



3771 Eastwood Drive
Jackson, MS 39211-6381
Phone: 601-432-8000
Fax: 601-713-6380
www.its.ms.gov

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

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 5012 for Mississippi Department of Information Technology Services (ITS)

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

Date: July 17, 2026

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Brittany Porter

Contact Phone Number: 601-432-8051

Contact E-mail Address: Brittany.Porter@its.ms.gov

RFP Number 5012 is hereby amended as follows:

1. **RFP, Exhibit A. Standard Contract, Article 44.1 d shall be and hereby is modified to read:**
 - d) [APPLIES TO CATEGORY I AND II Tenant: Unless otherwise agreed upon, if new deployment is not completed within thirty (30) calendar days, Seller will credit entity thirty (30) days plus each day after the initial thirty (30) days for delay in deployment;
2. **Attachment A1 shall be and hereby is deleted and replaced with the attached 5012Attachment A1-1.**
3. **Attachment A2 shall be and hereby is deleted and replaced with the attached 5012Attachment A2-2.**

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 A1, Section 7.3: Regarding the Avaya subscription renewal, Avaya now requires Historical and Real-time connector license codes for the Call Management System (CMS). The quantity of subscription licenses for Historical and Real-time connectors is based on usage. Does ITS know how many connectors and of what type are currently in use on the Avaya CMS?

Response: ITS does not currently interface with any external devices. No external device connectors are implemented or utilized by ITS.

Question 2: Attachment A1, Section 7.3: Can ITS provide a Call Management System (CMS) Investigation report?

Response: This information is proprietary to the State of Mississippi. However, the reports will be accessible to the awarded Vendor.

Question 3: Attachment A1 and Attachment A2: I noticed that the Technical Specifications & Requirements documents for both Category I and Category II reference RFP No. 4666 at the top. Could you please confirm whether this is an error and whether the information should instead pertain to RFP No. 5012?

Response: The error has been corrected. Requirements for Categories I and II pertain to RFP 5012.

Question 4: Please provide the reason(s) the responses submitted for Categories I and II under the previous RFP #4666 were rejected?

Response: The proposals submitted by the Vendor under Categories I and II in RFP No. 4666 were determined to be non-responsive because the Vendor took exception to a mandatory requirement of the RFP. This determination is outlined in Section VII, Item 3.1 of the solicitation.

Question 5: RFP, Attachment A1, and Attachment A2: Are the questions & answers, for Category I & Category II, from RFP #4666 applicable to Category I & Category II of RFP # 5012?

Response: Although RFP No. 5012 contains similar requirements to RFP No. 4666, the questions and answers issued under RFP No. 4666 are not applicable to RFP No. 5012. Vendors must rely solely on the requirements, specifications, and any official questions and answers issued under RFP No. 5012. Information from prior solicitations is not incorporated unless explicitly stated in this RFP.

Question 6: RFP, Exhibit A. Standard Contract, Article 44.1 d: The requirement that if deployment is not completed within 30 calendar days, the Seller must credit the entity 30 days plus each additional day beyond the initial 30-day period, does this 30-day deployment timeline and associated service credit requirement apply to Category II Managed Services?

Response: The 30-day deployment requirement and associated service credit provision applies to Category I and Category II when new equipment is purchased and installed. If Managed Services are included, onboarding of those services is also expected within the deployment timeline. ITS retains the discretion to extend the 30-day period when circumstances warrant. We acknowledge that supply chain constraints or other factors may impact the ability to meet the initial 30-day timeframe.

Question 7: RFP, Exhibit A. Standard Contract, Article 44.1 e: "In the event of a cloud service outage, service restoration must occur within 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 services fees."

1. Does this apply to Category II Managed Services?

“For any on-premises systems, 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 outage notification.”

2. How shall “outage” be defined for both cloud and on-premises services under this requirement and does it apply to Category II Managed Service?

Response:

1. The cloud-service outage requirement applies to cloud-based solutions such as Verint/Workforce Optimization (WFO) or any future cloud-hosted system. It does not apply to on-premises components within Category II Managed Services unless those components are part of a cloud-based deployment.

2. For purposes of this requirement, an “outage” is defined as a loss of service impacting more than 50 percent of the system or resulting in complete service unavailability at a given location. For on-premise systems, this level of outage triggers the requirement for the Seller to provide a documented remediation or resolution plan and dispatch a technician to the Capitol Complex core within four (4) hours of outage notification.

RFP responses are due on Friday, July 31, 2026 at 3:00 p.m. (Central Time).

cc: ITS Project File Number 49630