



Mississippi Department of
Information Technology Services



RFP No. 4609

MDES ReEmployUSA Application Support, Corrective,
Adaptive, Preventive, And Perfective Maintenance
Services

Agenda

AGENDA	
ATTENDANCE	ITS
PROJECT OVERVIEW	Timothy Rush - MDES
PROCUREMENT GUIDELINES	ITS
ADDITIONAL INFORMATION	ITS
QUESTION AND ANSWERS	Answers to vendor questions during this conference are not official unless and until submitted to ITS in writing.
CLOSING COMMENTS	ITS
CONCLUSION	ITS

Project Overview

- The Mississippi Department of Employment Security (MDES) is seeking a Vendor or team of Vendors to provide Application Support, Corrective, Adaptive, Preventive, and Perfective Maintenance Services, for ReEmployMS/USA and to interface and collaborate with the agency's cloud services Vendor for this Project.
- The ReEmployMS/USA system is a complex, cloud-hosted Unemployment Insurance solution. MDES developed and has operated this system for 20 years starting with a solution for Mississippi and, more recently, adding solutions for other states including Maine through its state Department of Labor (MDOL or Maine). MDES and as part of the ReEmployUSA Consortium seeks to improve and modernize the performance of its mission of administering and optimizing its various systems that deliver unemployment benefits and facilitate tax collection activities to better serve all Mississippians. In alignment with these goals, MDES envisions improving the security, simplicity, and innovative solutions in its enterprise-wide ReEmployUSA system by applying modern and modular design and function to upgrade the delivery of the programs for which it is responsible. MDES and Maine expect solutions that focus upon efficiency, effectiveness, and modularity.

Project Overview

- The purpose of this RFP is for Mississippi and Maine (the “ReEmployUSA Consortium” or “Consortium”) to engage a Vendor or team of Vendors who: present a technical strategy to maintain, operate, modernize, and simplify its Unemployment Insurance (UI) (Benefits, Tax, and Appeals) information technology system; deliver such a system in accordance with that strategy; timely implement a comprehensive plan in accordance with the Consortium’s goal; who execute that plan to maintain a stable and reliable system; and who efficiently develops and manages all perfective maintenance services.
- The ReEmployUSA Consortium seeks a solution that is simplified, modular, and provides above industry-standard security features. The Consortium expects the successful Vendor to achieve this goal by updating and modernizing the existing system as well as developing shared solutions (also referred to as “CORE”) for all Consortium States with these characteristics.

Evaluation Overview

Scoring is covered in Section VII Technical Specifications, Item 5 of the RFP.

- Each requirement is given a score between 0-10, with 9 points for meeting the requirement. Vendors should provide detail as to how their proposed solution meets or exceeds each specification.
- Vendors must respond with “Will Comply” or “Exception”, on every requirement listed in Attachment A beginning with Section 1, Item 34.
- Non-Cost = 65 points; Cost = 35 points.

Evaluation Overview

- **Mandatory requirements** - Vendors must meet the requirement and provide a meaningful response. Vendors are specifically disallowed from taking exceptions to these Mandatory requirements, and proposals that do not meet a mandatory requirement are subject to immediate disqualification. Meeting a mandatory requirement means the Vendor meets the qualifications and experience required and/or requested functionality exists in the base solution.
- **Award** - The State's intent in issuing this RFP is to award a contract to the lowest and best responsive Vendor who meets specifications, considering price and other factors. The Vendor's past performance, cooperation, and ability to provide service and training are general factors that will be weighed in the selection process.

Evaluation Criteria

Non-Cost Category	Allocation
Category 1: Vendor Qualifications	10
Category 2: Vendor Capabilities	2
Category 3: Staffing	12
Category 4: Development Practices	1
Category 5: SOCII Audits	1
Category 6: Planning	2
Category 7: Definitions	4
Category 8: Perfective Maintenance Activities / Enhancements	4
Category 9: Maintenance and Support	3
Category 10: Administration	1
Category 11: Production Service Level Agreements (SLAs) and Key Performance Indicators (KPIs)	25
Non-Cost Points	65
Cost - Category	Allocation
Category 1: Annual Maintenance and Support	15
Category 2: Annual Travel Costs	2
Category 3: Time and Materials Rate	6
Category 4: Perfective Maintenance Service SOW Rate	6
Category 5: Change Order SOW Rate	6
Cost Points	35

Section VIII, Cost Information Submission

- Vendors must propose a summary of all applicable project costs in Attachment C, Cost Information Submission.
- The matrix must be supplemented by a cost itemization fully detailing the basis of each cost category.
- Any cost not listed, even if it was asked for in the RFP technical requirements but not included in Attachment C, may result in the Vendor providing those products or services at no charge to the State or face disqualification.
- All Base Offering deliverables are described in RFP Number 4609.

RFP Response

- Vendor must mail one USB flash drive of their complete proposal. Vendor's documents must be submitted in Microsoft Office 2010 or higher format and/or PDF format, as appropriate. If PDF format is submitted, the file must be searchable.
- Submission Cover Sheet (Section I)
- Proposal Exceptions (Section V)
- Response to RFP Questionnaire (Section VI)
- Point-by-Point Response (Attachment A)
- Point-by-Point Response (Attachment B)
- Cost Information Submission Form (Attachment C)
- References (Section IX)

Standard Contract

Exhibit A – Standard Contract

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

Upcoming Dates

- Deadline for Vendor's Written Questions
Tuesday, April 8, 2025, at 3:00 p.m. Central Time
- Responses to Vendor Questions
Posted to the ITS Website by COB Friday, April 25, 2025
- Proposal Due Date
Thursday, May 8, 2025, at 3:00 p.m. Central Time
- Proposal Evaluations
Begins Thursday, May 8, 2025
- Contract Negotiation
Begins June 2025

Additional Information

- Vendor communication with the State
 - See Section II Proposal Submission Requirements, Item 14
- Answers to questions asked during this Vendor Conference are not official until and unless submitted in writing.
- Vendors may continue to check the ITS website for updates related to this RFP No. 4609.
 - www.its.ms.gov

Questions and Answers

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

Conclusion

Thank you for your participation!