

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4545 for Mississippi Department of Human Services (MDHS)

From: David C. Johnson

Date: April 10, 2024

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Solicitations Team

Contact E-mail Address: RFP@its.ms.gov

RFP Number 4545 is hereby amended as follows:

- RFP, Section IV Legal and Contractual Information, Item 37 Proposal Bond is being modified to read:**

The Vendor is not required to include a ~~performance bond or irrevocable letter of credit Proposal Bond~~ with this Request for Proposals.

- RFP, Section VII Technical Specifications, Item 2, “Mandatory Provisions or No Mandatory Provisions in Technical Requirements for this RFP” is being removed from this RFP.**

~~2.1 — Certain items in the technical specifications of this RFP are MANDATORY. Vendors are specifically disallowed from taking exception to these mandatory requirements, and proposals that do not meet all mandatory requirements are subject to immediate disqualification.~~

~~2.2 — Mandatory requirements are those features classified as “M” (Mandatory) in the Attachment A document. Meeting a mandatory requirement means the Vendor has provided a detailed response that demonstrates that the Vendor meets the qualifications and experience required and/or the requested functionality exists in the base solution at time of proposal submission.~~

- RFP Section VII Technical Specifications, Item 5.5 is being removed from this RFP.**

SDC-10	The Contractor must provide resources to staff DDI agile teams.
SDC-11	The Contractor must perform activities for each phase in accordance with an Agile iterative process. The activities may include, but not limited to: <ol style="list-style-type: none"> 1. Creating and refining epics and acceptance criteria 2. Creating and refining user stories and acceptance criteria

	3. Creating development and testing tasks 4. Creating and maintaining team and sprint backlogs 5. Managing backlog refinement meetings 6. Providing story sizing for backlog items and associated estimated level of effort 7. Providing functional and technical subject matter expertise as required 8. Performing impact assessments, adhering to compliance standards, ADA and latest WCAG standards in order to assess, maintain, and improve the software product quality during iterations.
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4. **Section VIII: Cost Information Submission is being replaced with the attached Revised Cost Information Submission form.**

5. **Attachment A, Section I General, A. How to Respond, Item 1 is being modified to read:**

Beginning with Item ~~79~~ 76, label and respond to each outline point in this Attachment A as it is labeled.

6. **Attachment A, Section V System Requirements, A. Desired MDHS System Overview, Item 74 is being modified to read:**

Figure 6 presents a high-level, conceptual system design for the desired MDHS System. Please see the attached Conceptual System Design document diagram below for more information.

7. **Attachment A, Section VII Implementation Requirements – Statement of Work, B. Federal Compliance and Certification Requirements, Item 81 is being modified to read:**

The Contractor must comply with, and maintain, all standards and requirements of the latest version of the FNS Handbook 901 (Version 2.4, dated January 2020), the SNAP System Integrity Review Tool (SIRT), OCSS A Guide for States 2017, and other federal requirements for all ~~DDI and O&M~~ IV&V tasks, activities, and deliverables. ~~The Contractor must provide a Federal Certification and Review Management Plan (O11) and proof of MDHS System compliance, including Federal Certification and Review Supporting Documentation (O12).~~ The Contractor must also ensure that the proposed and implemented MDHS System meets OCSS, and other federal partner certification requirements required to ensure enhanced Federal Financial Participation (FFP) where enhanced funding is available, and normal FFP where enhanced match rates are unavailable.

8. **Attachment A, Section VIII OCSS Requirements, B. IV&V Standards, Item 109 is being modified to read:**

The following section contains lists of individual IV&V activities. All activities in ~~Section L. Project Management Plan~~ Section C IV&V Project Management – Section N Operations Oversight are IV&V activities and considered part of this solicitation. The checked activities should be costed and scheduled in the offeror's IV&V Project Management Plan and reported on in the Initial and Periodic IV&V Reports.

9. **Attachment A, Section IX Federal Partners & State Requirements (Child Support, Child Care, SNAP, and TANF), B. IV&V Standards, Item 116 is being modified to read:**

The following section contains lists of individual IV&V activities. All activities in ~~Section L. Project Management Plan~~ Section C IV&V Project Management – Section N Operations Oversight are IV&V activities and considered part of this solicitation. The checked activities should be costed and scheduled in the offeror’s IV&V Project Management Plan and reported on in the Initial and Periodic IV&V Reports.

