

Attachment A

to

RFP 4504

Technical Requirements

Mississippi Public Service Commission

Public Utility Complaint
Management Solution

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I. GENERAL

A. General Overview and Background

1. The Mississippi Public Service Commission (MPSC) regulates telecommunications, electric, gas, water, and sewer utilities. The agency is charged with assuring that rates and charges for services are just and reasonable, that the service rendered is reasonably adequate, and that any facilities constructed or acquired are required for the convenience and necessity of the public. Additionally, the agency exercises safety jurisdiction over gas pipelines and has area jurisdiction over all public utilities. In carrying out its responsibilities, the commission answers complaints, makes investigation and conducts both formal and informal hearings.
2. Below is a link to the Mississippi Public Service Commission website. <https://www.psc.ms.gov/>.

B. Procurement Goals and Objectives

3. The MPSC seeks a web-based, vendor-hosted case management solution (CMS) for receiving, tracking, managing, and resolving complaints against public utility providers.
4. The MPSC seeks a vendor knowledgeable in public utility complaint management best practices.
5. The MPSC seeks a commercial-off-the-shelf product (COTS) or mostly-off-the-shelf product (MOTS) that is already being used by other public entities to successfully manage MPSC complaint activities as described in this RFP.
6. The MPSC seeks to successfully migrate select database content to the awarded solution.

C. Statement of Understanding

7. This RFP sets forth requirements to fulfill and manage the MPSC CMS activities. Because of the age and limitations of the resident solution, the requirements of this RFP seek to address currently known management and technological deficits. The PSC expects the proposed solution to represent best practices and technologies, regardless of whether particular features or functions are specifically required by this RFP.

D. Current Environment

8. The current solution is a home-grown, on-prem solution with limitations that MPSC is unable to remedy because it is old and outdated. It was originally implemented in 2006. The current database, which is approximately 1.2 GB, is SQL server 2019 running on a Windows 2019 Server.

E. Vendor Qualifications

9. MPSC is seeking a Vendor in the business of providing vendor hosted, web-accessible, CMS solutions of similar size and scope for tracking and managing public utility cases and complaints. MPSC prefers a vendor who has provided such services for at least five years.
10. Vendor must provide an introduction and general description of its company's background and years in business providing services sought by this RFP.

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11. Vendor’s proposed solution must meet the technical specifications and associated services required by this RFP.
12. Vendor must provide the name and the state of incorporation of the organization, if incorporated.
13. Vendor must specify the location of the organization's principal office and the number of executive and professional personnel employed at this office.
14. Vendor must specify the organization's size in terms of the number of full-time employees, the number of contract personnel used at any one time, the number of offices and their locations, and structure (for example, state, national, or international organization).
15. Vendor must disclose any company restructurings, mergers, and acquisitions over the past three years.

F. Vendor Implementation Team

16. Vendor must demonstrate that all team members have the necessary experience for design, installation, implementation, training, and support of the services required by this RFP.
 - a. Identify the primary, key staff who will be responsible for the execution of the various aspects of the project, including but not limited to: Project Manager, Development Team, Business Analyst(s), and Technical Architect(s).
 - b. Describe team member roles, functional responsibilities, and experience with projects similar in size and scope to the services required by this RFP.
 - c. For each participating team member, provide a summary of qualifications, years of experience, and length of employment with your company.
 - d. Vendor must ensure that each team member assigned to this project can communicate clearly in the English language both verbally and in writing.

II. HOSTING ENVIRONMENT REQUIREMENTS

A. General

17. The State is seeking a vendor-hosted, cloud-based solution.
18. The State is seeking a scalable solution that will accommodate up to 75 MPSC staff.
19. The data handled by the solution does not include personally identifiable information (PICI).

B. Business Continuity/Disaster Recovery

20. So that MPSC can assess Vendor’s business continuity strengths, Vendor must provide a preliminary business continuity plan that reveals Vendor’s ability to analyze, design, implement, test, and maintain cloud services.
21. The business continuity plan must reveal contingency and disaster recovery strategies available to MPSC for the services sought by this RFP. At a minimum, the plan must address such questions and issues as:
 - a. What are your plans, procedures, and technical measures that will restore MPSC services as quickly and effectively as possible following a service disruption? So that MPSC can properly evaluate your response, provide as much detail as possible.

