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Craig P. Orgeron, CPM, Ph.D., Executive Director

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4666 for the Mississippi Department of Information Technology Services (ITS)

From: Craig P. Orgeron, CPM, Ph.D.

Initial
CPD

Date: April 2, 2026

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Roshunda Ware

Contact Phone Number: 601-432-8223

Contact E-mail Address: Roshunda.Ware@its.ms.gov

RFP Number 4666 is hereby amended as follows:

1. Title page, INVITATION is modified as follows:

INVITATION: Proposals, subject to the attached conditions, will be received at this office until Wednesday, April ~~4~~ 22, 2026 @ 3:00 p.m. Central Time for the acquisition of the products/services described below for the Mississippi Department of Information Technology Services.

2. Title page, third box is modified as follows:

PROPOSAL, SUBMITTED IN RESPONSE TO
RFP No. 4666
DUE Wednesday, April ~~4~~ 22, 2026 @ 3:00 p.m. Central Time
ATTENTION: Roshunda Ware

3. RFP, Section VII: Technical Specifications, Item 4.1.2 shall be and hereby is modified to read:

4.1.2 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 ~~4.4~~ 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.

The current environment/configuration is subject to change during the term of this contract.

4. RFP, Section VII: Technical Specifications, Item 5, Procurement Project Schedule shall be and hereby is modified to read:

Task	Date
Deadline for Questions Answered and Posted to ITS Website	03/31/2026 <u>04/02/2026</u>
Proposal Response Deadline/Opening of Proposals	3:00 p.m. Central Time on 04/15/2026 <u>04/22/2026</u>
Begin Evaluation of Proposals	04/16/2026 <u>04/23/2026</u>
ITS Board Presentation (estimated)	05/21/2026
Begin Contract Negotiation	May 2026
Proposed Project Implementation Start-up	07/01/2026
Estimated Project Go-Live	08/03/2026

5. RFP, Exhibit A: Standard Contract, Article 45.1(e) shall be and hereby is modified to read:

e) **[APPLIES TO CATEGORY II AND III]** Restoration of Services: In the event of a cloud service outage, service restoration must occur within ~~four (4)~~ twelve (12) hours. If service is not restored within this timeframe, Seller shall provide a service credit equal to ten percent (10%) of the applicable monthly service fees. For any on-premises systems, ~~Seller must provide a documented remediation and resolution plan within four (4) hours of outage notification.~~ Seller must provide a documented remediation/resolution plan as well as a technician dispatched to the core in the Capitol Complex within four (4) hours of outage notification.

6. Attachment A1 shall be and hereby is replaced with Attachment A1-1.

7. Attachment A2 shall be and hereby is replaced with Attachment A2-1.

8. Attachment A3 shall be and hereby is replaced with Attachment A3-1

9. Attachment E - Core Servers is hereby added to the RFP.

10. Attachment F - Gateway Sites is hereby added to the RFP.

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: RFP, Section VII: Technical Specifications, Item 8.1.10: Does the background check requirement apply only to personnel with access to State data/systems, or to all CCaaS delivery staff?

Response: **Background checks are only required for individuals who need access to the State Data Center.**

Question 2: RFP, Section VII: Technical Specifications, Item 9.2: Must vendors support both ITS-level and agency-level billing models simultaneously, and is a consolidated master invoice required?

Response: **Vendors must support both State-level and agency-level billing models simultaneously. A consolidated master invoice is not required.**

Question 3: RFP, Section VII: Technical Specifications, Item 9.5.3.2: Can ITS clarify the expected level of billing detail for AI and usage-based components prior to proposal submission?

Response: **Detailed billing must be broken out by services provided, as well as if provided to the State and/or provided to specific agencies.**

Question 4: RFP, Section VII: Technical Specifications, Item 9.6.4.1: Is a named Billing Manager with resume required at proposal submission, or is a written commitment acceptable?

Response: **No, named personnel and resumes are not required at the time of proposal submission.**

Question 5: RFP, Section VII: Technical Specifications, Item 10: Is the preliminary COOP expected to be a high-level framework or a fully developed enterprise COOP at proposal submission?

Response: **A high-level framework is expected.**

Question 6: RFP, Section VII: Technical Specifications, Item 10: Do the 2-hour invocation and 12-hour recovery SLAs apply enterprise-wide or per sub-tenant, and do failures trigger liquidated damages?

Response: **The 2-hour invocation and 12-hour recovery SLAs are defined at the enterprise level. The State will hold vendors accountable to their SLA commitments and will require credits in alignment with those guarantees. See Amendment 5 above.**

Question 7: With the questions, we wanted to ask if we could get an extension on the proposal submission from 4/15 to 4/29?

Response: **See Amendment No. 4 above.**

Question 8: RFP, Section VII: Technical Specifications, Item 4: Will the awarded CCaaS vendor be permitted to provide and manage telephony services (e.g., DID ownership, SIP trunking), or must all telephony continue to be routed through ITS-managed infrastructure and carriers?

Response: **The awarded CCaaS vendor can bring their own trunking. The State will not be porting any DIDs.**

Question 9: RFP, Section VII: Technical Specifications, Item 4: Does ITS support Bring Your Own Carrier (BYOC) or SIP-based integrations for CCaaS platforms such as Amazon Connect?

Response: **The awarded CCaaS vendor can bring their own trunking. The State will not be porting any DIDs.**

Question 10: RFP, Section VII: Technical Specifications, Item 8: Are there any restrictions on AWS region selection (e.g., AWS GovCloud vs Commercial regions) for hosting CCaaS platforms such as Amazon Connect, given the requirement that data must remain within the United States?

Response: **There are no restrictions as long as hosting remains in the United States.**

Question 11: RFP, Section VII: Technical Specifications, Item 8: Does the State require customer-managed encryption keys (CMK/KMS), or are vendor-managed encryption models acceptable for CCaaS solutions?

Response: **Vendor managed encryption models are acceptable.**

Question 12: RFP, Section VII: Technical Specifications, Item 10: Is a multi-region disaster recovery architecture required for CCaaS solutions, or is a single-region deployment with failover sufficient to meet the 12-hour recovery requirement?

Response: **Meeting the 12-hour recovery requirement is sufficient.**

Question 13: RFP, Section VII: Technical Specifications, Item 11: Does the State expect a phased migration approach from Avaya to CCaaS, or a greenfield deployment for agencies adopting CCaaS?

