

RFP Questions and Clarifications Memorandum

To: Vendors Responding to Request for Proposals (RFP) Number 4724 for the Mississippi Department of Revenue (DOR)

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

Date: October 3, 2025

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Naz Khan

Contact Phone Number: 601-432-8014

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RFP Number 4724 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 Thursday, ~~October 2, 2025~~, October 16, 2025 @ 3:00 p.m. Central Time for the acquisition of the products/services described below for Mississippi Department of Transportation.

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

PROPOSAL, SUBMITTED IN RESPONSE TO RFP No. 4724 Thursday, October 2, 2025 <u>October 16, 2025</u> @ 3:00 p.m. Central Time ATTENTION: Naz Khan
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3. RFP, Section VII: Technical Specifications, Item 3 shall be and hereby is amended as follows:

Task	Date
First Advertisement Date for RFP	09/02/2025
Second Advertisement Date for RFP	09/09/2025
Deadline for Vendor's Written Questions	3:00 p.m. Central Time on 09/12/2025
Deadline for Questions Answered and Posted to ITS Website	09/26/2025
Open Proposals	10/02/2025 <u>10/16/2025</u>
<u>Begin</u> Evaluation of Proposals	10/02/2025 <u>10/16/2025</u>
Contract Negotiation	October <u>November</u> 2025

Task	Date
Proposed Project Implementation Start-up	12/01/2025
Project Go-Live Deadline	12/01/2025

4. Attachment A, Section J: Workflow Automation & Notification, Item 83 shall be and hereby is deleted in its entirety.

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: Attachment A, Section K. Survey & Assessment Scheduling: At what points in the employee lifecycle does MDOT want to capture feedback (e.g., onboarding, post-training, annual engagement, exit surveys)?

Response: **MDOT would like to survey employees at its discretion. All employees will be administered the survey at the same time.**

Question 2: Attachment A, Section N. User Interface & Accessibility: Are there specific employee groups (e.g., maintenance crews, field engineers) with limited access to email that need alternative distribution channels?

Response: **There are some groups that do not have e-mail addresses. No alternative distribution channels are requested. MDOT is open to Vendor recommendations for disseminating surveys to employees who do not have email accounts. Possible options could include issuing access codes that employees can use to access the survey or leveraging other practical methods suggested by the Vendor.**

Question 3: Attachment A, Section B. Procurement Goals and Objectives: What metrics are most critical for leadership (e.g., retention risk, engagement trends, safety culture, training completion)?

Response: **Retention, engagement, and training completion are desired.**

Question 4: Attachment A, Section J. Workflow Automation & Notification: Are workflow automations expected to trigger HR interventions (e.g., notify HR of low scores), or remain at the manager level?

Response: **MDOT does not require the program to automate workflows based on survey results. Please see Amendment #4 above.**

Question 5: RFP, Section VIII, Cost Information Submission: The RFP references survey distribution up to 2,600 employees, but MDOT has a workforce of more than 4,000. Can you clarify why the scope is limited, are surveys intended only for targeted employees (e.g., new hires, supervisors, field staff, specific department/division/district)? And if so, is the intent to eventually expand agency-wide?

Response: **The intent is agency-wide of about 2,600 employees.**

Question 6: Attachment A, Section K. Survey & Assessment Scheduling: For onboarding, should surveys be scheduled at milestones (e.g., 30 days, 90 days, 6 months)?

Response: No.

Question 7: Attachment A, Section O. Training: During training, would surveys focus on course satisfaction or application of learning after training is complete?

Response: **MDOT is not requesting surveys based on training. The training referenced in Section O is training on the proposed solution.**

Question 8: Attachment A, Section D. Results & Reporting Dashboards: Does MDOT want to capture feedback during career development stages (e.g., promotions, leadership programs)?

Response: No.

Question 9: Attachment A, Section L. Analytics & Benchmarking: Should surveys tie into key HR processes like performance reviews, succession planning, or workforce development plans?

Response: No.

Question 10: Attachment A, Section B. Procurement Goals and Objectives, Item 8: How many employees are you looking to administer the survey to?

Response: **Agency-wide (estimated 2,600 employees)**

Question 11: Attachment A, Section H. Integration & Data Sync: What systems beyond HRMS (e.g., payroll, training/LMS, safety systems) might this platform need to integrate with?

Response: **Only HRMS at this time.**

Question 12: Attachment A, Section D. Results & Reporting Dashboards: How does MDOT envision using predictive analytics—more for strategic planning (e.g., workforce planning) or day-to-day management (e.g., flagging disengaged employees)?