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- b. Is the distance between the backup facility and the primary facility adequate to ensure one incident does not affect both? Do the two sites provide redundant power and networking?
 - c. Describe your process for notifying MPSC when a major event has occurred or is likely to occur that will impact service? How do you keep your process and contacts updated?
 - d. Describe your plans for periodically testing business continuity and disaster recovery processes.
22. Upon award, the agreed upon Recovery Point Objective (RPO) and Recovery Time Objective (RTO) must be accounted for and documented in the resulting plans for business continuity and disaster recovery.

C. State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy

23. Vendor understands and agrees that all proposed hosting services will comply with the State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy specified below in this section of this RFP.
24. Per rule 1.4 of the State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy, each agency must ensure that new contracts and amendments include the terms and conditions approved by ITS. The terms and conditions provided below are applicable for State of Mississippi data that the agency has categorized as public data.
25. Data Ownership: The State of Mississippi (State) shall own all right, title and interest in all data used by, resulting from, and collected using the services provided. The Service Provider shall not access State User accounts, or State Data, except (i) in the course of data center operation related to this solution, (ii) response to service or technical issues, (iii) as required by the express terms of this service, or (iv) at State's written request.
26. Data Protection: Protection of personal privacy and sensitive data shall be an integral part of the business activities of the Vendor to ensure that there is no inappropriate or unauthorized use of State information at any time. To this end, the Vendor shall safeguard the confidentiality, integrity, and availability of State information and comply with the following conditions:
- a. All information obtained by the Vendor under this contract shall become and remain property of the State.
 - b. At no time shall any data or processes which either belong to or are intended for the use of State or its officers, agents, or employees be copied, disclosed, or retained by the Service Provider or any party related to the Service Provider for subsequent use in any transaction that does not include the State.
27. Data Location: The Service Provider shall not store or transfer State data outside of the United States. This includes backup data and Disaster Recovery locations. The Service Provider will permit its personnel and contractors to access State data remotely only as required to provide technical support.
28. Notification of Legal Requests: The Service Provider shall contact the State upon receipt of any electronic discovery, litigation holds, discovery searches, and expert testimonies related to, or which in any way might reasonably require access to the data of the State. The Service Provider shall not respond to subpoenas, service of

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process, or other legal requests related to the State without first notifying the State unless prohibited by law from providing such notice.

29. Termination and Suspension of Service: In the event of termination of the contract, the Service Provider shall implement an orderly return of State data in CSV or XML or another mutually agreeable format. The Service Provider shall guarantee the subsequent secure disposal of State data.
 - a. Suspension of services: During any period of suspension of this Agreement, for whatever reason, the Service Provider shall not take any action to intentionally erase any State data.
 - b. Termination of any services or agreement in entirety: In the event of termination of any services or agreement in entirety, the Service Provider shall maintain the existing level of security as stipulated in the agreement and shall not take any action to intentionally erase any State data for a period of 90 days after the effective date of the termination. After such 90-day period, the Service Provider shall have no obligation to maintain or provide any State data and shall thereafter, unless legally prohibited, dispose of all State data in its systems or otherwise in its possession or under its control as specified in 48.c below. Within this 90-day timeframe, vendor will continue to secure and back up State data covered under the contract.
 - c. Post-Termination Assistance: The State shall be entitled to any post-termination assistance generally made available with respect to the Services unless a unique data retrieval arrangement has been established as part of the Service Level Agreement.
30. Background Checks: The Service Provider shall conduct criminal background checks and not utilize any staff, including sub-contractors, to fulfill the obligations of the contract who have been convicted of any crime of dishonesty, including but not limited to criminal fraud, or otherwise convicted of any felony or any misdemeanor offense for which incarceration of a minimum of one (1) year is an authorized penalty. The Service Provider shall promote and maintain an awareness of the importance of securing the State's information among the Service Provider's employees and agents.
31. Security Logs and Reports: The Service Provider shall allow the State access to system security logs that affect this engagement, its data, and/or processes. This includes the ability to request a report of the activities that a specific user or administrator accessed over a specified period of time as well as the ability for an agency customer to request reports of activities of a specific user associated with that agency.
 - a. These mechanisms should be defined up front and be available for the entire length of the agreement with the Vendor.
32. Contract Audit: The Service Provider shall allow the State to audit conformance including contract terms, system security and data centers as appropriate. The State may perform this audit or contract with a third party at its discretion at the State's expense.
33. Sub-contractor Disclosure: The Service Provider shall identify all of its strategic business partners related to services provided under this contract, including but not limited to, all subcontractors or other entities or individuals who may be a party to a

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joint venture or similar agreement with the Service Provider, who will be involved in any application development and/or operations.