10. **Attachment A, Section VII Implementation Requirements – Statement of Work, F. Contractor Capability, Item 88. C. is being modified to read:**

~~Consult with all stakeholders and assess the user~~ Assess the stakeholders’ involvement and buy-in regarding system functionality and the system’s ability to meet program needs.

11. **Attachment A, Section VII Implementation Requirements – Statement of Work, F. Contractor Capability, Item 88. H. is being modified to read:**

~~Develop a~~ Evaluate the project management plan, including recommendations for: adequate staff; staff skills, positions, and abilities; equipment resources; training and facilities; and functional responsibility and authority within a structured project organization.

12. **Attachment A, Section VIII OCSS Requirements, E. Project Management Row 13 is modified to read:**

Task Item	Task #	Task Description	Vendor Response
Business Process Reengineering	PM-8 <u>PM-14</u>	Verify that resistance to change is anticipated and prepared for by using principles of change management at each step (such as excellent communication, participation, incentives) and having the appropriate leadership (executive pressure, vision, and actions) throughout the reengineering process.	

13. **Attachment A, Section X Other, G. Travel, Item 140 is being modified to read:**

IV&V providers will be required to travel to the State offices periodically. All travel must be pre-approved by the IV&V Contract Manager. Reimbursement of all Per Diem and Meals and Incidentals Expenses (M&IE) costs for travel purposes, if needed, shall be based on current, approved GSA-Travel Schedule rates. All Offerors to this solicitation will include in their bid, a fixed amount, by year, for travel under this contract. This standard contract travel budget will be not exceed \$20,000 per year. Offerors are advised to bid exactly this amount.

14. Section VII Technical Specifications, Scoring Methodology, Items 8.1.3 and 8.2.2.1 are being modified to read:

Category	Possible Points
Non-Cost Categories:	
Approach to General and Technical Services- Support and Maintenance/Other/System Requirements	30
Approach to System Requirements OCSS Requirements/Federal Partners & State Requirements	20
Vendor Experience and Qualifications Implementation Requirements- Statement of Work	15
Total Non-Cost Points	65
Total Cost Points	35
Maximum Possible Points	100

Non-Cost Category	Possible Points
Approach to General and Technical Services- Support and Maintenance/Other/System Requirements	30
Approach to System Requirements OCSS Requirements/Federal Partners & State Requirements	20
Vendor Experience and Qualifications Implementation Requirements- Statement of Work	15
Maximum Possible Points	65

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: Since this is an electronic submission, are electronic signatures acceptable as opposed to “original signature in blue ink”? RFP Section II, #5

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

Question 2: Can bidders use their own headers and footers and format, or should proposal responses be inserted directly into the RFP? RFP Section II, #8

Response: **With the exception of the Cost Information Submission form, the State will leave this decision to the Vendor. Vendors must use the Cost Information**

Form that is provided. Vendors can place other required forms on Vendor's proposal templates. Vendors must follow the requirements listed in the Attachment A, General, A. How to Respond section.

Question 3: Please confirm that only 1 USB is required and that the State is not requesting hard copies of the proposal. RFP Section II, #9.1

Response: **Yes, one single USB flash drive that consists of individual files for each item outlined in the RFP Response Checklist with the Vendor's complete proposal should be included in Vendor's response to RFP Number 4545.**

Question 4: Would the State consider allowing vendors to email proposals? RFP Section II, #9.1

Response: **No, proposals cannot be submitted via email.**

Question 5: *"The Vendor must specifically document what limitations, if any, exist in working with any other Contractor acting in the capacity of the State's business partner, subcontractor or agent who may be managing any present or future projects..."*

Is this information that must be included in a proposal, or will the winning vendor be required to do this after award? If it must be included in the proposal, can you tell us who the other Contractors are so we can determine if any limitations exist? RFP Section III, #15: Vendor Imposed Constraints

Response: **The Vendor Imposed Constraints response must be included in the submitted proposal. A list of contractors the State works with can be found at <https://www.transparency.ms.gov/>.**

Question 6: Is a performance bond required? RFP Section IV, #38: Performance Bond/Irrevocable Bank Letter of Credit

Response: **Yes, a Performance Bond/Irrevocable Bank Letter of Credit is required.**

Question 7: "Mandatory requirements are those features classified as "M" (Mandatory) in the Attachment A document. Meeting a mandatory requirement means the Vendor has provided a detailed response that demonstrates that the Vendor meets the qualifications and experience required and/or the requested functionality exists in the base solution at time of proposal submission."