Response: **MDOT will leverage survey results for both strategic planning and day-to-day management. Survey results are intended to reflect high-level engagement.**

Question 13: Attachment A, Section B. Procurement Goals and Objectives, Item 10: Does MDOT have a process in place today for closing the feedback loop—sharing back what was learned and the actions being taken with employees?

Response: No.

Question 14: Attachment A, Section B. Procurement Goals and Objectives, Item 9: How does MDOT plan to measure the impact of actions taken

Response: **MDOT will review survey results and analyze data.**

Question 15: RFP, Section VIII, Cost Information Submission: Can you clarify how MDOT is defining a “system user” in the context of the 2,600 startup capacity — is this inclusive of survey respondents, or limited to those who will log in with reporting/administrative privileges?

Response: All MDOT employees are survey respondents, and only a few system administrators will be defined. MDOT requires a means for 2,600 employees to be administered a survey but not necessarily log in. Administrators will require a login for reporting and administrative purposes.

Question 16: Attachment A, Section D. Hosting Environment: Could you please clarify what 'users' refers to in the document? Is it a count of the individuals with direct access to the solution, or does it represent the total number of employees in the company? Understanding the relationship between the number of users and the volume of data records is crucial for our proposal.

Response: All MDOT employees are survey respondents, and only a few system administrators will be defined.

Question 17: Attachment A, Section C. Statement of Understanding: Should the system allow for multi-agency reporting views where data is segmented by department but rolled up at the state level?

Response: MDOT requests the ability to report at the agency and division levels.

Question 18: Attachment A, Section C. Statement of Understanding: Beyond MDOT, does the State of Mississippi envision other state agencies (e.g., Department of Information Technology Services, statewide HR, Governor's office) having access to engagement data or dashboards?

Response: No.

Question 19: Attachment A, Section II. Functional Technical Requirements: Does MDOT want the system to reflect the full organizational hierarchy (e.g., agency → divisions → districts → teams), so that insights can roll up and drill down seamlessly across levels?

Response: Yes.

Question 20: RFP, Section IV. Legal and Contractual Information/Time For Negotiations, Item 14.1: What are the specific circumstances under which ITS would consent to extend the fifteen (15) working day period for contractual negotiations (Section IV, Item 14.1)

Response: ITS expects the awarded Vendor to expeditiously participate and respond to contract review and negotiation requests. If there is a significant delay in requests, without proper communication to the State, that could impede MDOT's timeline then this Item 14.1 would apply.

Question 21: RFP, Section IV. Legal and Contractual Information/Time for Negotiations, Item 14.2: Please provide clarification on what "new items" might the State require during negotiations beyond those noted as exceptions on the "Proposal Exception Summary Form"?

Response: New items could be contract clauses that were not required at the time of the RFP development. Any new items not contemplated in Standard Agreement (included within the RFP) would be negotiated in good faith.

Question 22: RFP, Section IV. Ownership of Developed Software, Item 28: What is the process for the State to "alter the software without restriction" for custom-tailored software?

Response: MDOT has no plans to alter the software.

Question 23: RFP, Section VIII, Cost Information Submission: What is MDOT's estimated proposed budget for this solicitation?

Response: The project is funded appropriately for the scope of work, and vendors are encouraged to propose pricing that reflects a realistic and effective approach to meeting the contract requirements. Additionally, all state agency budgets can be viewed at www.transparency.ms.gov.

Question 24: RFP, Section V, Proposal Exceptions: Should vendors include a copy of their Master Subscription Agreement for MDOT's review as an exception?

Response: If the responding Vendor has specific terms that must be included in a resulting contract, Vendor should include those terms with their proposal response. However, it is the State's intent to negotiate the Standard Contract included as Exhibit A to the RFP. Vendor should take exception to any terms in the Standard Contract that do not apply or that they cannot meet. All exceptions must be indicated on the *Proposal Exception Summary Form* included in Section V of the RFP.

Question 25: Our team intends to respond to RFP ending x4724 and we would like to know if we can use an existing contract for the basis of the terms and conditions. Also are you open to using a contract through Texas DIR or other procurement contracts.

Response: It is the State's intent to negotiate the Standard Contract included as Exhibit A to the RFP. ITS does not intend to use a contract from a separate procurement but reserves the right if advantageous to the State.

Question 26: Please confirm if there are any additional steps, documentation, or registration processes required to ensure our eligibility to participate in this solicitation.

Response: All of the ITS requirements for eligibility are included in the RFP documentation.

RFP responses are due Thursday, October 16, 2025, at 3:00 p.m. (Central Time).

cc: ITS Project File Number 49157