Response: **For any agency implementing the CCaaS solution, the migration will occur in phases.**

Question 14: RFP, Section VII: Technical Specifications, Item 11: What are the expected integration points for CCaaS platforms (e.g., CRM systems, case management systems, MAGIC ERP, or other state systems)?

Response: **Because Mississippi operates as a decentralized state, each agency may require its own specific system integrations. The appropriate integrations will be identified during the project kickoff with the respective agency.**

Question 15: RFP, Section VII; Technical Specifications, Item 6.7: Does the State encourage vendors to propose enhanced capabilities (e.g., AI, automation, omnichannel features) as part of Category III, or should responses strictly adhere to current-state requirements for initial evaluation?

Response: **Please propose any enhanced capabilities that could improve the State's ability to serve the citizens of Mississippi. The State will review all proposed enhancements but is not obligated to adopt any new functionality.**

Question 16: Agent desktop environment (VDI/fat client), supported browsers, extensions, softphone constraints.

Response: **Most agencies use either a Windows desktop or Citrix client. Chrome, Edge and Firefox are the predominant browsers, but this is all based on agency preference. There should be no softphone constraints.**

Question 17: What specific KPIs and custom reports does your team need to track?

Response: Each agency has their own KPIs and custom reports. This will be discussed during project kickoff meetings.

Question 18: What are the known client/VPN/browser issues and client models (Web/softphone/deskphone/mobile)?

Response: There are no known issues; however, any user accessing a State system from outside a State building is currently required to use VPN.

Question 19: What is the current monthly or annual call volume?

Response: The State does not have this information. Please note that no call volume is guaranteed as a part of this RFP.

Question 20: Walk me through your current omni-channel strategy and how you see WxCC enhancing it.

Response: The State does not currently have an omni-channel strategy, which is one of the drivers for this RFP. The State is very interested in understanding how an omni-channel approach can benefit the State.

Question 21: What is the cutover window, rollback plan, and Day-1/Day-2 hypercare requirements?

Response: This will be determined jointly by the vendor and the State on a per-project basis. For on-premise equipment, the State may require next day onsite support.

Question 22: What are the specific cutover window requirements and Day-1/Day-2 hypercare requirements?

Response: This will be determined jointly by the vendor and the State on a per-project basis. For on-premise equipment, the State may require next day onsite support.

Question 23: Voice/screen recording retention (days/months/years) per department; legal hold and eDiscovery process.

Response: The State requires a three-year retention period for voice recordings. There is currently no requirement for retaining screen recordings.

Question 24: Storage target (TB/year) for recordings & transcripts; export formats and encryption.

Response: This information is not currently available. The estimate is based on 400 agents handling voice calls during a standard 8:00 a.m. to 5:00 p.m. workday.

Question 25: What is the current volume of historical recordings that need to be migrated?

Response: Approximately 5000 Gb.

Question 26: SMS archival minimum 2 years if using outbound SMS programs.

Response: The State will retain SMS messages for a minimum of three years.

Question 27: Monthly message volume, throughput (peak TPS), campaign types, 10DLC/A2P registration status.

Response: **The State does not currently utilize this functionality at this time. The State will rely on the awarded vendor to recommend best practices.**

Question 28: What's your plan for compliance reporting and exception handling for delivery receipts?

Response: **The State does not currently utilize this functionality at this time. The State will rely on the awarded vendor to recommend best practices.**

Question 29: Walk me through the privileged access RBAC management model for your sub-tenants.

Response: **Each agency/sub-tenant will have access and administration capability over their specific tenant. The State will have full access to all tenants.**

Question 30: Walk me through your current incident severity mapping to P1–P4 and the specific notification SLAs for each level.

Response: **P1 - Total System Outage. P2- Large number of users down. P3 - Issue P4 - Questions**

Question 31: Operational KPIs to contract (SLA, ASA, AHT, Abandon, Occupancy) vs. internal OKRs.

Response: **This will be determined on a case-by-case basis by the agency and awarded vendor.**

Question 32: SLR alignment: reporting accuracy ≥99%, invoicing accuracy 100%, documentation timeliness before change release.

Response: **The State maintains a billing organization that conducts a monthly review of all invoices to ensure alignment with quoted costs. Any discrepancies identified are escalated to the appropriate service delivery manager or account manager.**

Question 33: CAB/change windows; documentation due ≥1 business day before change release; target back-out rate <1%.

Response: **Should the vendor recommend a specific change, the recommendation will be submitted to engineers. Proposed changes are then presented to the ITS Change Advisory Board for evaluation and confirmation of need. A rollback plan is developed as part of this assessment process. The State does not maintain guidelines or requirements regarding a target number of rollbacks.**

Question 34: Runbooks for incident/problem/change/capacity/performance; monthly SLR review & continuous improvement.

Response: **The current vendor does not maintain a playbook; however, the vendor provides a CRM tool for logging and tracking alarms and incidents. Ongoing issues are reviewed weekly to determine any**

necessary resolution plans. The State receives monthly reports summarizing all trouble tickets and their resolution status.

Question 35: What are the specific KPIs (ASA, AHT, Abandon, Occupancy) you are looking to contractually bind?

Response: **This will be determined during project implementation.**

Question 36: Attachment A, Current Environment: Can the State provide a listing of all remote sites that would need to be supported for field dispatch?

Response: **Yes, see Attachment F. Please know that the State is in the process of decommissioning gateways and moving stations to SIP endpoints.**

Question 37: Attachment A, Local/State Account Team: What are the security badging and background check requirements for the dedicated account team resources that will be supporting the environment?

Response: **Badging and background checks are required for any individual who enters the State Data Center without an escort.**

Question 38: Attachment A, Local/State Account Team: Will remote support resources also require security badging and background checks?

Response: **Badging and background checks are required for any individual who enters the State Data Center without an escort.**

Question 39: Attachment A, Category I, Installation and Acceptance: The project dates are showing a three month Transition timeline prior to Go-Live. Is that the timeline that the State is committed to for the Transition?

Response: **The State's goal is to have Category 1 and 2 transitioned prior to the end of the calendar year. Category 3 is contingent upon an agency electing to migrate to the new platform. A transition deadline has not been established for Category 3.**

Question 40: Attachment A, Category I, Cost Evaluation/Requirements: How does the state want the Governance & Resource costs presented? Combined into the Pricing scenarios or separate?