34. Sub-contractor Compliance: Vendor must ensure that any agent, including a vendor or subcontractor, to whom the Vendor provides access agrees to the same restrictions and conditions that apply through this Agreement.
35. Processes and Procedures: The Service Provider shall disclose its non-proprietary security processes and technical limitations to the State so that the State can determine if and how adequate protection and flexibility can be attained between the State and the vendor. For example: virus checking and port sniffing — the State and the vendor shall understand each other's roles and responsibilities.
36. Operational Metrics: The Service Provider and the State shall reach agreement on operational metrics and document said metrics in the Service Level Agreement. Examples include but are not limited to:
 - a. Advance notice and change control for major upgrades and system changes;
 - b. System availability/uptime guarantee/agreed-upon maintenance downtime;
 - c. Recovery Time Objective/Recovery Point Objective; and
 - d. Security Vulnerability Scanning.

III. FUNCTIONAL/TECHNICAL REQUIREMENTS

A. General

37. The Solution must provide the ability for internal users to self-register for account setup, login, and password setting.
38. MPSC intends for public users to continue filing complaints from the MPSC website and for vendor hosting of the process to remain transparent to the public. For your reference, below is a link to the current intake form for public complainants. <https://www.psc.state.ms.us/ComplaintV2/>. Vendor must be able to provide equivalent or better intake form/services to public complainants, including mobile users.
39. Solution must track user actions, including whether the complaint originated from the website or was manually entered.
40. Using a dropdown menu or similar method, the solution must allow the complainant to select whether the complaint is an original, modification, or other type as defined by MPSC.
41. Solution must allow applicant to print a copy of all complaints.
42. The solution must not time out while a complaint is actively being entered. MPSC will determine the timeout interval(s) for inactive sessions.
43. Solution must allow users to attach required documentation to complaints.
44. Solution must provide real-time information so that data is immediately available for use in all functions, including tracking and reporting.
45. Solution must ensure that notes or comments added to a record can only be edited or deleted by the originator or another authorized user.
46. Solution must provide data import and export capabilities.

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47. Solution must allow authorized users to update the MPSC/Utility contact information as needed.
48. Solution must provide context sensitive help, instructions, and error messaging to users throughout all aspects of the complaint process.
49. Solution must support typical Microsoft Office functions such as cut, copy, spell check, paste, etc.
50. Solution must allow the viewing of multiple projects and screens simultaneously, along with the ability to minimize and resize windows as needed.
51. Solution must be customizable for data elements applicable to MPSC's complaint submittal and management actions.
52. Data elements must be accessible through dropdown menus, checkboxes, data pickers, etc., to ensure standardization of MPSC processes and data collection formats.
53. Solution must have the ability to manage, verify, and apply digital signatures.
54. Solution must allow supplemental information to be added to reports without affecting existing information.
55. Solution must include standard email templates, correspondence templates, and the ability to produce mailing labels based on user defined criteria.
56. Solution must be able to lock complaints for editing once they have been entered.
57. Authorized MPSC staff must be able to cancel inactive users and/or logins.
58. All information must be trackable and viewable by users for purposes of status and history.
59. Authorized MPSC staff must be able to print and email requested information.
60. Authorized MPSC staff must be able to flag projects for configurable reasons, such as being incomplete, inaccurate, or duplicate.
61. Solution must generate task logs for every supervisor, reviewer, project manager, and all other task deliverables.
62. Task logs must reveal daily assigned tasks, task details, task due dates, task status, and all other details pertinent to task management.
63. Authorized MPSC staff must be able to make corrections to complaints or retire complaints (such a duplicates) if necessary.
64. Vendor must agree that all MPSC data must remain within the continental United States borders. At no time will the transmission or storage of any MPSC data be permitted to any resource outside of the United States.

B. Administrative Management

65. Solution must provide controlled access to features and functions by configurable, role-based permissions as defined by MPSC.
66. Solution must prevent unauthorized access to the system. Vendor agrees to work with the MPSC to set identity management requirements, including forced password changes for system users. The MPSC intends to observe best practices as it relates to identity management and password security requirements.

