



Mississippi Department of  
Information Technology Services



# RFP No. 4666

## Mississippi Department of Information Technology Services Avaya Products, Services, CCaaS

# Agenda

## AGENDA

<b>ATTENDANCE</b>	ITS
<b>PROJECT OVERVIEW</b>	Lisa Kuyrkendall- ITS
<b>PROCUREMENT GUIDELINES</b>	ITS
<b>ADDITIONAL INFORMATION</b>	ITS
<b>QUESTION AND ANSWERS</b>	Answers to vendor questions during this conference are not official unless and until submitted to ITS in writing.
<b>CLOSING COMMENTS</b>	ITS
<b>CONCLUSION</b>	ITS

# Attendance

---

- Onsite and Virtual Attendees
  - First Roll Call
  - Vendor participation is mandatory for the entire conference.
  - A representative for each participating vendor must be present for the final roll call.
  - Please email your business card or signature block to:  
Roshunda.Ware@its.ms.gov
- Attendees will be posted to the ITS website ([www.its.ms.gov](http://www.its.ms.gov))

# Project Overview

- The Mississippi Department of Information Technology Services (ITS) is seeking a Vendor to provide high quality, reliable telecommunication services for all State entities at the lowest possible cost and to expend State funds in such a manner as to promote enhancements to the State's telecommunication infrastructure that will result in better services for the State's private customers, business/industry, and citizenry.
- ITS oversees the state government's voice communications and supports over 17,000 telephone sets statewide. ITS ensures high service quality, maintaining 99.999% uptime, through comprehensive maintenance contracts and agile deployment mechanisms. The current infrastructure also includes various support systems and call recording services housed in the Microsoft Azure cloud. Through this RFP, ITS plans to expand its services by adding a Contact Center as a Service (CCaaS) platform.
- ITS currently maintains a contract with Carousel for hardware, software, and installation services, as well as a separate contract with Avaya for managed services support, including remote monitoring, release management, and maintenance.

# Project Overview

- The current Avaya system runs on a combination of Dell ASP130's and virtual servers hosted in the ITS virtual environments in Jackson and Starkville, MS. The system is currently Avaya Aura 10.2. ITS has G430 and G450 gateways in various locations around the state. Local sites use a combination of Analog or PRI circuits, while the Capital Complex area uses SIP trunks and Avaya SBCs. ITS uses a combination of endpoints including analog, digital, H323, and SIP desk phones as well as Avaya Workplace. ITS leverages several Avaya products such as WFO, Experience Portal, IX messaging and CMS as add-on applications to the PBX. In addition to the State's Enterprise AVAYA PBX, the Mental Health hospitals, Department of Rehab Services, and Department of Corrections also maintain AVAYA systems of various versions that operate as standalone systems
- This RFP will be used to procure certain services for the State of Mississippi to be administered by ITS. This RFP is being broken down into three (3) distinct functional Categories for response and evaluation. The three (3) categories are: (I) Avaya Products, (II) Managed Services, and (III) Call Center as a Service (CCaaS).

# Evaluation Overview

---

Scoring is covered in Section VII Technical Specifications, Item 13 of the RFP.

- Vendors are required to respond to the “Technical Specifications” and “Cost Information Submission” tabs of the functional Category(ies) that are being proposed. Failure to respond appropriately will deem a Vendor’s proposal as non-responsive.
- Each functional Category of this RFP will be scored individually, and points are defined within the respective functional Category under the Excel tab labeled “Scoring Methodology”.
- ITS scores requirements in the non-cost categories on a 10-point scale. Proposals receiving fewer than 80% of the total points allocated for the non-cost categories will be eliminated from further consideration.
- The sum of all evaluation categories equals 100 possible points.

