

Attachment A

to

RFP No. 4603

Mississippi Development Authority
(MDA)

Welcome Center Kiosks and Video Walls

Technical Requirements

ITS Project No. 48048

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I. GENERAL

A. How to Respond to this Section

1. Beginning with Item 14, label and respond to each outline point in this Attachment A as it is labeled.
2. The State is under the impression that Vendors have read and agree to all items in this RFP. Vendors should take exception to items in which they disagree.
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.
4. “WILL COMPLY” indicates that the vendor can and will adhere to the requirement. This response specifies that a vendor or vendor’s proposed solution must comply with a specific item or must perform a certain task.
5. If the Vendor cannot respond with “WILL COMPLY”, then the Vendor must respond with “EXCEPTION”. (See Section V of RFP No. 4603, for additional instructions regarding Vendor exceptions.)
6. Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
7. In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

B. Mandatory Provisions in Technical Requirements for this RFP

8. 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.
9. Mandatory requirements are those classified as “**MANDATORY**” in this Attachment A. 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.

C. General Overview and Background

10. The Mississippi Development Authority (MDA) is seeking proposals of a Vendor to integrate indoor directory kiosks and video walls into their welcome centers. MDA currently uses brochures to provide visitor attraction information. The kiosks would offer users a unique way to learn about various attractions across the state and help users plan their next steps while inside the welcome centers. The video walls would offer advertising opportunities and give visitors access to local events, weather, and other content. The kiosks and video walls will be used in seventeen (17) welcome centers across the State.
11. MDA is seeking for a Vendor to provide kiosk and video wall equipment, software, a mobile handoff solution, installation, equipment and software warranty, support, and training for MDA staff. The Vendor would customize interactive mapping software

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and wayfinding software for the kiosks that can be accessed by MDA staff via a mobile application and/or computer device to update content.

12. MDA is seeking to enhance the user experience while visiting the Welcome Centers by obtaining typical travel information on other areas of Mississippi.
13. Below is a link to the Mississippi Development Authority's website: <https://mississippi.org/>.

D. Vendor Qualifications

14. Vendor must indicate years of experience developing interactive maps for a touchscreen kiosk.
15. Vendor must indicate years of experience developing digital wayfinding software, including points of interest, and local attraction with a touchscreen kiosk.
16. Vendor must indicate whether they can generate a curated travel itinerary to hand-off to a user's mobile phone.
17. Vendor must indicate their current software responsiveness availability.
18. Vendor must provide a Project Manager to update the Visit Mississippi division with the progress of the Welcome Centers' installations and development/customization of the mobile application software.
19. Vendor must describe how they work with clients (other State agencies or businesses) on the development and design process.
20. Vendor must indicate how many mapping endpoints can be included on the interactive map.
21. Vendor must describe how a showcase of current and upcoming events and videos can be generated via video and/or other media means and displayed on proposed kiosks and the video walls.
22. Vendor must indicate years of experience developing and maintaining websites built on WordPress.
23. Vendor must provide a list of any third-party plug-ins or add-ons that will be used and provide all costs and any ongoing maintenance fees associated with each third-party.
24. Vendor must propose how they would create the ability for users to submit their information to sign up for newsletters and event information.
25. Vendor must propose how they will include a "selfie" (someone taking a picture of themselves) with a background function in the kiosks.
26. Vendor must indicate what demographic information the software can capture. For example, audience measurement to record footfall, number of daily users, amount of time used per day, etc.
27. Vendor must indicate the method of reporting demographic information that will be used and how often it will be reported.
28. Vendor must indicate what aspects of the project will be performed in-house and outsourced, if any.