We found no requirements marked either mandatory or with an "M" in Attachment A. Please clarify which requirements are mandatory. RFP Section VII, #2.2: Mandatory Provisions or No Mandatory Provision in Technical Requirements for this RFP

Response: **See Amendment 2 above.**

Question 8: "The State will use the below methodology," and the subsequent table. The information included in the table describing the methodology includes "The Contractor must" statements. The language looks like requirements that are typical for a DDI Contractor but does not specifically state that. Are the requirements

included in this table for the DDI Contractor or the IV&V Contractor? RFP Section VII, #5.5

Response: See Amendment 3 above.

Question 9: Should bidders respond WILL COMPLY to this section since the technical requirements will be addressed in response to Attachment A? RFP Section VII, #6

Response: Section VII Technical Specifications, Items 1-5 are included for informational purposes and responding Vendors may respond to these statements. The “Functional and Technical Specifications” in which Vendors are expected to provide a point-by-point response are in Attachment A, beginning with Item 76. See Amendment 5 above.

Question 10: The evaluation criteria allot 30 points for “Approach to General and Technical Services.” Would the State please clarify exactly which sections of the proposal will be evaluated as the Approach to General and Technical Services? RFP Section VII, #8.1.3

Response: See Amendment 14 above.

Question 11: The evaluation criteria allot 20 points for “Approach to System Requirements.” However, Attachment A, Section V: System Requirements is informational and does not require any information from bidders. Please explain sections of the proposal are being evaluated for the Approach to System Requirements. RFP Section VII, #8.1.3

Response: See Amendment 14 above.

Question 12: Please clarify the intent of the site visit. Would you like to visit one of our other IV&V projects? RFP Section VII, #8.2.5: Site Visits

Response: The State’s intent would be for Vendors to provide reference sites of other IV&V projects that have been awarded.

Question 13: Is the line item for Software, Licensing, and Maintenance provided as an example or is this a cost item that should be priced? This is not a typical line item for an IV&V project. RFP Section VIII: Cost Information Submission

Response: See Amendment 4 above.

Question 14: If bidders consider information within the proposal to be confidential/proprietary, should a redacted copy of the proposal also be provided? RFP Exhibit A, Article 25: Confidential Information

Response: No, Vendors may not submit a redacted copy of their proposal response. Records furnished to ITS by Vendors which contain trade secrets, or confidential commercial or financial information will be handled in accordance with Miss. Code Ann. § 25-61-9 of the Mississippi Public Records Act.

Question 15: “Beginning with Item 79, label and respond to each outline point in this Attachment A as it is labeled.” Is “Item 79” the paragraph numbered 79 on page 29 of Attachment A? That is, “This procurement document defines the IV&V services required by Mississippi Department of Human Services (MDHS) in support of the Strategic Update of Critical Case and Eligibility Systems and Software (SUCCESS) Project automation effort.” If not, please clarify what “Item 79” is as we are unable to identify other possible options in either Attachment A or the RFP. Attachment A, I.A.1

Response: **RFP, Section VII Technical Specifications, Items 1-5 are included for informational purposes and responding Vendors may respond to these statements. The “Functional and Technical Specifications” in which Vendors are expected to provide a point-by-point response are in Attachment A, beginning with Item 76. See Amendment 5 above.**

Question 16: This section states that bidders must respond with WILL COMPLY or EXCEPTION to each point in the section. However, Section I.A.1, states bidders should start with Item 79. Please clarify whether bidders are to respond to each point throughout Attachment A or only begin at Item 79. Attachment A, I.A.2.a

Response: **RFP, Section VII Technical Specifications, Items 1-5 are included for informational purposes and responding Vendors may respond to these statements. The “Functional and Technical Specifications” in which Vendors are expected to provide a point-by-point response are in Attachment A, beginning with Item 76. See Amendment 5 above.**

Question 17: “Please see the attached Conceptual System Design document for more information.” Please provide the Conceptual System Design document. Although the Conceptual System Design Diagram is provided in Figure 6, we were unable to locate the Conceptual System Design document in either Attachment A, the RFP, or at <https://www.its.ms.gov/procurement/rfps-and-sole-sources>. Attachment A, #74, V.A: Desired MDHS System Overview