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67. Solution must allow the system administrator to set rights for access to data by an individual or group.
68. Solution must accommodate administrator user rights to any and all workflows and tasks as determined by MPSC.
69. Authorized MPSC staff must be able to restrict specific user groups from being able to create, view, or print certain types of documents.
70. Authorized MPSC staff must be able to grant view-only access as appropriate to individual users or user groups.
71. Solution must prevent unauthorized users from permanently deleting records.
72. Authorized MPSC staff must be able to delete, update, or correct CMS records.
73. Authorized MPSC staff must be able to assign rules for data entry and validation rules for all entry points.
74. Authorized MPSC staff must be able to add, edit, and delete rules as determined by MPSC.
75. Roles, security, and access rights must be easily configurable without Vendor assistance.
76. Solution must provide vendor hosted, automatic daily data backup. Backup must be encrypted and not susceptible to ransomware.
77. Solution must adhere to all current, relevant security and privacy standards.
78. Vendor must agree that all data stored within the proposed solution will be compliant with all data privacy laws, including but not limited to HIPAA and the protection of Personally Identifiable Information (PII).
79. Vendor must agree that proposed solution will comply with the State of Mississippi's Enterprise Cloud and Offsite Hosting Security Policy, including all provisions that govern the treatment of non-public data. Vendor may request a copy of the Enterprise Cloud and Offsite Hosting Security policy via email to rfp@its.ms.gov.

C. Access

80. Solution must be web-accessible only to authorized users as determined by the MPSC.
81. The access portal for authorized users and public users must be intuitive and easy to navigate.
82. Solution must be fully compatible with mobile devices through common browsers such as Chrome, Internet Explorer, Microsoft Edge, Firefox, and Safari, including the current and two immediately preceding versions.
83. Solution must accommodate project management functions on mobile platforms.
84. Solution must include mobile access for IOS and Android platforms for use in the field for MPSC staff and end users.
85. Solution must be compatible with Microsoft tablet, Android tablet, IOS and related devices for the current and two immediately preceding versions.

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86. Solution must accommodate mobile access for documentation, including but not limited to remote data entry, access to document viewing, and workflow functionality.
87. Solution must allow MPSC to update and save forms when working without internet access so that they can be uploaded when service is established.
88. Users must be able to review reports online and/or via mobile access.
89. Solution must provide real-time data exchange with field devices having adequate access.
90. Vendor must specify any downloads, plug-ins, or additional software (add-ons) (e.g., Java, Flash, etc.) required to access the proposed solution.
 - a. For any necessary downloads, plug-ins, or add-ons, instructions for access and installation must be easily accessible to participants as a part of the proposed solution. Vendor must describe how the additional software is presented to the user and detail the process for download and installation of the software. Vendor should include a sample screen shot or sample instructions with Vendor's response to this requirement.
 - b. For any necessary downloads, plug-ins or add-ons, Vendor must describe the process for educating users on installation and maintenance, including new users as they are added.

D. Workflow

91. Solution must allow multiple, configurable workflows and approval processes in accordance with MPSC established procedures.
92. Flexible workflow routing must be able to direct tasks to individual users as assigned.
93. Workflow routing must accommodate, track, and report on due dates as defined by MPSC.
94. Solution must distribute project information and/or tasks to relevant parties simultaneously.
95. Solution must display workflows in a simple interface that will indicate current status of a work item in the workflow.
96. Solution must provide the ability to create and modify workflows using built-in administrative tools.
97. Workflows must be capable of routing functional responsibilities and applicant materials, etc. to specific staff member work queues.
98. MPSC will consider it an advantage if the solution allows workflows to be configured with drag-and-drop tools through a graphic user interface.
99. Authorized MPSC staff must be able to re-assign and/or override workflow tasks as necessary to manage workloads and processes.

E. Reports and Dashboards

100. Solution must accommodate the creation and modification of standard reporting templates for each using and/or authorizing entity as defined by MPSC.

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101. Solution must accommodate user defined reporting for the purpose of creating custom reports from any and all data elements for which MPSC requires tracking and/or reporting.
102. All fillable fields must be searchable, and solution must be able to generate entire histories that can be displayed as numbers, graphs, or charts, etc.
103. User defined reporting tool must be intuitive and easy for the user to comprehend.
104. Solution must provide configurable reporting of all system activity, as required by MPSC.
105. Solution must provide the ability to save user-generated reports under user profiles.
106. Solution must allow authorized MPSC staff to create their own reports using an online interface that does not require specialized knowledge of a third-party tool such as Crystal Reports.
107. Solution must allow MPSC staff to create and save customized reports and queries.
108. Solution must be capable of exporting reports into several file formats including, but not limited to PDF, MS Excel, and MS Word.
109. Solution must be able to distribute reports through the workflow as email attachments.
110. Solution must provide configurable dashboards on throughput performance measures and system activity, such as active users, etc.
111. Solution must provide configurable executive dashboards.