II. FUNCTIONAL/TECHNICAL REQUIREMENTS

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A. Hardware Specifications

29. Vendor must propose 22 indoor directory kiosks with the following specifications:
 - a. Constructed from sheet metal and finished in a stock textured powder coat
 - b. **MANDATORY** Measurements: 31" wide x 71" high
 - c. Kiosk Depth: 30.48"
 - d. Monitor (1): Pcap multi-touch 55" screen
 - e. PC (1): Win10PC i5 w/ Nvidia 400 (or equivalent) 2GB PC
 - f. Camera (1): Intel RealSense (or equivalent) Depth Camera D415
 - g. Camera (1): Arducam (or equivalent) 16MP Autofocus camera w/ microphone
 - h. Sensor (1): Maxbotix (or equivalent) MaxSonar EZ0
 - i. Microphone (1): Andrea (or equivalent) PureAudio
 - j. Audio (1): Amplifier Kit
 - k. Speakers (2)
 - l. Wifi Antenna (1)
 - m. Power Strip (1): 6 outlets with circuit breaker and 10' cord
 - n. Kiosks must be interactive to increase visitor engagement with the following requirements, but not limited to:
 - i. Interactive mapping and wayfinding
 - ii. Real-time listings by location for attractions, restaurants, and things to do
 - iii. Real-time analytics to gather visitor information
 - iv. Itinerary builder
 - v. Interactive trails for the Blues, Country, Writers, and Freedom trail markers
 - vi. Photo feature for guests to take pictures with branded backgrounds
30. Vendor must propose digital signage for 15 video walls for brand messaging and advertising with the following specifications:
 - a. 9 digital displays measuring 80.44" wide x 45.43" high x 2.712" deep (Video Wall A)
 - b. 6 digital displays measuring 65.12" wide x 37.79" high x 1.957" deep (Video Wall B)
 - c. Power requirements:
 - i. Maximum - 640 (W/h)
 - ii. Typical - 512 (W/h)
 - d. Digital signage must have the following capabilities:
 - i. Video content
 - ii. Streaming capabilities

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- iii. Local content
 - iv. Chipset integration
 - v. Multi-screen support
 - vi. Advertising capabilities
 - vii. Social content
 - viii. Event listing
31. The kiosks and video walls must have antivirus and malware software installed.

B. Software Specifications

32. Vendor must propose a mobile application that will allow MDA users to update kiosk and video wall content on demand.
33. Vendor must propose a mobile application that connects the interactive features below:
- a. Interactive mapping and wayfinding
 - b. Custom design
 - c. Data integration
 - d. Interactive Trails for the Blues, Country, Writers, and Freedom trail markers
 - e. Itinerary builder
 - f. Social integration
 - g. Translation services in multiple languages
 - h. Browser-based applications and direct download capabilities
34. Vendor must include, with its proposal response, a demo of the software or applicable screenshots displaying the functionality, features, and capability requested in this RFP. It is preferred that Vendor provide a demo.

C. Mobile Access

35. Solution must be accessible to iOS and Android mobile devices. Vendors must provide detailed information that describes their process for maintaining/testing the solution on newer iOS and Android OS versions.
36. Solution must be compatible with Microsoft tablet, Android tablet, iOS, and related devices for the current and two immediately preceding versions.
37. Solution must incorporate mobile viewing for credentialed users.
38. Solution must accommodate system management functions on mobile platforms.
39. Solution must provide real-time data exchange with all field devices having adequate access.

D. Shipping Specifications

40. Vendor must coordinate with MDA to develop a delivery timeframe for each welcome center location listed in Section VIII: Cost Information Submission form.

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41. Vendor must deliver all hardware to the welcome center locations by August 31, 2024.

E. Installation

42. Vendor must provide installation. Upon installation, Vendor must provide adequate testing to ensure the kiosks, video walls, and software are fully operational, performing properly, and provides all functionality required by MDA.
43. Vendor must secure kiosks to eliminate any potential safety risks. Vendor must detail the different ways that kiosks can be physically secured to prevent theft and/or damage.

F. Documentation

44. The Vendor must provide “quick reference sheets” on the basic functionality of using the application for the purpose of user training.
45. Vendor must provide all documentation and technical manuals needed for the kiosks, video walls, and software.
46. The Vendor must specify how documentation will be distributed when updates to the application are implemented.

