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

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4730 for Mississippi Department of Human Services (MDHS)

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

Date: February 24, 2026

Subject: Responses to Questions Submitted and Clarifications to Specifications

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RFP Number 4730 is hereby amended as follows:

- 1. Attachment A, Section II Functional/Technical Requirements, A. System Requirements/Capabilities, Item 22 is being modified as follows:**
 22. **MANDATORY:** Using existing instructional material, Vendor must develop and host the on-line version of the Mississippi Child Care Director's Credential Renewal Course platform. This should be developed in partnership with the MDHS Division of Early Childhood Care & Development (DECCD.)

- 2. Attachment A, Section II, Functional/Technical Requirements, A. System Requirements/Capabilities, Item 24 is being modified as follows:**
 24. **MANDATORY:** The Vendor must provide access to interactive, on-line/on-demand professional development courses for, at start up, approximately 20,000 teachers who work primarily in childcare classrooms and after-school programs. The platform must be scalable to accommodate growing numbers of teachers at no additional cost to MDHS. Course content should include, but may not be limited to:
 - a. A child development (birth to five years of age)
 - b. Working with school-age children in an afterschool setting
 - c. Developmentally appropriate practice for early childhood education
 - d. Curriculum and learning activities for childcare programs
 - e. Classroom set up and classroom management for childcare programs
 - f. Behavior guidance for children birth through 12
 - g. Health and safety topics for childcare
 - h. Nutritional guidance for children

3. Attachment A, Section II, Functional/Technical Requirements, A. System Requirements/Capabilities, Item 29 is being modified as follows:

29. Vendor must update health and safety courses annually to comply with federal regulations. Any system changes and/or upgrades required to meet federal regulations must be done at no cost to the State.

4. Attachment A, Section II, Functional/Technical Requirements, A. System Requirements/Capabilities, Item 35 is being modified as follows:

35. The solution must provide access to topic-specific live courses and classes each month. The monthly courses are expected to be presented via webinars and/or video conferences. Attendance expectations will be established in collaboration with MDHS.

Vendor must include in their proposal a response to each amended requirement 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: Attachment A, Section I. General, B. General Overview and Background: The RFP references 20,000 educators in one section and 21,000 in another. Page 1 of Attachment A states: "Currently, there are 20,197 teachers working in Mississippi's childcare programs." Please confirm the number of early childhood educators that vendors should use for planning and pricing purposes.

Response: **MDHS currently has 20,197 teachers in Mississippi but could see it increase up to 21,000. See Amendment 2 above.**

Question 2: Attachment A, Section II. Functional/Technical Requirements, D. Reports and Dashboard, Item 58: Can MDHS provide examples of currently used reports?

Response: **No. Since MDHS does not have access to the previous solution, MDHS cannot provide examples of any reports.**

Question 3: Attachment A, Section II. Functional/Technical Requirements, B. Administrative Management, Item 48 & Section II. Functional/Technical Requirements, D. Reports and Dashboard, Item 59: Are there mandatory state or federal compliance reports that must be generated by the system?

Response: **No.**

Question 4: Attachment A, Section I. General, D. Vendor Qualifications: Can a vendor respond as part of a partnership/team with a prime contractor and subcontractor(s)?

Response: **Yes. See Section IX – References in the RFP document.**

Question 5: Attachment A, Section II. Functional/Technical Requirements, A. System Requirement/Capabilities, Item 22: Does MDHS have existing instructional materials for the Mississippi Child Care Director's Credential Renewal Course?

Response: Yes. The content will be made available to the awarded Vendor for them to create an online version of the course. See Amendment 1 above.

Question 6: Attachment A, Section II. Functional/Technical Requirements, A. System Requirement/Capabilities, Item 22: What is the expected duration/credit hours for the Director's Credential Renewal Course?

Response: The expected duration/credit hours for the Director's Credential Renewal Course is six (6) credit hours.

Question 7: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 23: For the CCDF Health and Safety Training, are there specific federal content standards or approved curricula that must be used, or will the vendor develop original content meeting the 12 topic requirements?

Response: The Vendor should develop original content using the 12 federally mandated CCDF Health and Safety standard topics. Content must be approved by MDHS and the Federal Office of Child Care as outlined in Section II, A. Item 23.

Question 8: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 23: What existing training content (if any) will need to be migrated to the new platform?

Response: Since MDHS does not have access to the previous solution, there's no existing training content to migrate.

Question 9: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 27: Is it the expectation of MDHS that all approvals (State and Federal [Administration for Children and Families]) for new course content be received by 7/1 go-live?

Response: July 1, 2026 is the Proposed Project Go-Live Deadline. We strongly prefer to have approvals for the new course content by the actual go-live deadline.

Question 10: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 29 & 37: Who is responsible for ongoing content updates when Mississippi policies or CCDF requirements change?

Response: The Vendor is responsible for updating ongoing content with guidance from MDHS as Mississippi policies and CCDF requirements change. See Amendment 3 above.

Question 11: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 30: Is the "My Mississippi Adventures" curriculum from MSU in digital format or other formats?

Response: Mississippi State University will provide the 'My Mississippi Adventures' curriculum in digital format.

Question 12: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 30: In what format will Mississippi State University provide the My Mississippi Adventures curriculum?

Response: **Mississippi State University will provide the 'My Mississippi Adventures' curriculum in an acceptable digital format.**

Question 13: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 30: Can you please confirm that the courses and curriculum from *My Mississippi Adventures* have already been developed and ready to be packaged for transition to a new platform?