Response: **The State does not require that the designated account team be exclusively assigned to Mississippi. The State requests that all related governance and resource costs be incorporated into the applicable cost for the particular category.**

Question 41: Attachment A, Current Environment: Can the state provide the requirements for the Business Continuity and Disaster Recovery support that the Vendor needs to align our services to? Is there a specific DR testing schedule that needs to be supported?

Response: **See Section VII: Technical Specifications, Item 10 of the RFP. The State does not currently have a schedule for testing. Vendors may submit a proposed schedule for the State's review.**

Question 42: Attachment A, Current Environment: What is the amount/size of call recording data that is currently in Cloud Storage?

Response: **The State currently has 400 users utilizing voice recording with a three-year retention requirement. Due to this being a managed cloud solution, the State does not have direct access to this data.**

Question 43: Attachment A, Current Environment: Are there any remote sites that will require additional security access or escort for onsite support? Any locations that are not accessible by Vendor resources (i.e. Department of Corrections)?

Response: **For State managed sites, the State will schedule the technician visit with the remote sites. For all other entities, the State will provide the vendor with a list of contacts for scheduling technician visits and will determine if an escort is required.**

Question 44: Attachment A, Category 1, Installation and Acceptance: Does the state have any specific requirements for remote access and connectivity into the DITS environment for remote monitoring, patching, etc.)

Response: **Point-to-point VPN tunnel is required and SAL for Avaya business partners.**

Question 45: Attachment A, Current Environment: Is there any voice equipment currently not owned by the State that will need to be supported by the Vendor under the new contract?

Response: **With the exception of Verint call recording, all equipment is currently owned by the State.**

Question 46: Attachment A, Current Environment: Are there any Mission Critical or Emergency categorized sites that will require a higher SLA commitment for onsite support?

Response: **The State is not asking for a higher level of SLA commitment for any site. ITS core and Department of Corrections have critical communications needs that must be addressed quickly.**

Question 47: Attachment A, Current Environment: How are spare parts maintained today? Is there a current spares inventory of parts that vendor will be required to maintain and utilize for MACDs?? If yes, where are the part stored?

Response: **The State does not have a spare parts store. The current vendor maintains a supply of some common parts and boards with each technician. Other parts are shipped from the vendor to the local site.**

Question 48: Attachment A, Category 1, Warranty: How is EOL/EOS equipment handled today? Will any voice equipment/gateways require a technology refresh during the contract?

Response: **The State relies on our current vendor to provide immediate notification of any EOL/EOS notifications. It is the State's preference that a 24-month notification is received. There may be equipment that requires refreshing during the term the contract and such determinations will be made by the**

State. These decisions will be influenced largely by available fiscal budgets.

Question 49: Attachment A, Current Environment: Are there any current in-flight projects that the vendor resources will need to support as part of the contract?

Response: **No.**

Question 50: Attachment A, Current Environment: Can you provide a listing of any additional peripheral equipment (video, wall-boards, digital displays, etc.) that would need to be supported by the Vendor

Response: **Awarded vendor will need to support music on hold devices and call data collectors.**

Question 51: Attachment A, Current Environment: Are there any state or regulatory requirements for data encryption (in-transit/at-rest) that vendor would need to comply with for the solution?

Response: **IRS 1075 and HIPAA compliance is required. The State anticipates that additional standards, such as ISO, SOC 2, PCI, and CCPA, may become applicable in the future.**

Question 52: Attachment A, Technical Requirements: Are there any existing legacy tools or applications that the Vendor would be required to utilize/support under the contact ?

Response: **The State will continue to utilize Site Admin and System Manager. The State currently has servers with VMWare 7.**

Question 53: Attachment A, Technical Requirements: Other than Verint, are there any additional third-party partner integrations in the current Avaya on-premise infrastructure, or required for the future CCaaS solution?

Response: **The State currently uses 911 Inform. For CCaaS, the awarded vendor must integrate with our current payment processor, Tyler Technologies.**

Question 54: Attachment A, Category III, Technical Requirements: Does the State have an existing e911 solution in place today? Are there any specific integrations into the system required for in-scope departments (emergency dispatch, medical, education, etc.)

Response: **The State currently uses 911 Inform. There are no specific integrations. The State of Mississippi requires registration to the building and floor level for all phones whether internal or at a remote location.**

Question 55: Attachment A, Category III, Technical Requirements: What is the current ITSM ticketing platform that the State is using today for end-user support? Will ticket integration be required between the Vendor's and State's platforms

Response: **The State currently utilizes CA Service Desk. The vendor will not be required to enter service tickets. Instead, the vendor will submit service tickets via email to our service center.**

Question 56: Attachment A, Category I, Installation and Acceptance: Does the State have an existing IT or Security organization that Vendor will need to collaborate with for voice infrastructure support? Any additional third-parties that will require vendor coordination?

Response: **The State has both internal security and network groups that support enterprise level security and connectivity. Remote gateway sites generally sit behind the firewall of the State agency it supports. The agency handles all connectivity from the firewall to the gateway. State staff will coordinate any communication between the vendor and any agency.**

Question 57: Attachment A, Category I, Installation and Acceptance: Will vendor be required to support Campus Fiber, WAN circuits and PSTN carrier connectivity and circuits across the state? What are the current Carriers providing circuits today?

Response: **No. AT&T and C Spire.**

Question 58: Attachment A, Category I, Installation and Acceptance: Is the Cisco WAN and LAN equipment covered under a current Cisco SmartNet maintenance contract? What are the contract terms of that agreement?

Response: **The State maintains Smartnet maintenance. The vendor will not be granted direct access to any State network devices.**

Question 59: Attachment A, Category I, Installation and Acceptance: What is the responsibility of the vendor regarding Fiber/Copper cabling for MDF/IDF and remote sites?

Response: **The vendor is not responsible for cabling to the endpoint. Cabling in the IIDF/MDF may be required by the vendor.**

Question 60: Attachment A, Category I, Installation and Acceptance: Does the State have approved and certified cabling providers the Vendor can leverage for new or project related cabling requirements? Are there specific cabling and labeling specifications that need to be followed for state facilities and datacenters?

Response: **ITS Procurement maintains an Express Procurement Option for cabling projects. The State provides all cabling with the data center and labeling specifications will be provided during each project, if applicable.**

Question 61: Attachment A, Current Environment: Can state provide a listing of incident/trouble tickets over the last 3 years?

