RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP No. 4457-46850 for the Mississippi Community College Board (MCCB)

From: David C. Johnson

Date: November 8, 2022

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Robert Martinez

Contact Phone Number: 601-432-8002

Contact E-mail Address: Robert.Martinez@its.ms.gov

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: In 5.2.5 Site Visits 5.2.5.1: "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."
The documents states that "Vendors that remain within the competitive range" are requested to provide a reference site in our response for a visitation by MCCB. During the mandatory vendor conference, you stated the "<u>awarded</u> vendor" might be visited. Please clarify the distinction.

Response: **Vendors that remain within the competitive range are requested to provide a reference site, not the awarded vendor.**

Question 2: In Section 1 General D Procurement Goals and Objectives 13 (page 2 of 10): MANDATORY - MCCB is currently seeking a vendor to provide a virtual tutoring solution that integrates with the learning management system Canvas and allows for cross student enrollment.
It appears that only the integration to Canvas is a mandatory requirement in this RFP? Is that a correct reading of the RFP, and if not, please indicate what other requirements are mandatory.

Response: **In regard to this RFP, an integration to Canvas and the ability to cross student enrollments between Canvas instances is required. The MSVCC consists of fifteen colleges, each with their own Canvas account, that share enrollments; the student enrollments, via the MSVCC's shared trust, have access to each college's Canvas instance in which they are enrolled. A student enrolled at College A would be able to access course**

content at College B. **This student should be able to utilize the tutoring application from EITHER college's Canvas instance.**

Question 4: In Section II-Technology. C – Functionality 48 (page 6 of 10): Vendor shall ensure the system integrates with each of the local college's tutoring services and their tutors.
Does this requirement to integrate each institution's tutors assume these local tutors would be accessible through the same platform students would access the vendor's tutors?

Response: **Ideally, students would be able to access tutors via the platform and face to face at the institution's Success/Tutoring Center. For reporting purposes, any tutoring interaction, whether face to face, online with a local tutor, or online with a vendor tutor, should be available within the application, which will provide a comprehensive view of the support strategies students seek instead of creating virtual and local silos.**

Question 3: In Section II-Technology. C – Functionality 48 (page 6 of 10): Vendor shall ensure the automatic population of users within the tutoring platform. The system must support the sharing of users across Canvas instances.
Can we receive more amplification on this requirement by explaining the LMS environment that is to be integrated? For example, is there a Global instance of Canvas with sub instances for each institution? Are you then referring to having a 1) Global Instance with 2) Sub Accounts that we can support via LTI. And, that students at different colleges can be enrolled in the same online course and access tutoring through their Canvas instance? Please clarify.

Response: **The MSVCC consists of fifteen colleges, each with their own Canvas account, that share enrollments; the student enrollments, via the MSVCC's shared trust, have access to each college's Canvas instance in which they are enrolled. A student enrolled at College A would be able to access course content at College B. This student should be able to utilize the tutoring application from EITHER college's Canvas instance. In addition, students should be able to access the tutoring application automatically without additional logins from the LMS; course enrollments should transfer seamlessly to the tutoring application.**

Question 5: Even though the proposal is due by email, we are also supposed to mail an electronic copy on a thumb drive to also arrive by the due date and time? If that is accurate, would you please confirm the address and recipient to whom it should be addressed?

Response: **Responses to RFPs are not received by email. Vendors should refer to the ITS RFP Response Checklist on page 2 and Section II, for instructions on proposal submission. An electronic copy must arrive by Tuesday, November 15, 2022 by 3:00 PM Central Time. The signed, original Submission Cover Sheet and Configuration Summary must be included in the sealed package/envelope, and original signatures in blue ink are required on the Submission Cover Sheet and Configuration Summary. Proposals should be addressed as follows:**
Information Technology Services

Attention: Robert Martinez
3771 Eastwood Drive
Jackson, MS 39211

Question 6: As a Canadian Company are we eligible to proceed with this process?

Response: **Companies outside of Mississippi and/or the United States may respond to the RFP; however, the awarded Vendor must be able to meet all legal requirements to conduct business in the United States and Mississippi as well as meet the requirements provided in the RFP, exhibits, and IRS Publication 1075. Vendors should carefully review all requirements to determine whether Vendor(s) can comply with said requirements. The Enterprise Security Policy does prohibit data being stored or transferred outside of the United States. See Attachment A, F.17.**

Question 7: Is submitting by usb drive the only form of submission? If so, what is the mailing address?

Response: **Yes, an electronic copy must arrive by Tuesday, November 15, 2022 by 3:00 PM Central Time. See the response to Question 5 above.**

Question 8: Whether companies from Outside USA can apply for this? (like, from India or Canada)

Response: **See response to Question 6 above.**

Question 9: Whether we need to come over there for meetings?

Response: **Whether the awarded Vendor will need to be on-site at any time will be determined by project demands such as planning, designing, implementing, hosting, testing, training, maintenance, and support. MCCB reserves the right to require on-site Vendor participation, if it would be in the best interest of MCCB.**

Question 10: Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

Response: **The awarded Vendor performing the RFP tasks must be able to meet all legal requirements to conduct business in the United States and Mississippi as well as meet the requirements in the RFP, exhibits, and IRS Publication 1075. Vendors should carefully review all requirements to determine whether Vendor(s) can comply with said requirements, including, but not limited to, performance of tasks, data and/or software access and location, personnel requirements, etc.**

Question 11: Can we submit proposals via email?

Response: **No, ITS is only accepting Vendor responses via a USB flash drive. Refer to Section II Proposal Submission Requirements of the RFP for details on how to respond.**

RFP responses are due Tuesday, November 15, 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 Robert Martinez at 601-432-8002 or via email at Robert.Martinez@its.ms.gov.

cc: ITS Project File Number 46850