# Evaluation Overview

- **Mandatory requirements** - Vendors must meet the requirement and provide a detailed 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 at the time of proposal submission.
- **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

## Category I - Avaya Products

Category	Possible Points
<b>Non-Cost Categories:</b>	
Local/State Account Team/Vendor Qualifications	15
Technical Requirements	5
Warranty	5
Implementation, Installation, and Acceptance	5
Service-Related Data	3
Billing	2
<b>Total Non-Cost Points:</b>	<b>35</b>
<b>Cost Categories:</b>	
Scenarios and Performance Bond	15
MPG Discounts	30
Hourly Rates	20
<b>Total Cost Points:</b>	<b>65</b>
<b>Maximum Possible Points:</b>	<b>100</b>

# Evaluation Criteria

## Category II - Managed Services

Category	Possible Points
<b>Non-Cost Categories:</b>	
State Account Team/Vendor Qualifications	20
Managed Service Requirements	30
Implementation and Acceptance	3
Service-Related Data	3
Billing	2
Business Continuity/Disaster Recovery	2
<b>Total Non-Cost Points:</b>	<b>60</b>
<b>Cost Categories:</b>	
Lifecycle Cost	40
<b>Total Cost Points:</b>	<b>40</b>
<b>Maximum Possible Points:</b>	<b>100</b>

# Evaluation Criteria

## Category III - Call Center as a Service

Category	Possible Points
<b>Non-Cost Categories:</b>	
Local State Account Team/Vendor Qualifications	5
CCaaS Requirements	18
General Requirements	15
Technical Requirements	10
Implementation Requirements	3
User Acceptance Testing Plan	2
Service-Related Data	3
Billing	2
Business Continuity/Disaster Recovery	2
<b>Total Non-Cost Points:</b>	<b>60</b>
<b>Cost Categories:</b>	
Lifecycle Cost	40
<b>Total Cost Points:</b>	<b>40</b>
<b>Maximum Possible Points:</b>	<b>100</b>

# Section VIII, Cost Information Submission

- Each functional Category within the RFP has its own Cost Information Submission tab where responding Vendors should propose their costs. Vendors must propose a summary of all applicable project costs in the associated Excel spreadsheet for the respective functional Category.
- Instructions on how to respond to the Attachment A Excel spreadsheets (Attachment A\_cl, Attachment A\_cII, and Attachment A\_cIII) are listed in Section VII Technical Specifications, Item II and in each applicable spreadsheet. Instructions on how to use the Attachment D Excel spreadsheet is listed in the Attachment A\_cIII spreadsheet.
- 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 the associated Excel spreadsheets, Cost Information Submission tabs, may result in the Vendor providing those products or services **at no charge** to the State or face disqualification.

# 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 to Technical Specifications (Section VII and Attachment A Excel Spreadsheet(s))
- Cost Information Submission (Attachment A Excel Spreadsheet(s) and Attachment D)
- 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
  - **Thursday, March 19, 2026, at 3:00 p.m. Central Time**
- Responses to Vendor Questions
  - **Posted to the ITS Website by COB Tuesday, March 31, 2026**
- Proposal Due Date
  - **Wednesday, April 15, 2026, at 3:00 p.m. Central Time**
- Proposal Evaluations
  - **Begins Thursday, April 16, 2026**
- ITS Board Presentation (estimated)
  - **Thursday, May 21, 2026**
- Contract Negotiation
  - **Begins May 2026**
- Proposed Project Implementation Start-up
  - **Wednesday, July 01, 2026**
- Estimated Project Go-Live
  - **Monday, August 03, 2026**

# 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 unless and until submitted in writing.
- Vendors may continue to check the ITS website for updates related to this RFP No. 4666.

[www.its.ms.gov](http://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.

# Closing Comments

---

- Onsite and Virtual Attendees
  - Final Roll Call
  - Please email your business card or signature block to:  
[Roshunda.Ware@its.ms.gov](mailto:Roshunda.Ware@its.ms.gov)
  - Attendees will be posted to the ITS website (www.its.ms.gov)

# Conclusion

---

Thank you for your participation!