Response: **See Amendment 6 above.**

Question 18: SLA #3 states, “For purposes of this solicitation, all contractor staff supplying services to this IV&V contract are key personnel.” If all staff are key personnel and subject to SLAs, may IV&V staff include Subject Matter Experts (SMEs) on certain phases of the project, allowing staff to rotate in and out as their skill sets are needed for the project without replacement? Attachment A, VI.A: Standard Level Agreements (SLAs) SLA #3 - Key Personnel Attachment A, #98, VII.H: Key Personnel

Response: **Vendor can rotate SMEs; however, the State must be notified when changes are forthcoming. Additionally, the State would like to ensure consistency in project leadership.**

Question 19: The expectations defined in these 2 paragraphs do not align with expectations defined in Section IX, Federal Partners & State Requirements (Child Support, Child Care, SNAP, and TANF) of Attachment A starting on page 62, or deliverables defined in attachment A, Section X.B, Deliverables starting on page 88. Is the

information included in these 2 paragraphs part of the IV&V scope? Attachment A, #81 and #82, VII.B: Federal Compliance and Certification Requirements

Response: See Amendment 7 above.

Question 20: Are reviews to be quarterly or every 6 months? #86 and other places in the document say *reviews are to be quarterly*. However, C.5 says, “*Periodic IV&V Reviews will commence six (6) months following the start of the previous IV&V review, with the first activity of the Periodic IV&V Review being the onsite review.*” Attachment A, #86, VII.D: Frequency of IV&V Services Attachment A, X.C.1: Develop IV&V Management Plan Attachment A, X.C.5: Conduct Periodic Review(s)

Response: Reviews will be quarterly.

Question 21: User involvement and buy-in regarding system functionality and the system's ability to meet program needs is typically part of organizational change management (OCM). Based on this capability, the State is asking for assessment of OCM in the project? Attachment A, #88.c, VII.F: Contractor Capability

Response: See Amendment 10 above.

Question 22: The Project Management Plan is to include information about training and facilities. Please confirm this is for training of IV&V staff. If not, please clarify. Attachment A, #88.h, VII.F: Contractor Capability

Response: See Amendment 11 above.

Question 23: #108 states that IV&V may have “complete access” and “shall have access to all key staff on site at the SUCCESS Project location(s) daily.” This indicates that IV&V may visit the SUCCESS Project other than during the 10-day review stated later in document. Is this correct? Attachment A, #108, VIII.B: IV&V Standards

Response: Yes, that is correct.

Question 24: “The following section contains lists of individual IV&V activities. All activities in Section L. Project Management Plan are IV&V activities and considered part of this solicitation. The checked activities should be costed and scheduled in the offeror’s IV&V Project Management Plan and reported on in the Initial and Periodic IV&V Reports.” We could not find Section L. Project Management Plan, or a section titled Project Management Plan in either the RFP or Attachment A. We also could not find “checked activities” anywhere in either document. Please clarify which activities should be costed and scheduled in the offeror’s IV&V Project Management Plan and reported on in the Initial and Periodic IV&V Reports. Attachment A, #109, VIII.B: IV&V Standards

Response: See Amendment 8 above.

Question 25: Is the Management Briefing the same as the Attachment A, X.C.7: Prepare debriefing and deliver for OCSS (page 95)? If so, IM-4 states it is within 10 business days and X.C.7 states 5 calendar days. Please clarify. Is the

Management Briefing only required for the final report as stated in X.C.7?
Attachment A, VIII.C: IV&V Project Management IM-4 - Management Briefing

Response: No. No.

Question 26: These tables detail IV&V tasks. Each table within these pages includes a column for Vendor Response. Are vendors to provide a detailed response for every item? Per RFP page 31 paragraph 1.3, "The Vendor must respond with 'WILL COMPLY' or 'EXCEPTION' to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State's sole discretion, being subject to disqualification." We could find anything in Attachment A that indicates which items require detailed and specific responses vs. "WILL COMPLY". Please clarify which items in the RFP and Attachment A require a detailed response and for which items a "WILL COMPLY" response will suffice. Attachment A, VIII.C through VIII.N

Response: Items, beginning with Item 76 in Attachment A, require a response of "Will Comply" or "Exception". Vendors should provide detail to substantiate their response to ensure that the State is confident that the requirements will be met with little to no risk to the State. See Amendment 5 above.

Question 27: If these tables require a detailed response, can bidders respond in their own format outside of the tables? The column format does not lend itself to detailed response or adequately allow for graphics. Attachment A, VIII.C through VIII.N

Response: Vendors may provide responses in their own format; however, it should be clear and easily identifiable by the State as to which requirement that the Vendor is responding to. Please see RFP, Section II Proposal Submission Requirements for more information.