III. HOSTING ENVIRONMENT REQUIREMENTS

A. General

47. MDA is seeking a Vendor hosted solution. Solution will include a customizable mobile application and kiosk software.
48. The Vendor must identify the maximum number of concurrent users and describe the conditions that the standard system will support.
49. For a Vendor hosted solution, Vendor must meet the following minimum requirements.
 - a. The proposed solution must be Vendor-hosted in an environment that adheres to the Mississippi Enterprise Security Policy.
 - b. Vendor must provide professional services such as help desk support, security, etc.
50. The Vendor must host the application and provide all products and support.
51. The Vendor must provide detailed description, specifications, and pricing of any software needed for the implementation of this project.
52. It is the Vendor’s responsibility to work with MDA to perform analysis, design, development, and implementation with MDA approval points throughout the life of this project. Vendor should be aware that the initial analysis will require extensive interviewing to determine Mississippi-specific requirements.
53. The Vendor must furnish and maintain all software, databases, and interfaces as necessary to deploy the system as defined herein.
54. The Vendor must propose and adhere to a disaster recovery plan, all at the Vendor’s expense.

B. Business Continuity/Disaster Recovery

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55. So that MDA 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.
56. The business continuity plan must reveal contingency and disaster recovery strategies available to MDA 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 MDA services as quickly and effectively as possible following a service disruption? So that MDA can properly evaluate your response, provide as much detail as possible.
 - 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 MDA 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.
57. Upon contract execution, 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. Cloud or Offsite Hosting Requirements

58. Data Ownership

- a. The State shall own all right, title and interest in all data used by, resulting from, and collected using the services provided. The Vendor 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.

59. Data Protection

- a. 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.
 - i. All information obtained by the Vendor under this contract shall become and remain property of the State.
 - ii. 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 Vendor or any party related to the Vendor for subsequent use in any transaction that does not include the State.

60. Data Location

- a. The Vendor shall not store or transfer State data outside of the United States. This includes backup data and Disaster Recovery locations. The Vendor will

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permit its personnel and contractors to access State data remotely only as required to provide technical support.

61. Notification of Legal Requests

- a. The Vendor 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 Vendor shall not respond to subpoenas, service of process, and other legal requests related to the State without first notifying the State unless prohibited by law from providing such notice.

62. Termination and Suspension of Service

- a. In the event of termination of the contract, the Vendor shall implement an orderly return of State data in CSV or XML or another mutually agreeable format. The Vendor shall guarantee the subsequent secure disposal of State data.
 - i. Suspension of services: During any period of suspension of this Agreement, for whatever reason, the Vendor shall not take any action to intentionally erase any State data.
 - ii. Termination of any services or agreement in entirety: In the event of termination of any services or of the agreement in its entirety, the Vendor 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 Vendor 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 according to National Institute of Standards and Technology (NIST) approved methods. Within this 90-day timeframe, Vendor will continue to secure and back up State data covered under the contract.
 - iii. 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.

63. Background Checks

- a. The Vendor warrants that it will not utilize any staff members, including sub-contractors, to fulfill the obligations of the contract who have been convicted of any crime of dishonesty. The Vendor shall promote and maintain an awareness of the importance of securing the State's information among the Vendor's employees and agents.

64. Security Logs and Reports

- a. The Vendor 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. These mechanisms should be defined up front and be available for the entire length of the agreement with the Vendor.

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65. Contract Audit

- a. The Vendor 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.

66. Sub-contractor Disclosure

- a. The Vendor 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 joint venture or similar agreement with the Vendor, who will be involved in any application development and/or operations.

67. Sub-contractor Compliance

- a. The 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.

68. Processes and Procedures

- a. The Vendor 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.

69. Operational Metrics

- a. The Vendor and the State shall reach agreement on operational metrics and document said metrics in the Service Level Agreement. At a minimum the SLA shall include:
 - i. Advance notice and change control for major upgrades and system changes
 - ii. System availability/uptime guarantee/agreed-upon maintenance downtime
 - iii. Recovery Time Objective/Recovery Point Objective
 - iv. Security Vulnerability Scanning

IV. IMPLEMENTATION REQUIREMENTS – STATEMENT OF WORK

A. Vendor Acknowledgement

70. 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. MDA expects the preliminary implementation plans to be refined by the awarded Vendor and MDA 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. MDA reserves the right to require onsite Vendor participation if it would be in the best interest of MDA.
71. 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.

