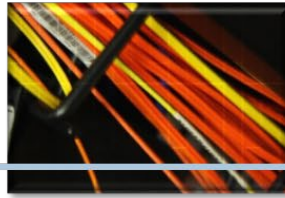




Mississippi Department of  
Information Technology Services



# RFP No. 4488

## Critical Case and Eligibility Systems and Software (SUCCESS)

# Attendance

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- First Roll Call
  - Vendor participation is mandatory for the entire conference.
  - A representative for each participating vendor must be present for the final roll call.
- Please email your business card or signature block to: [RFP@its.ms.gov](mailto:RFP@its.ms.gov)
- Attendees will be posted to the ITS website ([www.its.ms.gov](http://www.its.ms.gov))

# Agenda

AGENDA	
ATTENDANCE	Civic Initiatives
PROJECT OVERVIEW	Mark Allen, CSIO
PROCUREMENT GUIDELINES	Civic Initiatives
ADDITIONAL INFORMATION	Civic Initiatives
QUESTION AND ANSWERS	Answers to vendor questions during this conference are not official unless and until submitted to ITS in writing.
CLOSING COMMENTS	Civic Initiatives
CONCLUSION	Civic Initiatives

# Project Overview

- The Mississippi Department of Human Services (MDHS) is dedicated to serving others while providing a wide range of public assistance programs, social services, and support for children, low-income individuals, and families. The agency seeks to empower families to become self-sufficient and responsible for their future success.
- MDHS is seeking a single vendor to implement, host, support, and maintain a modernized, integrated solution that will replace five (5) legacy information technology (IT) systems.
- MDHS is seeking a modernized, integrated system (i.e., MDHS System) to support MDHS' Supplemental Nutrition Assistance Program (SNAP), Temporary Assistance for Needy Families (TANF), Child Care Payment Program (CCPP), and Child Support Enforcement (CSE) program areas.
- In addition, the Vendor will provide System Integration (SI) services to help ensure the integrations between subsystems function to meet the technical and program area needs.

# Project Overview

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- The Vendor will provide O&M services for the MDHS system and integrations after implementation for a minimum of two (2) years after the last implementation phase.

# Evaluation Overview

Scoring is covered in Section VII Technical Specifications, Item 8 of the RFP.

- Each requirement is given a score between 0-10, with 9 points for meeting the requirement. Vendors should provide detail as to how their proposed solution meets or exceeds each specification.
- Vendors must respond with “Will Comply” or “Exception” on every requirement listed in Attachment A.  
Non-Cost = 75 points; Cost = 25 points.
- Vendor must respond to every requirement listed in Attachment B – MDHS System RTM.
- **Mandatory** requirements must meet the requirement and have a meaningful response. Taking exceptions to a Mandatory requirement will face elimination.  
The combination of the best technical solution and the lowest cost is the key to being the selected vendor.

# Technical Evaluation

<b>Non-Cost Categories</b>	<b>Possible Points</b>
Vendor Qualifications and Experience <ul style="list-style-type: none"> <li>• Att. A, Item 2.1 Vendor Company information</li> <li>• RFP – Section IX References</li> </ul>	20
System Requirements <ul style="list-style-type: none"> <li>• Att. A, Item 5.2 Narrative response to System Requirements</li> <li>• Att. A, Item 5.3 Response to MDHS System RTM; Attachment B – MDHS RTM</li> <li>• Att. A, Item 5.4 Narrative Response to tasks</li> </ul>	25
General and Technical Services <ul style="list-style-type: none"> <li>• Att. A, Item 3.1 Overall Strategy and Approach</li> <li>• Att. A, Item 4 Proposed Approach to General Services</li> <li>• Att. A, Item 5 Proposed Approach to DDI Services</li> <li>• Att. A, Item 6 Proposed Approach to SI Services</li> <li>• Att. A, Item 7 Proposed Approach to Operations and Maintenance (O&amp;M) Services and Enhancements</li> <li>• Att. A, Item 8 Proposed Approach to Transition Out Services</li> </ul>	30
<b>Total Non-Cost Points</b>	<b>75</b>
<b>Cost Categories</b>	
Lifecycle Cost	25
<b>Total Cost Points</b>	<b>25</b>
<b>Maximum Possible Points</b>	<b>100</b>

# Section VIII, Cost Information Submission

- The Vendor must complete the template in Attachment C – Cost Proposal Template and submit it as a MS Excel file as part of the proposal. Instructions for completing the Cost Proposal can be found on the worksheet labeled as “Instructions” in Cost Proposal Template.
- Any cost not listed, even if asked for in the RFP technical requirements but not included below, may result in the Vendor providing those products or services at no charge to the State or face disqualification.
- The Vendor is to propose a firm, fixed price that includes all costs for performing the tasks, including staff costs, software, licensing, hosting, and any other non-labor expenses necessary to accomplish the tasks and to produce the services and deliverables under this RFP. The Vendor must also include a change order hourly rate that may be used for any changes to the scope of work under this RFP. No additional charges for overhead, travel, or other expenses shall be allowed after Contract award.
- Cost Proposal information must not be included with the Vendor's Technical Response or Financial Response. Including cost or price information in the Technical Response or Financial Response may be cause for proposal disqualification.
- All Vendors must submit a comprehensive and complete Cost Proposal that meets all the requirements specified within this RFP.



# RFP Response

- Proposal: 1 USB flash drive. 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.
- Submission Cover Sheet (Section I)
- Proposal Exceptions (Section V)
- Response to RFP Questionnaire (Section VI)
- Point-by-Point Response (Attachment A)
- MDHS System RTM (Attachment B)
- Appendix C – Cost Proposal (Section VIII)
- References (Section IX)

# Standard Contract

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- Exhibit A – Standard Contract
- Vendors must review this document and take exception, if necessary. If Vendor takes no exception to Exhibit A, the state assumes that these terms are agreeable and cannot be negotiated after award.
- If additional terms and conditions beyond what is included are required, Vendor should submit them with their RFP response for consideration.

# Upcoming Dates

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- Deadline for Vendor's Written Questions  
**Tuesday, October 10, 2023, at 3:00 p.m. Central Time**
- Responses to Vendor Questions  
**Posted to the ITS Website by COB Tuesday, October 24, 2023**
- Proposal Due Date  
**Friday, December 1, 2023, at 3:00 p.m. Central Time**
- Proposal Evaluations  
**Begin Tuesday, December 1, 2023**
- Contract Negotiation  
**January – February 2024**
- Proposed Project Implementation Start-Up  
**Wednesday, May 1, 2024**

# Additional Information

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- Vendor communication with the State
  - See Section II Proposal Submission Requirements, Item 14
- Answers to questions asked during this Vendor Conference are not official until and unless submitted in writing.
- Vendors may continue to check the ITS website for updates related to this RFP No. 4488.
  - [www.its.ms.gov](http://www.its.ms.gov)

# Questions and Answers

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- **Open to the floor** - Answers to questions posed during the vendor conference are not official unless and until questions are submitted in writing.

# Closing Comments

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- Final Roll Call
- Please email your business card to:  
RFP@its.ms.gov
- Attendees will be posted to the ITS website  
([www.its.ms.gov](http://www.its.ms.gov))

# Conclusion

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Thank you for your participation!

Please make sure I have acknowledged your company's participation on the web conference.