Response: **Due to the volume of tickets that are automatically opened and closed, the State is unable to provide this information.**

Question 62: Attachment A, Category I, Installation and Acceptance: Will the state provide guidelines and timing for UAT ?

Response: **This will be determined during each project.**

Question 63: Please provide all current Avaya "Sold-To" numbers. Once we have these "Sold-To" numbers, we will submit an Avaya Letter of Agency (LOA) form which

will need to be signed by the appropriate State of Mississippi contact. Once signed, this will give [Vendor] access to all your current Avaya license information so we can respond to this RFP. Along with the "Sold-To" numbers, please provide the email address for contact to whom the LOA request should be sent.

Response: See Amendments No. 9 & 10 above.

Question 64: Attachment A, Category III, Item 3.11.1: In regards to solution options leveraging native AWS or Azure services, is the state landing zone based on Government Cloud environments?

Response: The current landing zone is not in a Government Cloud.

Question 65: Attachment A, Category III, Item 3.10: Can the State provide additional context on the use of physical endpoints with the existing voice network? Is the requirement to establish a dedicated private network connection with the cloud platform or are there additional expectations to integrate voice streams with the current on-prem Avaya platform?

Response: The current endpoints are J-179 series phones in use with our on-premise system. The goal is to protect the State's investment. The State is not anticipating voice stream integration unless it is advantageous to the State.

Question 66: Attachment A, Category III, Item 3.10: For proposed solutions that leverage native Azure or AWS services, are integrations with physical endpoints already established between the Capitol Complex and cloud environments?

Response: No.

Question 67: Attachment A, Category III, Item 3.10.1.2.1: For sub-tenant deployments, does ITS require a federated authentication/SSO approach so enterprise-level administrators can access all sub-tenant environments using one account?

Response: Yes.

Question 68: Attachment A, Category III, Item 2.4.1: Item 2.4.1 is marked Mandatory and requires a designated Account Manager, with a preference that the individual be based within 50 miles of Jackson, MS. Item 2.5 requires resumes for each individual proposed. Is a named individual with resume required at time of proposal submission, or is a written commitment to designate and place a Mississippi-based Account Manager upon contract award acceptable to satisfy these requirements?

Response: The State will require this from the awarded vendor.

Question 69: Attachment A, Category III, Item 2.4.1: Item 2.4.1 states the State prefers the Account Manager be based in Mississippi and that an individual within 50 miles of the Capitol Complex will receive favorable consideration. Please confirm whether the 50-mile proximity requirement is scored/preferred only, or whether it constitutes a Mandatory requirement that must be met to avoid disqualification.

Response: **The 50-mile proximity is solely a preference that could warrant additional non-cost evaluation points and will not be a basis for elimination.**

Question 70: Attachment A, Item 1.1.1: Item 1.1.1 references approximately 1,300 contact center seat licenses. Can ITS confirm the number of agency sub-tenants expected and whether all seats will be migrated at contract inception or phased over the term?

Response: **The State is unable to guarantee the number of agency sub-tenants that may migrate to the new platform. All agencies will be offered the opportunity to migrate, but ITS cannot ensure a defined number of agents.**

Question 71: Attachment A, Category III, Items 5.8 and 5.8.1: Items 5.8 and 5.8.1 require call recording capability but do not specify percentage. Does the State require 100% call recording, or will recording levels be set at the agency sub-tenant level?

Response: **Call recording levels are set by the agency/sub-tenant. Some agencies are required to record all calls.**

Question 72: Attachment A, Category III, Items 3.23 and 3.10.1.2.2.4: Does the State have a minimum required online retention period for recordings and transcripts, or will retention schedules be established per agency sub-tenant post-award?

Response: **Yes, three years.**

Question 73: Attachment A, Category III, Item 5.8.1: If the State elects to migrate from Verint WFO, is the vendor expected to migrate historical recordings? If so, can ITS provide estimated volume and retention requirements?

Response: **For agencies/sub-tenants that migrate to the new platform, they may request to have existing recordings migrate to the new system. The current voice-only recordings retention period is a minimum of three-years. The State does not have an estimated volume.**

Question 74: Attachment A, Category III, Item 3.1: Can ITS confirm which Avaya J-Series phone models are currently deployed to validate compatibility and pricing assumptions?

Response: **The majority of agencies currently use J179's, but many have started to migrate to the J189 phones.**

Question 75: Attachment A, Category III, Item 3.8: Please confirm whether Microsoft Teams integration is required only for ~1,300 contact center agents or across the broader ~17,000-user UC environment.

Response: **Integration is not required, but the State is interested in capabilities. This would only apply to agencies that choose this new platform.**

Question 76: Attachment A, Category III, Item 3.11.1: If a CCaaS platform is hosted on AWS/Azure as a SaaS subscription, will it be treated as exempt from the ITS landing-zone requirement?

Response: **Yes. It would be the State's preference to have it in the ITS landing zone, but this is not required.**

Question 77: Attachment A, Category III, Item 3.24: Is FedRAMP authorization a scored differentiator or informational only, and is lack of FedRAMP disqualifying?

Response: **Informational only.**

Question 78: Attachment A, Category III, Item 5.14: Must outbound dialing be native to the CCaaS platform, or may it be provided via third-party integration? Is this requirement scored or informational?

Response: **Outbound calls can be native or third-party. This requirement is scored.**

Question 79: Attachment A, Category III, Item 4.1: Is the State open to usage-based (per-minute or per-interaction) AI pricing within the Non-Evaluated Price Catalog?

Response: **Yes.**

Question 80: Attachment A, Category III, Item 4.9: Must the NOC facility itself be located in the continental U.S., or is U.S.-based staffing sufficient?

Response: **The State prefers the NOC and personnel to be located in the United States.**

Question 81: Attachment A, Category III, Items 5.10 through 5.10.7: Does Tyler integration apply only when the CCaaS platform processes payments directly, or to all CCaaS vendors?

Response: **Only when the CCaaS platform processes payments.**

Question 82: Attachment A, Category III, Item 4.24: In a phased, multi-tenant rollout, does the no-billing-before-acceptance rule apply per sub-tenant or after full enterprise deployment?

Response: **Per sub-tenant.**

Question 83: Attachment A, Item 1.1: The RFP identifies approximately 1,300 contact center seats across an estimated 26 sub-tenant agencies. The RFP does not specify hours of operation. Can ITS provide anticipated enterprise contact center hours, or confirm whether hours vary by agency sub-tenant?