Response: **Yes, confirmed.**

Question 14: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 31: Can you please confirm that only the 12 mandatory Health and Safety Training course (with 12 mandatory health and safety topics) are the only training courses that need to be in Spanish? What other courses (if any) need to be in Spanish?

Response: **Correct. At this time, no other courses need to be in Spanish.**

Question 15: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 34: Can MDHS clarify the intended functionality and features expected for the "Hub" referenced in Requirement #34?

Response: **The "Hub" should provide opportunities for educators to share and respond to ideas in the form of online posts, message boards, etc. The Vendor may have flexibility with the design of the "Hub", but it must be moderated for inappropriate and/or abusive content, which must be removed immediately.**

Question 16: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 34: The RFP mentions "Hub membership" with "Ask the Expert" - are the experts MDHS staff, vendor-provided, or community contributors?

Response: **The experts are community contributors and/or Vendor-selected staff/contractors. MDHS staff are not considered Hub experts.**

Question 17: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 35: How many monthly live courses and classes is the vendor expected to deliver?

Response: **There is flexibility in the number of monthly live courses and classes the Vendor is expected to offer; however, the Vendor must demonstrate a clear effort to provide live training that effectively meets the needs of educators statewide.**

Question 18: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 35: For monthly live courses, what is the expected format (webinar, video conference) and expected attendance per session?

Response: See Amendment 4 above.

Question 19: Attachment A, Section II. Functional/Technical Requirements, A. System Requirements/Capabilities, Item 39: How many professional development course and curriculums aligned with ELEVATE does the vendor need to develop?

Response: The expectation is that all professional development curriculums are developed based on child development research and information. ELEVATE utilizes the Classroom Assessment Scoring System (CLASS) as the basis for evaluating early childhood program quality. No professional development coursework included in the solution should contradict CLASS assessment criteria.

Question 20: Attachment A, Section II. Functional/Technical Requirements, B. Administrative Management, Item 45: Can MDHS provide API documentation for the LIFT-ED system (endpoints, authentication, data schema)?

Response: MDHS does not have API documentation. API documentation for the LIFT-ED system information would need to be provided by WELS Systems Foundation.

Question 21: Attachment A, Section II. Functional/Technical Requirements, B. Administrative Management, Item 47: Can MDHS provide API documentation for the WELS system (endpoints, authentication, data schema)?

Response: MDHS does not have this documentation. API documentation for the WELS system information, would need to be provided by WELS.

Question 22: Attachment A, Section II. Functional/Technical Requirements, C. Access, Item 51 & 52: Does MDHS have an existing enterprise identity management system that the solution should integrate with?

Response: No, the solution is not required to integrate with the MDHS identity management system.

Question 23: Attachment A, Section II. Functional/Technical Requirements, D. Reports and Dashboards, Item 60: Is there a discrete list of data elements that will need to be imported from the existing system to the new system.

Response: No.

Question 24: Attachment A, Section II. Functional/Technical Requirements, E. Archival, Item 71: Does the current system contain training history for all 90,000 licensed childcare facility staff, or only for the subset who have completed training through MDHS systems?

Response: The previous solution only contained training data that was completed through MDHS.

Question 25: Attachment A, Section II. Functional/Technical Requirements, E. Archival, Item 71: What platform currently hosts the professional development training system?

Response: **N/A. There is no platform currently in use.**

Question 26: Attachment A, Section II. Functional/Technical Requirements, E. Archival, Item 71: How many historical user accounts and training records exist?

Response: **N/A. There is no platform currently in use. Since the previous system is no longer accessible, there is no historical data or training records.**

Question 27: Attachment A, Section II. Functional/Technical Requirements, E. Archival, Item 71: In what format will MDHS provide historical data for migration?

Response: **N/A. There are no historical data or records that MDHS can access.**

Question 28: Attachment A, Section III. Support and Maintenance, A. Customer Support, Item 81: What is the baseline monthly volume of help desk support requests from the current system?

Response: **N/A. There is no platform currently in use. There are no records that MDHS can access.**

Question 29: Attachment A, Section III. Support and Maintenance, A. Customer Support, Item 81: What user population should help desk support cover?

Response: **Help desk should cover the total number of educators registered to use the platform.**

Question 30: Attachment A, Section IV. Hosting Environment: Does MDHS have cloud provider preferences (AWS, Azure, GCP) or restrictions?

Response: **No, MDHS does not have a cloud provider preference. MDHS requires any cloud environment to be FedRAMP compliant and allow MDHS to be in compliance with the State of Mississippi Enterprise Cloud and Offsite Hosting Security Policy.**

Question 31: RFP, Section VIII. Cost Information Submission: Should software licensing costs be listed under "Hub Membership," "Implementation Services," or as separate annual subscription line items in the Cost Submission?

Response: **The Vendor may choose how to include the cost of the "Hub" in their solution proposal, including any upfront costs and/or annual fees. However, any and all costs associated with the "Hub" must be included in the proposed Vendor's solution and not added after the contract is awarded.**

Question 32: RFP, Section VIII. Cost Information Submission: What is the intended service or functionality represented by the "Hub Membership" line item in the Cost Submission?

Response: See Item 34 of the Attachment A. The “Hub” should provide opportunities for educators to share and respond to ideas in the form of online posts, message boards, etc. The Vendor may have flexibility with the design of the “Hub”, but it must be moderated for inappropriate and/or abusive content which must be removed immediately.

RFP responses are due on Wednesday, March 11, 2026 at 3:00 p.m. (Central Time).

cc: ITS Project File Number 49255