F. Alerts and Notifications

112. Solution must provide all notification capabilities common to best practice public utility complaint initiation, tracking, and management solutions.
113. Solution must auto-generate error messages as appropriate to users when they fail to complete required information or when information is entered in incorrect formats.
114. Solution must provide email and/or correspondence templates for notification purposes.
115. Solution must be capable of notifying the appropriate users when actions are pending.

G. Document Manager

116. MPSC does not expect to need scanning and indexing services, but the document management system must be adequate to accept, maintain, and archive documents related to the MPSC CMS activities.
117. Solution must accommodate printing and/or exporting of maintained and managed documents.
118. Stored documents must be searchable by key words, such as case number, utility name, date ranges (rec'd date or entered date), district, form type and subtype and other indexed attributes.
119. Solution must allow case reviewers to directly attach files associated with MPSC CMS activities. This function must accommodate mobile access.

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120. In general, solution must allow permission-based review and editing of documents in the document manager. Specifically, MPSC allows public users to search public documents and must be able to restrict public access to confidential information.
121. Document management solution must accept the migration/import of documents and other digital assets presently used by MPSC. Common MPSC process document formats include all Microsoft Office formats and .pdf.

H. Search Function

122. Solution must allow users to search by docket number, complainant name/other related info, Utility name/number, district, date range, or any other indexable attribute as required by MPSC.
123. Solution must be able to search on all data elements and have full key word search capability.
124. Solution must be able to produce search results that represent the search term, as well as subtle variations of the search term.

I. Audit Functions

125. The solution must assign unique identifiers to system transactions to facilitate MPSC auditing functions.
126. For tracking and audit purposes, solution must assign unique identifiers to all authorized users.
127. The solution must timestamp all actions taken by users and reflect the activity in the audit trail.
128. The solution must maintain audit trails of data changes including but not limited to previous and new values, change dates, and the identity of the person making the change.
129. Audit trails must be accessible in real time by authorized MPSC staff.
130. The solution must also be able to produce an audit trail of the historical security access changes for each user.
131. Audit trails must be customizable and exportable in common report formats.
132. Audit trails must be retained and accessible for the current month and the prior twelve months.

J. Archival Requirements

133. Authorized users must have perpetual access to all migrated and current public utility complaint information for viewing and/or printing as determined by MPSC. MPSC must be able to retain a complete and ongoing history of present and past data.

IV. IMPLEMENTATION REQUIREMENTS – STATEMENT OF WORK

A. Vendor Acknowledgement

134. This section outlines the minimum expectations of the awarded Vendor for implementation of the selected solution. Implementation deliverables will reveal the Vendor's expertise in project management, data conversion/migration, and acceptance testing, etc. MPSC expects the preliminary implementation plans to be

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refined by the awarded Vendor and MPSC project managers during the implementation process. Whether the awarded Vendor will need to be onsite at any time will be determined by the implementation project demands. MPSC reserves the right to require onsite Vendor participation if it would be in the best interest of MPSC.

135. The State expects the awarded Vendor to be responsible for design, configuration, conversion/migration, implementation, testing, training, hosting, maintenance, and support of the awarded solution.
136. The State expects implementation with limited interruption to incumbent MPSC business operations. Any interruption to such operations must be approved by MPSC and conducted in a way to prevent loss of service.
137. Upon award, MPSC intends for the requirements set forth in RFP 4504, Attachment A to RFP 4504, and the awarded Vendor's proposal, including any subsequent, agreed upon provisions and revisions, to act as the Implementation Statement of Work.

B. Project Work Plan and Schedule

138. Vendor must propose a project work plan that includes an implementation plan and schedule. The plan must include, but not be limited to, tasks (all phases), estimated hours per task, major project milestones, quality assurance checkpoints, etc. Provide an estimated timetable detailing all phases of implementation from the point of contract execution through completion of go-live, final system acceptance, and user training to MPSC staff and end users.
139. Upon award, the Vendor and MPSC will jointly modify the proposed plans as appropriate to meet implementation objectives. MPSC expects the Vendor to work with the MPSC Project Manager to ensure effective project management during all phases.
140. Vendor will be responsible for any integration, migration, or implementation issues that may arise during implementation.
141. As it relates to this procurement, state all Vendor assumptions or constraints regarding the proposed solution and overall project plan, timeline, and project management.
142. Identify any potential risks, roadblocks, and challenges you have encountered in similar implementations that could negatively affect a timely and successful completion of the project. Recommend a high-level strategy that MPSC can take to mitigate these risks.
143. The implementation plan must include multiple environments, including Development, User Testing, Final Acceptance Testing, and Production.
144. In the testing environments, all customizations, integrations, and interfaces must be tested and validated.