Question 28: Will there be a BPR vendor? There is not one shown in Figure 1 on page 6. Attachment A, VIII.E PM-12, PM-13, and PM-8: Business Process Reengineering

Response: No.

Question 29: Should PM-8 on page 42 be PM-14? Attachment A, VIII.E PM-8: Business Process Reengineering

Response: See Amendment 12 above.

Question 30: Will there be a QA vendor? There is not one listed in Figure 1 on page 6. Attachment A, VIII.F QA-1 through QA-13: Quality Management

Response: No.

Question 31: Will the awarded contractor be providing IV&V services for the SUCCESS Project to all the programs under the MDHS umbrella that are included in the Conceptual Design for Integrated Services (i.e. Adults and Seniors, Child Support Services, Community Services, Early Childhood Care & Development, Youth Services,

Workforce Development, and Economic Assistance)? If yes, is there or will there be a decided upon and adopted Enterprise Requirements Management methodology, framework, traceability matrix, and/or toolset that will include the business process maps, business requirements, workflows, identified targets for critical measures of performance, and data governance model? Attachment A, #110, IX.A: Federal Partners & State Requirements

Response: **No, the IV&V services for the SUCCESS Project will cover TANF, TWP, SNAP, DSNAP, SNAP E&T, CCPP, and Child Support Services.**

Question 32: These tables seem to be a repeat of the tables on pages 39-61. Was this in error or is some other response expected in the second set of tables? Attachment A, IX.C through XI.N

Response: **No. The tables are for separate partners, OCSS and Federal Partners.**

Question 33: What is the timeframe expectation for the OCSS review? Attachment A, X.C: Description of IV&V Contract Deliverables C.4: Initial IV&V Review Report C.6: Periodic IV&V Review Report

Response: **Timeframes are provided in Section C of Attachment A.**

Question 34: This section states, “workspace for up to three contractor staff while on-site...” Is the State only expecting a three member IV&V team? Or is the State limiting IV&V on-site to three members at a time? Attachment A, #136, X.F: State Furnished Items

Response: **No, we are not expecting a three member IV&V team. Yes, the State is limiting IV&V on-site to three members at a time.**

Question 35: This section states, “The contractor is expected to have regular office space separate from the SUCCESS Project site.” Is the awarded contractor expected to have office space in the Jackson Metro Area? Attachment A, #136, X.F: State Furnished Items

Response: **No.**

Question 36: Could ITS please confirm that it would like respondents to submit one proposal document (a hard copy and a single PDF electronic copy on a USB) containing the sections in the order listed on the Response Checklist? Or does ITS expect respondents to submit each of the items listed on the checklist as separate documents?

Response: **Vendors must submit one response of the complete proposal, including all sections and exhibits, on a USB flash drive.**

Question 37: The sixth item on the response checklist is “point-by-point response to Technical Specifications (Section VII of the RFP)”; however, section VII of the RFP refers to the requirements included in Attachment A. The ninth/final item on the response checklist is “point-by-point response to Functional and Technical Requirements (Attachment A)”. Could ITS please clarify how items six and nine on the checklist

differ? For item six, does ITS expect a point-by-point response to all of the paragraphs included in Section VII of the RFP, including items such as the procurement schedule and questions submission instructions?

Response: **RFP, Section VII Technical Specifications, Items 1-5 are included for informational purposes and responding Vendors may respond to these statements. The “Functional and Technical Specifications” in which Vendors are expected to provide a point-by-point response are in Attachment A, beginning with Item 76. See Amendment 5 above.**

Question 38: Paragraph 9.7 states, “Occasionally, an outline point in an attachment requests information which is not applicable to the products/services proposed. If the Vendor is certain the point does not apply to the given RFP, the Vendor should respond with ‘NOT APPLICABLE.’” Could ITS please provide some guidance regarding which outline points it believes are not applicable to this project/response?

Response: **No.**

Question 39: Could ITS please confirm that, in alignment with the statements included in paragraphs 9.8 and 9.9 of this section, any outline points in Attachment A that do not include a specific question/prompt/request for information do not require a response?

Response: **No.**

Question 40: Would ITS prefer respondents to include our responses to the questions in the questionnaire directly into the form provided in this section of the RFP, or is it permissible to include our responses in a separate document (provided they are clearly labeled)?