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72. The State expects implementation with limited interruption to incumbent MDA business operations. Any interruption to such operations must be approved by MDA and conducted in a way to prevent loss of service.
73. Upon award, MDA intends for the requirements set forth in RFP No. 4603, this Attachment A, 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

74. Vendor must provide with their proposal response a preliminary 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. Vendor must 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 MDA staff and end users.
75. Upon award, the Vendor and MDA will jointly modify the proposed plans as appropriate to meet implementation objectives. MDA expects the Vendor to work with the MDA Project Manager to ensure effective project management during all phases.
76. Vendor will be responsible for any integration, migration, or implementation issues that may arise during implementation.
77. As it relates to this procurement, Vendor must state all Vendor assumptions or constraints regarding the proposed solution and overall project plan, timeline, and project management.
78. Vendor must identify any potential risks, roadblocks, and challenges it has encountered in similar implementations that could negatively affect a timely and successful completion of the project. Recommend a high-level strategy that MDA can take to mitigate these risks.
79. The implementation plan must include multiple physical locations and software environments, including Development, User Testing, Final Acceptance Testing, and Production for each environment.
80. In the testing environments, all customizations, integrations, and interfaces must be tested and validated.

C. User Training and Documentation

81. Awarded Vendor must provide complete user training documentation and keep it updated as appropriate. Web-accessible format is acceptable to MDA.
82. Awarded Vendor must provide thorough online tutorial/training geared toward MDA users.
83. Prior to go-live, Vendor must agree to adequately train MDA staff users and administrators in how to use the system to successfully perform their respective tasks and workflows. It is preferred that the Vendor travel to the delivery sites to train employees on the use and functionality of the equipment and software. Vendor must use a train the trainer approach.

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84. Awarded Vendor must train the primary system administrators in all facets of system use, including but not limited to oversight, reporting, security, and functionality.
85. Solution must provide on-line training modules to address system customization that may be performed by MDA authorized users.
86. For training that is not included in the cost of the equipment or installation services, Vendor must provide itemized costs in response to Section VIII of RFP No. 4603, Cost Information Submission. Vendor must include a fully loaded daily rate for any on-site training that is not included in the cost of the base offering.
87. Training should be competency based with adequate verification by Vendor to ensure that MDA employees can utilize the system to accomplish their day-to-day operations.
88. All training materials will become the property of the MDA including training plans, guides, training review instruments, computer-assisted aids, and audio-visual aids.
89. Upon award, the Vendor must supply electronic copies, for unlimited reproduction, of all course materials to include materials and texts necessary for training. The attendees, upon completion of training, will retain the course material. MDA agrees to only reproduce these materials for training purposes within the agency.

D. Acceptance Test Plan

90. The purpose and net result of the acceptance test is to determine that the system proposed and installed meets the technical and functional requirements outlined in these specifications. A system considered 'acceptance test ready' is defined as a system that has completed a full system test with no known outstanding material defects.
91. As a part of the work plan, the Vendor must provide a proposed 'Acceptance Test Plan' (ATP) prior to implementation of the system. The ATP must show events, sequences and schedules required for acceptance of the system. MDA must provide written approval that the proposed ATP is complete and acceptable.
92. MDA personnel will conduct acceptance testing of the system after system testing has been completed and certified by the Vendor. The Vendor must participate in the acceptance testing of the system by providing technical staff at MDA's office location to provide assistance in demonstrating all functions of the system. The system must be demonstrated to be operational by MDA employees to ensure that proper training has been received.
93. The Vendor must agree to and allow for an acceptance period of 10 working days in accordance with the work plan delivery schedule.
94. In the event that the requested functionality is not accepted based on the test criteria, the Vendor must provide, at his own expense, whatever software or repairs that may be required to meet the acceptance criteria within 7 working days.
95. The Vendor must provide all documentation for the module being tested before acceptance testing will begin.
96. The Vendor must conduct operational systems test of the proposed system and certify, in writing, that the system is ready for use and will perform in accordance with the requirements stated in this RFP. The Vendor must ensure that the system in general and each module of the system in particular operates according to

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specifications before turning the system over to MDA. MDA will not debug modifications for the Vendor.

