RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4504 for the Public Service Commission

From: David C. Johnson

Date: March 27, 2024

Subject: Responses to Questions Submitted

Contact Name: Solicitations Team

Contact E-mail Address: RFP@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: Is MPSC looking for Case Management Solution that also provides communication functionality? Example: Needing to call and/or message a complaintee.

Response: **No, not at this time.**

Question 2: For Public Users entering in complaints, does MPSC have any need to provide Chatbot support on the Intake form page?

Response: **No, not at this time.**

Question 3: Does MPSC want to provide complaint intake forms in any other way? Example: SMS, Web Chat, Voice Bot, or any other channel.

Response: **No, not at this time.**

Question 4: Does this solution need to integrate with any Contact Center or Communication solution? If so, which one?

Response: **No, not at this time.**

Question 5: How many staff need to be trained to support the new solution?

Response: **Approximately 20 employees. Training documentation will be needed for other "view only" users.**

Question 6: Do you require 8 x 5 or 24 x 7 support?

Response: **8:00 am - 5:00 pm support.**

Question 7: How many business units or agencies will be using the new solution?

Response: **Mississippi Public Utilities Staff (MPUS) and MPSC will utilize the new system. Both agencies technically function as one agency and are on the same network and system.**

Question 8: Is MPSC looking for Case Management Solution that also provides communication functionality? Example: Needing to call and/or message a complaintee.

Response: **Refer to response in question number 1.**

Question 9: For Public Users entering in complaints, does MPSC have any need to provide Chatbot support on the Intake form page?

Response: **Refer to response in question number 2.**

Question 10: Does MPSC want to provide complaint intake forms in any other way? Example: SMS, Web Chat, Voice Bot, or any other channel

Response: **Refer to response in question number 3**

Question 11: Does this solution need to integrate with any Contact Center or Communication solution?

Response: **Refer to response in question number 4.**

Question 12: Please provide the number of Microsoft SQL databases to be considered for the data conversion, and how many tables reside in each database. Are there any other data sources that will be part of the data migration?

Response: **There are 4 main databases: 67 tables, 16 tables, 46 tables, and 28 tables respectively. All the data stored in the 4 SQL databases will need to be converted. The data from those SQL databases will be shared with our ARCGIS system and website. The PDF documents are currently stored in INSITE, which is a document management system. The PDFs will need to be imported into the new system for easy access internally and must be searchable on the PSC website.**

Question 13: Please provide an estimate of the total storage size of the documents to be migrated (E.g. 200 GB). If possible, also provide a total number of the documents.

Response: **MPSC estimates the total current size to be less than 25gb. Document PDFs are encrypted. MPSC does not currently have an estimate of the actual number of documents.**

Question 14: Can we have examples of data that will need to be imported and exported? And the source/destination formats?

Response: **As for source/destination formats, the SQL databases would be similar to what MPSC has now. An example of the INSITE PDFs can be viewed on the MPSC site** http://www.psc.state.ms.us/trinityview/mspsc.html **by inputting 2023 for the Case Year, UN for Case Type, and 18 for Case No. Below are some examples of the data that will need to be imported and exported.**