Response: **Vendors may provide responses in their own format; however, it should be clear and easily identifiable by the State as to which question that the Vendor is responding to. Please see RFP, Section II Proposal Submission Requirements for more information.**

Question 41: It appears that some of the non-cost categories are geared towards an IT system procurement compared to an IV&V services procurement. For example, how do the General and Technical Services and System Requirements categories relate IV&V services and how proposals will be scored? Can ITS confirm that the non-cost categories are correct?

Response: **See Amendment 14 above.**

Question 42: Item 1 states “Beginning with Item 79” proposals should be labeled and responded to by bidders. Please clarify how proposals should be organized as it relates to the sections within Attachment A (e.g., should bidders include proposal sections related to B. Federal Compliance and Certification, C. Federal Role in Perspective on IV&V, D. Frequency of IV&V Services, E. Conflict of Interest, etc.), which Items within the applicable proposal sections bidders should respond to, and how they should respond to each Item. For example, is ITS looking for vendors to respond

with a “Will Comply” or “Exception” along with a narrative response to each Item starting at Item 80 under section B Federal Compliance and Certification Requirements through Item 109 under Section E. IV&V Format and Content Reporting Requirements—Federal Partner (OCSS/FNS) & State? Please clarify how each section of the bidder’s proposal relates to the non-cost categories.

Response: **Items, beginning with Item 76 in Attachment A, require a response of “Will Comply” or “Exception”. Vendors should provide detail to substantiate their response to ensure that the State is confident that the requirements will be met with little to no risk to the State. See Amendment 5 above.**

Question 43: Does MDHS expect respondents to include our responses to Items 79-144 directly in the provided Attachment A document, or does the Department expect respondents to include our responses in a separate document?

Response: **Items, beginning with Item 76 in Attachment A, require a response of “Will Comply” or “Exception”. Vendors should provide detail to substantiate their response to ensure that the State is confident that the requirements will be met with little to no risk to the State. This detail can be provided within their response to Attachment A or within a separate document so long as it is clear and easily identifiable by the State as to which question that the Vendor is responding to. See Amendment 5 above.**

Question 44: Item 108 states, “The IV&V Service Provider shall have access to all key staff on site at the SUCCESS Project location(s) daily, as needed to observe meetings, review deliverables and documentation, conduct interviews, etc., in order to ensure a high level of integrity and confidence in the IV&V Service Provider’s SUCCESS Project oversight and monitoring. However, in Section G. Travel, it states that the IV&V team members will be required to travel to the state offices periodically. Can ITS clarify on-site expectations for the IV&V contractor or should bidders propose when IV&V will be on-site based on experience with providing IV&V services for projects of similar size and scope?”

Response: **Vendor should propose their timeline for on-site.**

Question 45: Our consulting firm has experience using the OCSS checklist(s)—using the applicable topic areas and corresponding tasks depending on where the project is at in the project lifecycle—to document evidence related to our findings, risks, and/or issues. When responding to other Child Support IV&V RFPs we have not had to describe how we will evaluate the project for each Task Item, rather we describe our overall approach to each point-in-time assessment (e.g., meeting observations, web surveys, targeted interviews with project stakeholders, etc.) as part of our IV&V services. Is ITS looking for bidders to respond to each Task Item in these sections with a “Will Comply” or “Exception” in the proposal? If not, please clarify expectations for what bidders should include in the “Vendor Response” column in these sections.

Response: **Items, beginning with Item 76 in Attachment A, require a response of “Will Comply” or “Exception”. Vendors should provide detail to substantiate their response to ensure that the State is confident that the requirements will be met with little to no risk to the State. See Amendment 5 above.**

Question 46: The description for C.8 Prepare and deliver invoices for payment implies that a monthly invoice should be submitted during IV&V reviews. We assume that invoices will be submitted upon approval of the contract deliverables, which will not be each month during reviews. We also assume that invoices for the IV&V Management Plan and IV&V Checklists can be submitted for payment before the Initial IV&V Review. Can ITS confirm if these assumptions are accurate? If our understand incorrect, please clarify the expectations regarding the contract invoicing deliverable.