C. Data Migration

145. Vendor must successfully migrate existing data (1.2 GB) from the incumbent solution to the awarded solution. Vendor is responsible for data conversion if required for the migration. The current environment is a SQL Server 2019 Enterprise Edition.

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146. Vendor must describe proposed data migration testing plans to validate the successful migration of agreed upon data to the proposed solution. A separate Data Migration Plan (DMP) is not necessary if the Project Management Plan (PMP) includes adequate details for evaluation. Otherwise, Vendor must submit a separate DMP.
147. Solution must accommodate all document formats that will require migration with existing records. Document formats currently in use are all Microsoft Office formats, .pdf formats, and all photo formats.
148. Vendor must agree that final data migration and data migration testing plans are subject to approval by the MPSC.
149. Vendor must work with the MPSC project implementation team to update and modify the preliminary data migration plans as appropriate.
150. Vendor must acknowledge and agree that MPSC is the sole owner of any and all database content migrated from the current solution to the proposed solution, and any future database content created within the awarded vendor solution, with exclusive rights to use the database content without restriction.
151. Vendor must agree that, in the event it becomes necessary, such migrated database content and future created database content will be made accessible in a non-proprietary format that is acceptable to MPSC.
152. If migration costs are not included in the base quote for the solution, Vendor must present such costs as separate line items in Section VIII, Cost Information Submission.

D. User Acceptance Testing

153. Vendor agrees to support MPSC's User Acceptance Testing (UAT) to prove that the proposed solution fully meets the requirements of this RFP/Attachment A, including validation of converted and/or migrated data.
154. So that MPSC can assess Vendor's ability to conduct UAT, Vendor must submit with his proposal a preliminary User Acceptance Testing Plan. MPSC will accept a sample plan from a previous implementation of similar size and scope and Vendor may redact the plan if necessary.
155. Upon award, Vendor agrees to finalize the preliminary UAT plan with input from the MPSC project team.
156. Awarded Vendor must agree to regular status meetings with the MPSC project management team to review progress on UAT.

E. Integrations and Interfaces

157. The public facing MPSC website (supported by Tyler Technologies) provides contact information for regional utility providers. For an example, see the following website: <https://www.mpus.ms.gov/mpus/harrison>. The utility contact information originates in the incumbent on-premise solution and any updates to the public facing website are made manually by MPSC staff. Vendor must be capable of automating the process of linking updates from the awarded solution to the public facing MPSC website. If the related cost is not included in the base quote for the solution, Vendor must provide the estimated cost or a costing methodology as a separate line item in the Section VIII Cost information Submission of this RFP.

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F. User Training and Documentation

158. Solution must provide thorough web-accessible tutorial/training geared toward public users and MPSC internal users.
159. Prior to go-live, Vendor must agree to adequately train MPSC staff users and administrators in how to use the system to successfully perform their respective tasks and workflows.
 - a. Such training must be intuitive and easy to use.
 - b. Such training must inform and equip administrators in all aspects of system administration, including query and reporting tools.
 - c. Such training must enable employees to perform system-related functions from testing through go-live.
 - d. Such training must provide a step-by-step narrative description of each operational task and function of the system.
160. Vendor must keep the tutorial updated and in sync with the solution after any upgrades or modifications.
161. Vendor must provide training documentation and keep it updated as appropriate, including revisions related to upgrades or modifications. An ongoing, constantly updated, web-accessible format is preferred by MPSC.
162. Vendor must provide three to five days of on-site training for the primary system administrators in all facets of system use, including but not limited to oversight, searching, reporting, security, workflow, and audit trail functions.
163. Vendor must agree to train MPSC staff users and administrators in the effective use of the document management system.

G. Final Acceptance Review

164. Vendor agrees that upon the successful completion of all implementation phases, including end user training, MPSC will conduct a Final Acceptance Review (FAR) to determine whether or not Vendor has satisfied the terms and conditions of the awarded contract, which includes the requirements of RFP No. 4504, and Attachment A to RFP 4504.

