessary to build the CMS, OIG and OC databases with current and historical data at no additional cost."? Please name any specific tools or technologies (such as database types and locations). Additionally, is an integration with existing databases expected to be supported ongoing after the launch of the new solution?

**Response:** An API must link the CMS with the MDHS Enterprise Service Bus (ESB), currently written in JAVA. CMS must be able to point to the ESB system to allow access of all the current and new database systems.

**Question 81:** Att. A: Section IV.D, Data Migration Plan, page 25 - Is MS DHS willing to allow a pre-approved subcontractor or third-party to perform such services?

**Response:** If a subcontractor is known/identified and pre-approved before execution of contract, yes, the subcontractor will be allowed to perform services. ITS will need to check business references and confirm the parties are willing to comply with all requirements. Responding Vendor should provide Subcontractor Reference Forms as requested in Section IX of the RFP. Vendors should understand that the State intends to only contract with one primary vendor, unless awarding to multiple vendors would be advantageous to the State.

**Question 82:** Att. A: Section IV.D, Data Migration Plan, page 25 - Per information on the conversion and migration of data usage, is the expectation that all documents should be available in hot storage or will some be archived or cool storage?

**Response:** Cases that have made full restitution can be archived. All others will need to be in hot storage.

**Question 83:** The RFP and Attachment A use the term “must” throughout the documents. Should “must” be interpreted as mandatory?

**Response:** While the use of the term “must” does represent the State’s requirements, it should not always be interpreted as mandatory. If a requirement is deemed mandatory, “Mandatory” will precede the requirement. Vendors that do not meet a requirement that is proceeded with the word “Mandatory” will subject a vendor to immediate disqualification.

**Question 84:** Att. A: Section II, Hosting Requirements - Does Vendor need to be FedRAMP Moderate certified at the time of award or at implementation?

**Response:** Yes, compliance with FedRAMP is a state data requirement.

RFP responses are due November 1, 2022, 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 46354

Attachments: Exhibit 1 – SNAP Prosecution Flowchart  
Exhibit 2 – SNAP DQ Process Flowchart  
Exhibit 3 – SNAP Fair Hearing Process Flowchart  
Exhibit 4 – DECCD DQ Process Flowchart  
Exhibit 5 – DECCD FAIR Hearings Flowchart  
Exhibit 6 – BRU Flowcharts