E. Final Acceptance Review

97. Vendor agrees that upon the successful completion of all implementation phases, including end user training, MDA 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. 4603, and Attachment A to RFP 4603.

V. SUPPORT AND MAINTENANCE

A. Warranty and Support

98. Vendor must warrant each kiosk and video wall for five (5) years. The warranty must cover parts, repair, replacement, and labor. If Vendor's standard warranty is not five (5) years, Vendor must propose costs for an extended warranty.
99. Warranty coverage must also include provision of enhancements, fixes, and upgrades free of charge. Vendor must acknowledge the inclusion of all required warranty features.
100. Vendor must warrant the proposed software for one (1) year post system acceptance. The Vendor must state and describe all features of the full warranty offered during the warranty period on all proposed software and services.
101. Vendor must specify how upgrades are obtained and how the state will receive notification of upgrades.
102. Vendor must agree to make any modifications required as a result of federal and state legislative changes at no charge. Vendor must contractually agree to have these mandated changes incorporated into the system and approved by the MDA by the effective date. In some cases, MDA will know of legislative changes 60 days in advance. However, in other instances the Legislature may enact legislation that is effective upon the passage date. Vendor must explain the process for how these legislative changes will be handled.
103. Vendor must specify how both user and technical problems are reported and resolved.
104. Vendor must provide a toll-free telephone number for MDA staff to call Monday through Friday, 8 A.M. to 5 P.M. CST and an always-accessible website for trouble reporting. All telephone customer support must originate in the Continental United States and all support staff must be able to communicate clearly in the English Language. In addition to live, telephone support, other acceptable formats for technical support are web-based live chat and email.
105. Vendor must acknowledge support calls within one hour. Vendor must provide a timetable of problem resolution times based on severity.

B. Customer Support

106. In addition to a one (1) year software warranty, Vendor must identify the cost to provide 4-year ongoing support for the proposed software. At a minimum, support must be provided Monday through Friday, 8 A.M. to 5 P.M. CST, except for State holidays, and must include provisions for enhancements, fixes, and upgrades.

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107. The Vendor support must include but is not limited to operating system support, network monitoring and health performance, network availability, and network security reporting. These services must be offered within the continental United States.
108. Vendor must provide a toll-free telephone number for MDA staff to call Monday through Friday, 8 A.M. to 5 P.M. CST and an always-accessible website for trouble reporting. All telephone customer support must originate in the Continental United States and all support staff must be able to communicate clearly in the English Language. In addition to live, telephone support, other acceptable formats for technical support are web-based live chat and email.
109. Vendor must disclose instances where a third party or sub-contractor is being used for any portion of customer support services, including the intake of reported problems.
110. Vendor must keep the appropriate MDA management and technical support staff updated on the status of trouble resolution.
111. Vendor must provide adequate training for the effective access and use of support services as requested by the State.
112. Vendor must provide always-updated documentation of all support processes.

C. Issue Tracking

113. The Vendor shall use an industry standard tracking system to thoroughly document issues and requests for MDA.
114. Vendor must describe how operational trouble issues are submitted, prioritized, tracked, and resolved.
115. Vendor must describe how software performance issues are submitted, prioritized, tracked, and resolved.
116. Vendor must describe how user support issues are requested, prioritized, tracked and resolved.
117. Vendor must detail its escalation procedures for responding to trouble tickets, software performance, and user support issues should a support call not be satisfactory.
118. The Vendor shall provide a customer portal for MDA to track help desk ticketing and incident resolution.
119. Details of MDA environments must be readily available to any authorized support personnel of the provider, including but not limited to architecture diagrams, network connectivity diagrams, service level agreements (SLA), contacts, backups, and monitoring alerts.
120. The Vendor must provide a monthly issue tracking report as defined by MDA. For example, the report must detail and comment on any open tickets at month's end, all issues opened and closed within the past month, and other details as required by MDA.
121. The issue tracking solution must be capable of on demand as well as auto-run reporting.