V. SUPPORT AND MAINTENANCE

A. Customer Support

165. Vendor must commit to maintaining active support for all software components including, but not limited to assistance and ongoing support to all MPSC end users for all problems and issues.
166. MPSC regular business hours are 8:00 am to 5:00 pm Central Time. Vendor must maintain a help desk located in a professional call center in the continental United States to assist MPSC users when questions or problems arise during regular business hours and must maintain a 24-hour on call person to assist law enforcement whenever the need arises.
167. Vendor must agree to provide response to service incidents in accordance with the definitions and requirements in Table 1 below. An incident is a disruption in the normal information flow or service with the software application.

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Table 1 – Severity Levels for Incident Creation

Incident Category	Incident Description	Vendor Response Requirements
1 - Critical	System Failure/Loss of Service: A problem with all or part of a component of the Licensed Software/Hosted service which causes disruption to business activity and prevents the use of the System.	Vendor Acknowledgement/ Response within one hour of intake. Incident Resolution within four (4) hours of intake.
2 - High	Non-critical System failures: A fault that prevents the System from operating in accordance with specifications. System remains usable with a moderate level of difficulty. This category also includes incidents of response time degradation on non-critical system components.	Vendor Acknowledgement/ Response within four (4) hours of intake. Incident Resolution within twenty-four (24) hours of intake.
3 - Medium	Non-critical System failures: A fault that prevents the System from operating in accordance with specifications. System remains usable with a minimum level of difficulty. This category also includes user questions and requests for information.	Vendor Acknowledgement/ Response within four (4) hours of intake. Incident Resolution within forty-eight (48) hours of intake.
4 - Low	Non-critical System failures: A fault that prevents the System from operating in accordance with specifications. System remains usable with a minimum level of difficulty. This category also includes user questions and requests for information.	Vendor Acknowledgement/ Response within four (4) hours of intake. Incident Resolution within one week (7 days) of intake.

168. Vendor must describe how support issues are reported.
169. Vendor must detail its process for receiving, recording, tracking, and resolving software issues identified by the users of the software.
170. Vendor must detail its escalation procedures.
171. Upon implementation, Vendor is required to provide complete documentation of all support processes and keep it updated at all times. Web-accessible format is acceptable to MPSC.
172. Vendor must describe its policies and procedures for notifying users of scheduled maintenance, unscheduled maintenance, emergency maintenance, downtime, system errors, or degraded performance.

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173. Solution must maintain a 99% availability rate, including scheduled maintenance.
174. Vendor must agree to give MPSC advance notice of upgrades that would significantly impact system availability. Describe how new functions and features are released and how much control clients have over which new features are implemented.
175. Vendor must provide technical support for at least 100 hours for twelve (12) months at no additional cost to the MPSC.
176. Vendor's *Cost Submission Summary* (Section VIII of this RFP) must specify costs to provide the proposed support on an annual basis for up to three years.

B. Remedies for Failure to Meet Service Credits

177. Vendor agrees that service credits will accrue for unscheduled downtime, including Vendor's failure to meet system availability requirements or response time requirements for curing deficiencies.
178. For purposes of assessing service credits, response timeframes will be measured from the time the Vendor is properly notified until the State determines that the deficiency has been resolved.
179. For purposes of assessing service credits, Vendor agrees that credits will be measured in monthly cumulative hours/minutes for unresolved deficiencies and unscheduled downtime.
180. Vendor agrees that Table 1 Incident Category Levels 1 and 2 response time deficiencies will be considered unscheduled downtime and will entitle the State to service credits in accordance with Table 2, Service Credit Assessments below.
181. Without limiting any other rights and remedies available to State, Vendor agrees to issue service credits in accordance with the measures prescribed by Table 2, Service Credit Assessments.
182. Vendor agrees that service credits will be calculated separately for each applicable deficiency and will be assessed at the end of each month of system maintenance.
183. Vendor agrees that after 30 days of continued, deficient response time, according to the SLA, the State will consider the conditions to be equal to unscheduled downtime and the service credits in the Table 2 will go into full force and effect.
184. In the event of repeated violations of a single SLA measure or multiple failures across SLA measures over two consecutive months, the State reserves the right to renegotiate SLA measures and/or escalate the applicable reductions by 50% of the stated liquidated damages after non-responsiveness.
185. Vendor agrees that service credits are not penalties and, when assessed, will be deducted from the State's payment due to the Vendor.