Response: **Currently, only one agency is staffed 24x7. All other agencies are staffed from 7:00 am to 6:00 pm.**

Question 84: Attachment D: Are Attachment D configurations illustrative only or binding for pricing post-award?

Response: **Attachment D configurations are intended to be illustrative for pricing purposes only and are not binding post-award. The purpose of Attachment D is to provide a standardized set of contact center size scenarios to ensure consistent and comparable pricing across vendors, regardless of whether their CCaaS solutions are based on licensing, consumption, or other pricing models.**

Question 85: Attachment C: For voice-based customer interactions, is IVR-based payment collection required within the CCaaS solution, or are payments expected to be handled exclusively via web/mobile channels using Tyler MS Common Checkout (CCP)?

Response: **Any state agency funds that are collected electronically on behalf of a state agency must be collected exclusively in accordance with the DFA Administrative Rule included in Attachment B. If the collected funds collected are not monies due to a state agency, the rule doesn't apply.**

Question 86: Attachment C: If IVR-based payments are required, should the CCaaS platform integrate directly with Tyler MS (TPE APIs), or redirect users to CCP for payment processing?

Response: **Tyler MS offers APIs that enable third party IVR solutions to establish the required payment functionality. The specific integration approach must ensure adherence to the State's compliance, security, and data exchange requirements. Redirecting users to CCP is not required for IVR scenarios when API based integration is properly implemented.**

Question 87: Attachment C: Can the State clarify the PCI compliance responsibilities of the CCaaS vendor, specifically whether the vendor must support PCI scope (e.g., SAQ-D) or if all payment handling is fully offloaded to Tyler MS?

Response: **If the CCaaS/IVR vendor captures card information before transmitting it to Tyler MS through the provided APIs, the vendor's environment does fall within PCI scope. Accordingly, the CCaaS/IVR vendor must maintain an appropriate level of PCI DSS compliance, which may include SAQ D or an equivalent certification, depending on the vendor's specific architecture and how card data is captured and transmitted.**

Question 88: Attachment C: Should CCaaS platforms integrate directly with MAGIC (state ERP system), or will integration be handled through middleware or external systems?

Response: **The platform will not need to integrate with MAGIC.**

Question 89: Attachment A, Category II: What roles are required to be local in day 2 support?

Response: **Technician support may be required on day 2 for any on-premise support.**

Question 90: Attachment A, Category II, Account Team: Does the release manager have to be a named role/designated team member?

Response: **The State will require this from the awarded vendor.**

Question 91: Attachment A, Category III: Is Avaya Aura experience required if we are proposing AWS as the platform?

Response: **Avaya experience is not required for Category III.**

Question 92: Attachment A, Category II, Account Team: Can references be provided at the program level versus individual level?

Response: **The State will require this from the awarded vendor.**

Question 93: Attachment A, Category III: If AWS platform is chosen, does Avaya and Avaya experience remain in scope at all?

Response: **Avaya experience is not required for Category III. We are only looking to migrate some Call Center users to the new platform in Category III. All other users will remain on the Avaya system.**

Question 94: Attachment A, Category II and Category III: Does 24/7/365 need to be 100% on shore?

Response: **The State prefers that all support be on shore. The State strictly prohibits vendors, subcontractors, and any associated personnel from performing work, providing services, or accessing State accounts, networks, or systems from any country identified by the United States government as a country of concern. See Section VI. Item 5 of the RFP.**

Question 95: Attachment A, Category III, Item 1.1.1: Does the state intend to transition all 1,300 contact center seats to the CCaaS platform simultaneously, or should the proposal include a phased migration plan?

Response: **It is unknown how many (if any) agencies will migrate to the CCaaS platform. Should an agency elect to migrate to the new platform, a migration plan will be jointly determined by the vendor and the agency.**

Question 96: Attachment A, Category III, Cost Submission: For agencies requiring unique IVR workflows or custom integrations, does the state require a single platform instance with logical separation, or are individual instances per agency preferred?

Response: **The State will consider recommendations based on vendor best practices and agency preferences. No tenant will be able to view or access another tenant's workflow.**

Question 97: Attachment A, Category III, Item 5.8.1: Are historical recordings currently stored in the Verint WFO service required to be migrated into the new platform's storage, or is a unified search interface sufficient?

Response: **Agencies/sub-tenants that migrate to the new platform may request to have existing recordings migrated to the new system. The current voice-only recording retention period is a minimum of three-years. The State does not have an estimated volume. A unified search would also be acceptable.**

Question 98: Attachment A, Category III, Overview: The 30-day termination clause for "change in needs" is broad. Will the state consider language protecting the vendor for unamortized implementation costs if termination occurs within the first 12 months?

Response: **Please see Article 17 of the proposed contract included as Exhibit A. Any exceptions to these clauses must be included as an Exception in Section V of the RFP.**

Question 99: Attachment A, Category III, Item 2.1: How will the “highly desirable” 50-mile radius preference be weighted against a remote support team that guarantees four-hour onsite response times?

Response: **Please see Section VII, Scoring Methodology for how requirements within certain categories will be scored. ITS reserves the right to add weights to certain requirements that are more favorable than others.**

Question 100: Attachment A, Category III, Item 5.13: Does the state have established contracts with specific AI vendors (e.g., Google, Microsoft, AWS) that our platform must integrate with, or are we expected to provide the full AI stack?

Response: **At this time, the State does not require that vendor’s platform integrate with any particular AI vendor.**

Question 101: Attachment A, Category III, Item 5.8.1: What is the current Avaya WFO platform in use, is that Verint or another vendor? Please supply vendor.

Response: **The current AWFO platform is Verint for call recording.**

Question 102: Attachment A, Category III, Item 3.7: The use of J179 series handsets is called out, will the use of softphones be considered?

Response: **Based on user preference, the State would like the option of using J179/J189 phones or softphones.**

Question 103: Attachment A, Category I, Item 7.3: We require a list of Avaya Sold To Numbers, applicable to the current environment, and need The State of Mississippi Department of Information Technology Services to approve a Avaya Customer Authorization Request for CBTS to access Avaya records. This is required to provide Avaya subscription pricing for the contracts ending on 31-DEC-2026.

Response: **See Amendments No. 9 & 10 above.**

Question 104: Attachment A, Category II, Cost Information Submission: Could you please provide an average number of break fix/ trouble resolution tickets per month?