Response: **Invoices for the services provided from RFP No. 4545 must be submitted upon approval of the stated deliverables, which may not be monthly. Invoicing and costs will be paid in accordance with Miss. Code Ann. § 31-7-301.**

Question 47: Item 140 states, "Reimbursement of all Per Diem and Meals and Incidentals Expenses (M&IE) costs for travel purposes, if needed, shall be based on current, approved GSA-Travel Schedule rates. All Offerors to this solicitation will include in their bid, a fixed amount, by year, for travel under this contract. This standard contract travel budget will be \$20,000 per year. Offerors are advised to bid exactly this amount." Is ITS open to bidders including travel expenses within the fixed-price deliverables—with a "Will Comply" statement that expenses will not exceed \$20,000 per year—rather than adding in a line item for travel budget in the cost proposal?

Response: **See Amendment 13 above. Vendors should include the \$20,000 travel budget as a separate line item rather than including them within the deliverable costs.**

Question 48: Section 1, page 4 (RFP doc)- Does the Cover Sheet need to be signed in ink or can it be signed electronically?

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

Question 49: Section 81, page 30 (Attachment A)- Can you please confirm if it is intended for the IV&V Contractor to be responsible for the Federal certification and compliance of the solution?

Response: **No.**

Question 50: Section 90 Vendor Qualifications, page 33 (Attachment A)- In lieu of development and implementation experience, would the State accept 3+ years of PMO experience overseeing a Child Support Enforcement System implementation project as adequate experience?

Response: **Yes.**

Question 51: Section 90 Vendor Qualifications, page 33 (Attachment A)- Does the State expect the work to be performed on site or is remote work acceptable?

Response: Item 90 is a requirement for references, so the State is unsure if this was the correct requirement for this question. However, the State expects work to be performed via a hybrid method.

Question 52: Section 4, page 21 (RFP)- Can you please clarify if we are required to include a performance bond or irrevocable letter of credit? Item 37 specifies that it is not required, and Item 38 specifies that it is required.

Response: Vendors must include a Performance Bond/Irrevocable Bank Letter of Credit. See Amendment 1 above.

Question 53: Section 8 & 9, pages 39-61/65-87 (Attachment A)- Can you please clarify the difference between pages 39-61 and 65-87?

Response: Two separate reports are required.

Question 54: Section 8, page 38 (Item #109 Attachment A)- Item 109 states "The following section contains lists of individual IV&V activities. All activities in Section L. Project Management Plan are IV&V activities and considered part of this solicitation. The checked activities should be costed and scheduled in the offeror's IV&V Project Management Plan and reported on in the Initial and Periodic IV&V Reports." Please clarify if "Section L. Project Management Plan" refers to what is marked "Section C. IV&V Project Management" on page 39? (Section L is labeled "System and Acceptance Testing.") Please also clarify what are "checked activities" since there don't appear to be checks?

Response: See Amendment 8 above.

Question 55: Section 8 & 9, pages 109/116 (Attachment A)- This item states: "The following section contains lists of individual IV&V activities. All activities in Section L. Project Management Plan are IV&V activities and considered part of this solicitation. The checked activities should be costed and scheduled in the offeror's IV&V Project Management Plan and reported on in the Initial and Periodic IV&V Reports." No items appear to be checked in the following section. Where can we find the checked activities?

Response: See Amendment 9 above.

Question 56: RFP Checklist, page 2 (RFP)- Please provide additional explanation how item 6) Point-by-point response to Technical Specifications (Section VII) and item 9) Point-by-point response to Functional and Technical Specifications (Attachment A) are different? Item 6), Section VII of the RFP document points out to the Attachment A and provides instructions how to respond to Attachment A. Item 9) requires to provide Point-by-point response to Attachment A. Do you expect Vendors to provide responses "WILL COMPLY" or "EXCEPTION" for each requirement under Section VII, pages 31-37? Where do you want the response to Attachment A beginning with item #79 to be located, under 6) or 9)?

Response: RFP, Section VII Technical Specifications, Items 1-5 are included for informational purposes and responding Vendors may respond to these

statements. The “Functional and Technical Specifications” in which Vendors are expected to provide a point-by-point response are in Attachment A, beginning with Item 76. See Amendment 5 above.

Question 57: Section 7, page 31 (RFP)- Paragraph 2.2 mentions Mandatory requirements that are classified as “M” (Mandatory) in the Attachment A document. Attachment A doesn’t have any requirements marked as “M”. Could you please clarify?

Response: See Amendment 2 above.

RFP responses are due April 25, 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 Solicitations Team via email at RFP@its.ms.gov.

Attachment: Revised Cost Information Submission

cc: ITS Project File Number 47563