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Table 2 – Service Credit Assessments

Length of Continuous Unscheduled Downtime	Service Credits
1 to 4 hours	One day of Service Credits equal to 1/30th of Monthly Fees
4 to 48 hours	Two days of Service Credits equal to 1/15th of Monthly Fees
48 to 96 hours	Five days of Service Credits equal to 1/6th of Monthly Fees
Each additional block of 96 hours thereafter	Additional Five days of Service Credits equal to 1/6th of Monthly Fees

C. Product Updates

186. Vendor must describe its release management methodology and processes for updating its software for all types of releases, including (but not limited to):
- a. Security Updates;
 - b. System Maintenance;
 - c. System Enhancements; and
 - d. Education and Training.
187. Enhancements and updates must be included with annual maintenance fees. Vendor must include the related cost in Section VIII, *Cost Information Submission*.

D. Software Updates

188. Once available, Vendor must provide all software updates necessary to keep current with the proposed solution’s technology standards, industry standards, third party software upgrades, enhancements, updates, patches, APIs, and bug fixes, etc.
- a. Such Software updates shall include but not be limited to enhancements, version releases, and other improvements and modifications to the core solution software, including application software.
 - b. The State requires notice in advance of software updates.
189. Vendor agrees that maintenance services will also include maintaining compatibility of the solution software with any and all applicable Vendor provided interfaces.
190. Vendor agrees that prior to installation of any third-party software or any update thereto, Vendor must ensure compatibility, promptly upon release, with the then current version of the software.
191. Vendor agrees to ensure compatibility with all required or critical updates to third party software, including without limitation, service and compatibility packs, and security patches.

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192. Vendor agrees that third party application software incorporated by the Vendor is subject to the same maintenance and service obligations and requirements as the application software components that are owned or are proprietary to the Vendor.

E. Technology Refresh and Enhancements

193. Vendor agrees to conduct joint technology reviews with the State to guarantee that the software and system security are adequate for State purposes and are consistent with then-current technology used in similar systems.

F. Warranty

194. The warranty period is a one-year period during which the Vendor must warrant, at no cost to MPSC, all work performed as stated in RFP, Vendor’s proposal, and any subsequent Statement(s) of Work. The warranty period must include the necessary vendor support to correct any deficiencies found and to provide any other consultation as needed.
195. For any phased implementations or processes, the warranty period for each phase or process will begin only when Vendor has fully implemented the phase or process and MPSC has accepted the phase or process as functioning properly and in coordination with any previously implemented phase(s) or process(es).
196. The Vendor must agree to warrant all proposed application software to be free of errors for a minimum period of one year after acceptance. During this period, the Vendor must agree to correct, at his own expense, any discovered errors. If the system fails during warranty period due to a defect, the Vendor will offer a workaround solution within 24 hours and a full fix within five business days.
197. The Vendor must state and discuss the full warranty offered during the warranty period on all proposed software and services and indicate if it is longer than the minimum.
198. This warranty must cover all components for which services were provided, including all programs, forms, screens, reports, subroutines, utilities, file structures, documentation, interfaces, conversions, configurations, or other items provided by the Vendor.
199. The Vendor must agree that all corrections made during the warranty period are integral to work associated with this project and will therefore be made at no additional charge.

VI. OTHER

A. Deliverables

Table 3 - Deliverables

Deliverable/Plan Title
1. Implementation Requirements – Statement of Work - Section IV
Project Work Plan and Schedule – Item B*
User Acceptance Testing Plan (UAT Plan) - Item D

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Table 3 - Deliverables

Deliverable/Plan Title
User Training and Documentation – Item F
2. System manuals and project documentation - complete and all inclusive.
<small>*If the PMP does not provide enough detail to properly evaluate proposed data migration efforts, then a separate Data Migration Plan (DMP) is necessary.</small>

B. Change Order Rate

- 200. After implementation and acceptance of the services procured by this RFP, MPSC may require additional services, such as enhancements or other system related needs. Vendor must include a fully loaded change order rate as a separate line in the Vendor's Cost Information Submission, Section VIII of this RFP.

C. Other Requirements

- 201. ITS acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed solution. Vendors must specify, here, what additional components may be needed and are proposed in order to complete each configuration.
- 202. If any component(s) necessary for operation of the requested system is omitted from Vendor's proposal, Vendor must be willing to provide the component(s) at no additional cost.