Response: **Historically, the State averages just over 100 alarms/tickets per month, but that can vary based on weather events. The vast majority are alarm-created tickets.**

Question 105: Attachment A, Category II, Cost Information Submission: Could you please provide an average number of move, adds, changes, (MAC) tickets per month?

Response: **Currently, the State handles moves, adds, and changes, as required. The State would like MAC pricing options in the event this duty is transferred to the vendor.**

Question 106: RFP, Section VII: Technical Specifications, Item 4.1.2: We need an equipment listing that provides server quantity (physical & virtual) at the Jackson and Starkville core locations.

Response: **See Amendments No. 9 & 10 above.**

Question 107: RFP, Section VII: Technical Specifications, Item 4.1.2: We need a breakdown of the 37 Survivable Servers how many are S8300E and how many are ASP130 server appliances?

Response: **The State has 34 S8300E's and 3 ASP130 servers.**

Question 108: RFP, Section VII: Technical Specifications, Item 4.1.2: The system is currently Avaya Aura R10.1. Is an upgrade to R10.2 required as part of the managed services?

Response: **The State is currently on Avaya Aura R10.2. See Amendment 3 above.**

Question 109: RFP, Section VII: Technical Specifications, Item 4.1.2: Does the managed service need to include Avaya desk phone (Digital / VoIP) set replacement coverage?

Response: **No.**

Question 110: RFP, Section VII: Technical Specifications, Item 4.1.2: The Mental Health hospitals, Department of Rehab Services, and Department of Corrections also maintain AVAYA systems of various versions that operate as standalone systems. Do these systems need to be quoted as part of the managed services? If so, please provide the system details (hardware, users & agents) that need to be covered.

Response: **These locations do not need to be included this response. Once the RFP is awarded, the vendor may choose to offer managed services to them.**

Question 111: RFP, Section VII, Technical Specifications, Item 8.1.9: Will the existing Avaya WFO / AWE currently used for call recording remain in use for call center Elite agents?

Response: **Yes. If any agency decides to remain on the current Avaya Elite call center, the existing Verint platform will remain in place.**

Question 112: Attachment A, Category I, Cost Information Submission, Scenario 3: RFP 4666 does not appear to specifically state the number of users. Should we assume 20 for the configuration of the ACP 130? Does the ACP 130 need to be sized for future applications?

Response: **The State's goal is to get equipment and installation costs in these scenarios. The ACP 130 does not need to be sized for future applications.**

Question 113: Attachment A, Category I, Cost Information Submission, Scenario 4: RFP 4666 does not appear to specifically state the number of users. Should we assume 20 for the configuration? Do you want the SBC on a standalone server? How many sessions does the SBC need to support? Does the SBC need to be redundant?

Response: **The State's goal is to get equipment and installation costs in these scenarios. The SBC will be a standalone device.**

Question 114: Attachment A, Category I, Item 7.3: We cannot quote the Subscription renewal without an Avaya LOA from the State. In lieu of LOA, we can quote as new

subscription licensing to provide pricing. To do this, we need a breakdown of the state's existing Subscription licenses. Avaya nomenclatures recently changed so we have provided both below:

Need quantity of each:
UC Basic/UC Essential:?
UC Core/UC Advanced:?
UC Power/UC Ultra:?
CC Basic/CC Elite: 1,300

Response: See Amendments No. 9 & 10 above.

Question 115: RFP, ITS RFP Response Checklist and Section II: Proposal Submission Requirements, Item 9.4: The checklist indicates Sections I, V, VI, VII, VIII, and IX are to be included in the response. However, Section II-9.4 states, "Respond to the sections, attachments, and exhibits in the same order as this RFP". Please clarify whether the Vendor is not to respond to or acknowledge sections II, III, and IV.

Response: The objective of Sections II, III, and IV are to provide vendors with information required to successfully complete a contract or agreement with ITS. These sections do not require a response.

Question 116: RFP, Section II: Proposal Submission Requirements, Items 4 through 9: Section II – 4 through II-9. Will the State consider revising its delivery requirements to allow email submissions in PDF and DocuSign formats?

Response: No. At this time, e-mail submissions are not permitted.

Question 117: RFP, Section II: Proposal Submission Requirements, Items 5 and Item 9.1: (RFP II-5) RFP requires "original signatures in blue ink". (RFP II-9)RFP requires "The Vendor is required to submit one response of the complete proposal, including all sections, attachments, and exhibits, on a USB flash drive. 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." Can the Vendor assume that this means ONLY one hard copy with the signatures and a flash drive are to be delivered? Please clarify the state's requirements regarding hard copies and sealed flash drive copies.

Response: Hard copies of a proposal response is not required. Vendors are required to submit one response of the completed proposal, including all sections, attachments, and exhibits, on a USB flash drive. The "original signature in blue ink" can be a wet signature or a PDF of the signed document.

Question 118: RFP, Section IV: Legal and Contractual Information: Please clarify if the Vendor is **not to respond** to or acknowledge Section IV in its response.

Response: The objective of Section IV: Legal and Contractual Information is to provide Vendors with information required to successfully complete a contract or agreement with ITS. This section does not require a response.

Question 119: RFP, Section IV: Legal and Contractual Information, Item 38: Will the State remove the cost of the performance bond/letter of credit from the cost evaluation? Bidders have different cost of capital and the performance bond cost will impact the competitiveness of each bidder's offer.

Response: **No, the State cannot remove the cost of the Performance Bond/Irrevocable Bank Letter of Credit. Since the cost of the Bond may be invoiced to the State, that cost must be considered in determining the awarded vendor.**

Question 120: RFP, Section IV: Legal and Contractual Information, Item 38: If the State will not remove the cost of the performance bond/letter of credit from the evaluation, how will the State normalize this cost during the evaluation process to ensure smaller businesses or those with higher cost-of-capital facilities are not disproportionately disadvantaged compared to large-cap vendors?

Response: **Responding vendors may propose a cost of the Performance Bond/Irrevocable Bank Letter of Credit in their Cost Information Submission so that the cost can be invoiced to the State. The State will include that cost in the cost evaluation to show a true lifecycle cost.**

Question 121: RFP, Section IV: Legal and Contractual Information, Item 38: Will the State consider reducing the bond/letter of credit amounts? Both Category 1 and Category 2 bond amounts represent a significant portion of the total revenue expected over the term. Typically, bond/letter of credit amounts represent 1-3% of the value of the contract.