The example table only contains a few of the tables in the CTS SQL Database.
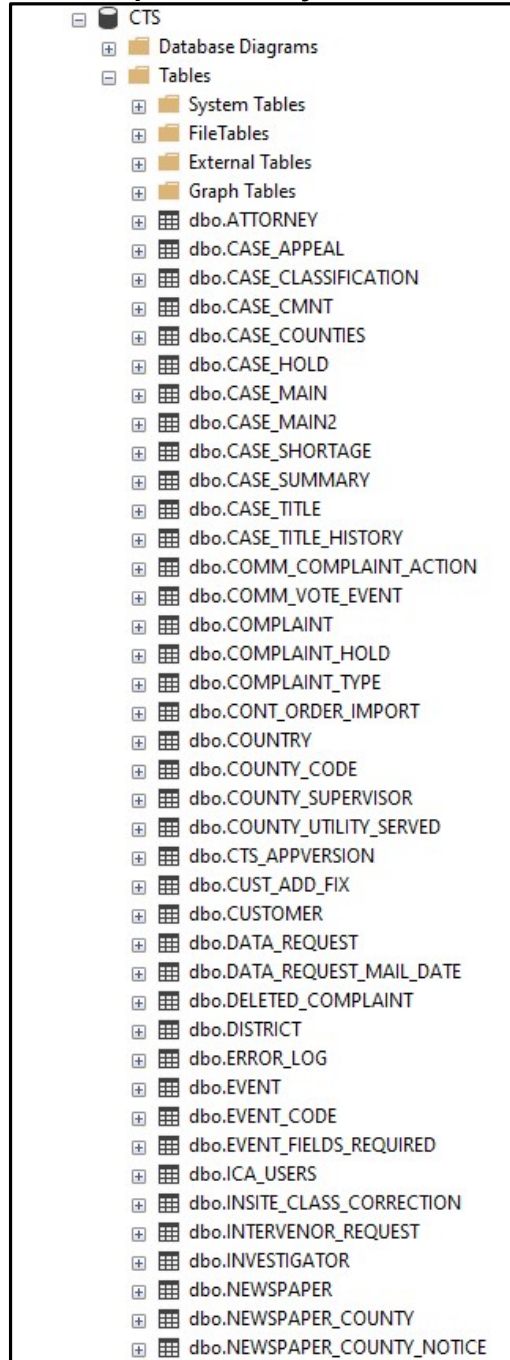
The Utility table from the CTS SQL Database contains fields such as:

```
        [UtilityRsn]
       ,[SubTypeCode]
       ,[StaffUserId]
       ,[UtilityType]
      ,[UtilityCentral]
     ,[UtilitySouthern]
     ,[UtilityNorthern]
       ,[UtilityLegal]
 ,[UtilityOperationNumber]
         ,[LegalName]
      ,[UtilityDbaName]
        ,[NamePrefix]
        ,[FirstName]
        ,[MiddleName]
         ,[LastName]
       ,[ContactTitle]
       ,[UtilityAddr1]
       ,[UtilityAddr2]
        ,[UtilityCity]
       ,[UtilityState]
        ,[UtilityZip]
       ,[MailingAddr1]
       ,[MailingAddr2]
        ,[MailingCity]
       ,[MailingState]
        ,[MailingZip]
      ,[MailingCountry]
      ,[PhysicalAddr1]
      ,[PhysicalAddr2]
       ,[PhysicalCity]
       ,[PhysicalState]
        ,[PhysicalZip]
      ,[PhysicalCountry]
          ,[Phone]
         ,[PhoneExt]
           ,[Fax]
          ,[FaxExt]
        ,[UtilEmail]
        ,[AddressSame]
     ,[CustServPrefixPrim]
        ,[CustServName]
      ,[CustServFNamePrim]
      ,[CustServMNamePrim]
      ,[CustServLNamePrim]
      ,[CustServPhonePrim]
       ,[CustServExtPrim]
       ,[CustServFaxPrim]
      ,[CustServFaxExtPrim]
      ,[CustServEMailPrim]
      ,[CustServPrefixSec]
       ,[CustServFNameSec]
       ,[CustServMNameSec]
       ,[CustServLNameSec]
       ,[CustServPhoneSec]
        ,[CustServExtSec]
        ,[CustServFaxSec]
```

```
            ,[CustServFaxExtSec]
            ,[CustServEmailSec]
              ,[Salutation]
            ,[LastChangedDate]
                    ,[Gr]
              ,[GrRecdDate]
              ,[GrEndDate]
                    ,[Ar]
              ,[ArRecdDate]
              ,[ArEndDate]
                ,[Remarks]
            ,[ActivateCaseYear]
            ,[ActivateCaseType]
          ,[ActivateCaseSequence]
            ,[InactivateYear]
            ,[InactivateType]
          ,[InactivateSequence]
              ,[InactiveDate]
              ,[Jurisdiction]
                ,[UtilityID]
                    ,[ETC]
            ,[WaterAuthority]
                ,[CountryCode]
```

Question 15: Will MSPUS and MSPSC be using the same underlying system that the Vendor is proposing? if not, is there an API available for the MSPUS website that can be interfaced with? Or could links on the MSPUS website redirect to the MSPSC?

Response: **Yes, MPUS will be using the same system, but will have view only access internally. MPUS does not handle complaints. The MPSC and MPUS websites are both handled by MPSC Information Technology (IT) Division. The MPUS website is supported by MPSC's IT Division, so they are technically considered one agency when it comes to this project.**

RFP responses are due April 17, 2024, 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 the Solicitations Team via email at RFP@its.ms.gov.

cc: ITS Project File Number 47368