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D. Service Level Agreements

122. MDA requires notifications of service outages or degraded performance. The Vendor shall communicate notifications via a support ticket, email, telephone call, or by all three methods, depending upon the severity of the situation. Upon service restoration, the provider shall provide fault isolation and root-cause analysis findings in restoration notices to MDA points of contact.
123. Vendor must provide root-cause analysis notifications within two business days of the incident. The Vendor must have proven technology, processes, and procedures to escalate problems to MDA points of contact via a call tree-based solution, depending on the severity and type of issue.
124. The Vendor must provide a work effort estimate once a root-cause analysis is complete and be willing to expedite issues which rate “Critical” or “Severe” depending on the root-cause.
125. The provider shall follow the problem severity guidelines specified in Table 1 for assigning severity levels for incident creation.

Table 1 – Service Level Agreement

Priority Level	Description of Deficiency	Response Required	Resolution Time
1 Critical	System is down (unscheduled downtime) or is practically down (e.g., extremely slow response time) or does not function at all, as determined by State. There is no way to circumvent the problem; a significant number of State users, including distributors and recipient agencies are affected. A production business system is inoperable.	Within one hour from intake	Eight consecutive hours from intake
2 Severe	A component of the solution is not performing in accordance with the specifications (e.g., slow response time), creating significant State business impact, its core functionality is not available, or one of system requirements is not met, as determined by State.	Within four hours from intake	24 hours from intake
3 Moderate	A component of the solution is not performing in accordance with the specifications; there are unexpected results, moderate or minor operational impact, as determined by State.	Within 24 hours from intake	14 days from intake

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Table 1 – Service Level Agreement

Priority Level	Description of Deficiency	Response Required	Resolution Time
4 Low	As determined by the State, this is a low impact problem, that is not significant to operations or is related to education. Some examples are general <i>how to</i> or informational solution software questions, understanding of reports, general <i>how to create reports</i> , or documentation requests.	Within 48 hours from intake	Resolve educational issues as soon as practicable by Vendor. Low impact software or operational issues to be resolved by next version release unless otherwise agreed to by State and Vendor.

E. Remedies for Failure to Meet Service Credits

126. 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.
127. 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.
128. For purposes of assessing service credits, Vendor agrees that credits will be measured in monthly cumulative hours/minutes for unresolved deficiencies and unscheduled downtime.
129. 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 below, Service Credit Assessments.
130. 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.
131. 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.
132. 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.
133. 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 Service Credit Assessments in Table 2b after non-responsiveness.
134. 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

Table 2b – Service Credit Assessments Per Incident for Timeframes Defined in Table 1

Priority Level	Service Credit for Failure to Meet Response Requirement	Service Credit for Failure to Provide Action Plan/Follow Up	Service Credit for Failure to Meet Resolution Requirement
Severity 1 – Critical Respond: 1 – 2 hours Action Plan: 4 – 8 hours Resolve: 8 hours	\$1,500.00	\$1,500.00	\$3,000.00
Severity 2 – Severe Respond: 2 – 4 hours Action Plan: 8 – 12 hours Resolve: 24 hours	\$1,000.00	\$1,000.00	\$2,000.00
Severity 3 – Moderate Respond: 24 hours Action Plan: 24 hours Resolve: 14 days	\$500.00	\$500.00	\$1,000.00
Severity 4 – Low Respond: 48 hours Action Plan: 40 hours Resolve: When practicable	\$250.00	\$250.00	\$500.00

VI. OTHER

A. Change Order Rate

135. After implementation and acceptance of the equipment and services procured by this RFP, MDA 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.

B. Other Requirements

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136. 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.
137. 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.