Response: **The State's standard is to request a Performance Bond or Irrevocable Bank Letter of Credit that equals the total amount of the executed contract. Since the contract amount is unknown, the State estimated the value of the contract over the initial term. The State will not consider reducing the Bond/IBLOC amounts.**

Question 122: RFP, Section VII: Technical Specifications, Item 1.1: RFP states, "Vendor should label and respond to each outline point in this section as it is labeled in the RFP." Please clarify whether the Vendor is to start the response with numbers 7 through 12.9, as they are labeled in the RFP instead of number 1.

Response: **For Section VII, Vendors are only required to provide a response with Items 7 - 12.9. For ease of review, please number the responses as they are in this Section.**

Question 123: RFP, Section VII: Technical Specifications, Item 5: Will the State provide an extension to 5/29/2026? The RFP is comprehensive, complex, and transformational for the State, as it maintains core, critical managed telephony services and creates a path for next-generation cloud-based contact center services that will benefit the State, its employees, and citizens. Commensurate with the importance of the RFP, we believe an extension will allow bidders the needed time to respond with complete, compliant, and competitive offers. Higher quality responses will likely improve the State's evaluation process, reduce negotiation time, and allow for a more efficient contract-onboarding and service transition.

Response: **See Amendment No. 1 above.**

Question 124: RFP, Section VII: Technical Specifications, Items 6.11 and 6.12: Section VII-6.11 states, "ITS has identified three (3) functional Categories where Vendors **must respond.**" Section VII-6.12 states, "It should be understood that Vendors are not **required to respond** to each functional Category." Please clarify whether Vendors can bid on a single category or must bid on all categories.

Response: **Vendors are not required to respond to each functional Category. Vendors may choose to bid on one or more functional categories. For whichever Category a vendor elects to propose, Vendor must provide a response within the Excel spreadsheets.**

Question 125: Due to the sensitive nature of some of the requested information, what process can vendors use to redact sensitive information.

Response: **Redacted submissions will not be accepted. Please see Rule 210.5 of the ITS Procurement Handbook (page 191) for our Proposal Confidentiality Procedure. All vendor proposals will be under strict confidentiality requirements, and all viewers of proposals will sign a Confidentiality Agreement, pre or post award.**

Question 126: Attachment D: Please confirm what period of time these costs represent.

Response: **These examples are based on monthly costs and for pricing comparison purposes.**

Question 127: RFP, Section II: Proposal Submission Requirements: Please confirm the expected submission format. Is the State requesting only one sealed package containing one USB with the complete proposal, or should the proposal also include any separate hard-copy originals in addition to the USB, specifically for the blue-ink signed Submission Cover Sheet and Configuration Summary?

Response: **Hard copies of a proposal responses is not required. Vendors are required to submit one response of the completed proposal, including all sections, attachments, and exhibits, on a USB flash drive.**

Question 128: RFP, Section IV: Legal and Contractual Information, Item 38: For Category I and/or Category II, please confirm whether the State will accept an alternate form of financial assurance, such as a parent/company guaranty or "good guy" letter, in lieu of the required performance bond or irrevocable bank letter of credit, or whether acceptable security is limited strictly to those two instruments.

Response: **No, the Performance Bond or Irrevocable Bank Letter of Credit is required. If, during contract negotiations, the State requires a Performance Bond or Irrevocable Bank Letter of Credit and the awarded vendor is not willing to provide said Bond or IBLOC, the award may be rescinded. Should the vendor not provide a cost of the Bond/IBLOC in the Cost Information Submission, the Vendor is indicating that the cost of the Bond or IBLOC is provided at no cost to the State.**

Question 129: RFP, Section IV: Legal and Contractual Information, Item 38: and Exhibit A Article 44: Please clarify the timing and proposal requirements for the performance bond / irrevocable bank letter of credit. Section IV, Item 38 states that vendors must include the price of a performance bond or irrevocable bank

letter of credit in the RFP proposal as a separate line item, but also states that the final decision as to whether a performance bond or irrevocable bank letter of credit will be required will be made upon contract award at the State's sole discretion. The same section further states that, for Category I and/or Category II, the successful Vendor must procure and submit the required instrument with the executed contract, and Exhibit A, Article 44 similarly references submission with the executed Master Agreement. Please confirm whether vendors are required at proposal submission to provide only pricing for a potential bond/letter of credit, with the actual instrument to be submitted only if required at award, or whether vendors proposing Category I and/or Category II must treat the bond/letter of credit as mandatory and include related information beyond pricing in the proposal response.

Response: **Yes, the price of the potential Bond/IBLOC must be included in the vendor's Cost Information Submission. Before execution of any Agreement, ITS must be in possession of the original, executed Bond/IBLOC.**

Question 130: RFP, Section IX: References: Please confirm whether the required three references for each functional category must be unique by category, or whether the same customer reference may be used across multiple proposed categories if that customer engagement covers each applicable category.

Response: **As long as the reference is in scope of the applicable category, the same customer references may be used across multiple categories.**

Question 131: RFP, Section VII: Technical Specifications, Item 13.2.4.1: Please confirm that the requirement for the proposed project manager and proposed key team members to participate in demonstrations/interviews within seven calendar days applies to all functional categories proposed under this RFP.

Response: **The State reserves the right to request demonstrations/interviews with proposed key team members for each category in the RFP.**

Question 132: Attachment A, Category III, Current Environment: Are there existing automation tools in use today that must be integrated or replaced?

Response: **No.**

Question 133: Attachment A, Category III, Current Environment: Is speech analytics or transcription currently used?

Response: **No.**

Question 134: Attachment A, Category III, Current Environment: Can the state provide current annual call volumes and peak concurrent calls?

Response: **The State cannot provide accurate call information without knowing which agencies may elect to move to the CCaaS platform. Should an agency elect to migrate, the call information will be made available to the vendor.**

Question 135: Attachment A, Category III, Item 3.7: Do all potential CCaaS users with J179 SIP phones have a DID (Direct Inward Dial) number?

Response: **No. While most agencies have DID numbers, not all of them do.**

Question 136: Attachment A, Category III, Item 3.24: Is FedRamp or GovRamp a requirement?

Response: **No, but the State would like to know if the vendor has these compliances.**

Question 137: Attachment A, Category III, Technical Requirements: What are the state's expectations regarding AI capabilities such as virtual agents, agent assist, and predictive routing?

Response: **The State has not implemented AI in our current contact center and is looking to the vendor for recommendations on how these capabilities could enhance the user experience.**

Question 138: Attachment A, Category III, Technical Requirements: What real-time analytics and dashboards are required?

Response: **This will be determined through vendor interactions with the individual agencies.**

Question 139: Attachment A, Category III, Item 5.8.1: Is the state asking if the CCaaS solution can record non-CCaaS agent interactions on the Avaya platform?

Response: **No.**

Question 140: Is the proposed solution meant to be a "system of record" for tracking account and record activity? If not, what is the current system of record?

Response: **This system will not be the official "system of record"; however, the State will use reporting from this solution to validate the data in the current system, which is PCR360.**

Question 141: Are there any data sources that need to be integrated? (Outside of the mentioned Tyler Technologies for payment processing)

Response: **There are no other data sources that are required. As agencies choose to migrate to the system they may have individual requirements for integration.**

Question 142: Would it be possible to request an extension of the current proposal submission date from 4/15 to 4/29?

Response: **See Amendment No. 1 above.**

Question 143: Do you want to utilize Single Sign on (SSO) for your contact center? What is the SSO product that you utilize?

Response: **The State uses Microsoft Entra for SSO.**

Question 144: Do you require PCI compliance?

Response: **Yes.**

Question 145: Do you require HIPPA compliance?

Response: Yes.

Question 146: Do you require GDPR compliance?

Response: No, but the State would like to know if the vendor has these compliances.

Question 147: Do you require HITRUST?

Response: No, but the State would like to know if the vendor has these compliances.

Question 148: Do you require FedRAMP compliance? On this one, ask why and understand.

Response: No, but the State would like to know if the vendor has these compliances.

Question 149: How many business units within the contact center?

Response: While the State includes approximately 120 agencies, participation in this service is undetermined. Agencies outside the State's core environment, as well as other eligible government entities, may choose to utilize this contract.

Question 150: How Many Total Users in Contact Center Number of Agents? Number of Supervisors? Number of WFM Admin ? Number of QM Admin? Number of System Admin?

Response: On the Avaya system alone, there are over 1,300 agents and supervisors. It is unknown how many (if any) agencies will migrate to the CCaaS platform. This service will be available to all State agencies as well as other government entities.

Question 151: How many toll Free Numbers come into the CX Solution?

Response: The State is currently migrating away from toll free numbers. If toll free numbers are required, the State will re-point our existing numbers to a vendor assigned DID and not porting any toll-free numbers.

Question 152: Are there other numbers (usually DID) that come in?

Response: Yes.

Question 153: What media types will be routed?

Response: The State currently utilizes voice calling only. The State will rely on the vendor to recommend best practices should agencies elect to transition to this platform.

Question 154: Do you desire to Record Interactions? Screen Recording Quality Scorecards Sentiment Analysis Transcription Outbound Campaigns Self Service?

Response: The State does not currently use screen recording but would like the option to do so in the future.

Question 155: What are your requirements for Business Continuity

Response: See Section VII, Item 10 of the RFP.

Question 156: Are you interested in having additional Business Continuity or DR solutions above what is standard?

Response: **Vendors may propose Business Continuity or Disaster Recovery solutions that exceed the standard requirements; however, these enhancements are optional and may not result in additional evaluation credit.**

Question 157: How many different phone numbers into Contact Center? Queues (Groups of People) Routing Method

Response: **While the State includes approximately 120 agencies, participation in this service is undetermined. Agencies outside the State's core environment, as well as other eligible government entities, may choose to utilize this contract so we are uncertain as to the number of DIDs, extensions, queues, etc.**

Question 158: How many different skills do you need? Languages Required

Response: **English, Spanish and Vietnamese.**

Question 159: Do you have certain interactions that need priority given

Response: **Currently, the State does not prioritize any voice calling interactions but would be interested in what is available on the vendor's platform.**

Question 160: Describe what they want the Agent screen to look like For Customer Info from where?

Response: **This will vary by agency. The State will rely on the vendor to recommend the best practice solution for each individual agency.**

Question 161: Agent AI or Assistance Where is the Knowledge Source?

Response: **The knowledge source would remain at the agency level; however, this is not a widely used solution within State of MS.**

Question 162: Do you desire Email Routing?

Response: **The State has not implemented this in the current contact center and is seeking vendor recommendations on how its adoption could enhance the user experience. The decision will be based on monthly pricing/ROI.**

Question 163: Do you desire Web Messaging/Chat?

Response: **The State has not implemented this in the current contact center and is seeking vendor recommendations on how its adoption could enhance the user experience. The decision will be based on monthly pricing/ROI.**

Question 164: Do you desire SMS?

Response: **The State has not implemented this in the current contact center and is seeking vendor recommendations on how its adoption could enhance the user experience. The decision will be based on monthly pricing/ROI.**

Question 165: Do you desire Social?

Response: The State has not implemented this in the current contact center and is seeking vendor recommendations on how its adoption could enhance the user experience. The decision will be based on monthly pricing/ROI.

Question 166: Do you have a need to outbound campaigns

Response: The State has not implemented this in the current contact center and is seeking vendor recommendations on how its adoption could enhance the user experience. The decision will be based on monthly pricing/ROI.

Question 167: Is there a desire to allow customers to do self service via voice ?

Response: The State has not implemented this in the current contact center and is seeking vendor recommendations on how its adoption could enhance the user experience. The decision will be based on monthly pricing/ROI.

Question 168: Is there a desire to allow customers to do self service via digital (such as via the web)?

Response: The State has not implemented this in the current contact center and is seeking vendor recommendations on how its adoption could enhance the user experience. The decision will be based on monthly pricing/ROI.

Question 169: What are the self service items that you want to do and would be beneficial to customers

Response: The State has not implemented this in the current contact center and is seeking vendor recommendations on how its adoption could enhance the user experience. The decision will be based on monthly pricing/ROI.

Question 170: The RFP states that the target date for implementation will start 7/1/26 with an estimated Go_live date of 8/3/26. Is there compelling reason for the 30-day goal from start to finish for this project?

Response: The 30-day period is the goal of the State. The State realizes that the complexity of implementation or conversion may extend past the 30-day goal.

Question 171: Given the number of vendors present on the vendor conference calls and complexity of this project there will be a lot of questions submitted. Do you anticipate extending the due date for this RFP?

Response: See Amendment No. 1 above.

RFP responses are due Wednesday April 22, 2026, at 3:00 p.m. (Central Time).

cc: ITS Project File Number 48690