

## RFP Questions and Clarifications Memorandum

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**To:** Vendors Responding to RFP Number 3719 for the Mississippi Gaming Commission (MGC)

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

**Date:** December 9, 2013

**Subject:** Responses to Questions Submitted and Clarifications to Specifications

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### RFP Number 3719 is hereby amended as follows:

- Attachment A, Work Permits System Requirements, Item 2.16 is being modified to read:**  
  
“Vendor’s implementation must include printable documentation and training materials for the proposed software.”
- Attachment A, Work Permits System Requirements, Item 2.25 is being modified to read:**  
  
“MGC must retain ownership of all application data.”

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:** The Procurement Project Schedule has the Proposed Project Implementation Start-up on 01/01/14 and the Project Go-Live Deadline on 02/01/14. Does this mean that the vendor anticipates that the system is configured, tested, implemented, and the data conversion and training completed in 30 days? If not, what are the agencies desired timelines?

**Response:** **A revised procurement schedule was posted on November 18, 2013. Please see Amendment 2 posted on the ITS web site:**

<http://www.its.ms.gov/procurement/pages/3719.aspx>.

**Question 2:** My understanding is that the agency is asking for a vendor hosted solution, but the system requirement #2.25 states that data from the proposed solution must be stored in one of the MGC data centers and MGC must retain ownership of application data. Our hosted solution would propose a facility outside of the MGC data center, but allows MGC to retain ownership of application data. Is this sufficient?

**Response:** **Yes. Please see Amendment 2 of this document.**

**Question 3:** How many users would be trained on the system and where are the users located?

**Response:** **Initial training will be for 12 to 20 users who will need to be trained at the Mississippi Gaming Commission Headquarters located at 620 North Street, Jackson, MS 39202. Each user will require a total of 1 day of training and there will be 2 groups of students.**

**Question 4:** How many hard copies of the user manuals/documentation are required?

**Response:** **20 copies of the manual/documentation will be required.**

**Question 5:** One of our gaming system resources is not an employee, but is from a subcontracting vendor. Do we need to identify the subcontracting vendor and obtain references for this staff augmentation?

**Response:** **As stated in Section IV Item 17 of the RFP:  
“ITS Approval of Subcontractor Required  
Unless provided in the contract, the Vendor shall not contract with any other party for furnishing any of the contracted work or services without the consent, guidance, and written approval of the State. ITS reserves the right of refusal and the right to request replacement of a subcontractor due to unacceptable work or conduct. This provision should not be interpreted as requiring the approval of individual contracts of employment between the Vendor and personnel assigned for services under the contract.”**

**As stated in Section IV Item 18 of the RFP:  
“Inclusion of Subcontract Agreements  
Copies of any agreements to be executed between the Vendor and any subcontractors must be included in the Vendor’s proposal.”**

**Section IX Item 2 of the RFP directly addresses subcontractors.**

**Question 6:** What is the expected call volume regarding tier 1 support? Do you have any statistical information from the prior system implementation to share regarding call volume?

**Response:** **Expected call volume is unknown. There is no historical information available for reference.**

**Question 7:** Is on-site training required at all casino locations? Are they to be conducted at the same time or in a linear fashion? How many people are anticipated to be in each training?

**Response:** **Please see response to Question 3.**

**Question 8:** Are the Additional Training Opportunities for webinars or on-site training?

**Response:** **On-site training is preferred for additional training opportunities. Some webinars may be acceptable.**

**Question 9:** What is the total number of users within the Mississippi Gaming Commission? What is the number of concurrent users within the Mississippi Gaming Commission?

**Response:** **There will be 10 to 20 full access users and approximately 130 users with read only access. Concurrent access usage is unknown.**

**Question 10:** Pg. 2, Checklist and Pg. 13, Item 18... (a) Where is the additional information requested in Item 18 to be provided within the requested format of the proposal? (b) Can you clarify the format beyond the checklist, or is the format beyond what is specified open to the vendor?

**Response:** **Vendor must respond as specified in the RFP. Where additional information is included, Vendor should provide the information in such a manner as to allow the State to clearly correlate the provided information with the related specification.**

**Question 11:** Pg. 28, Item 2...Do you require/recommend vendors to be authorized prior to notice of intent to award, or is it acceptable for the selected bidder to become authorized after notice, but prior to contract execution?

**Response:** **Vendor should respond Yes or No as directed. Vendor must be authorized to sell at the time the items or services are delivered.**

**Question 12:** Pg. 32, Item 4, Open Proposals...The short response timeline may limit the quality of responses. Can additional weeks be given between the deadline of questions answered and the due date for proposals?

**Response:** **Please see response to Question 1.**

**Question 13:** Pg. 32, Item 4, Project Go-Live Deadline...Short implementation timeline may limit the quality of the implementation and the vendor's understanding of your specific business processes. (a) Does Go-Live Deadline mean the official start of the project or the completion of the project and beginning of live, production usage? (b) If so, can the Go-Live Deadline be at least a few months after the Implementation Start-up? (c) If not, can a subset of critical functionality be identified as required at Go-live, with the remainder of functionality to be deployed later?

**Response:**

- a) The line item previously labeled “Project Go-Live Deadline” has been updated to be “Project Start Deadline” Please see the update in Amendment 2 on the ITS web site at:  
<http://www.its.ms.gov/procurement/pages/3719.aspx>.
- b) The procurement schedule has changed. Please see the update in Amendment 2 on the ITS web site at:  
<http://www.its.ms.gov/procurement/pages/3719.aspx>.
- c) All functionality should be implemented prior to acceptance.

**Question 14:** Pg. 36, Item 9.4.2.1, Reference Site...(a) Please clarify what is meant by “reference site.” (b) Where is the additional information requested to be provided within the requested format of the proposal?

**Response:**

- a) A reference site is a customer site where the Vendor has delivered goods and services of similar scope and size.
- b) Vendor must respond as specified in the RFP. Where additional information is included, Vendor should provide the information in such a manner as to allow the State to clearly correlate the provided information with the related specification.

**Question 15:** Page 45, Item 2.1...Page 45 of the contract has a go live date of January 2, 2014 which is 1 day after the project implementation start-up date of January 1, 2014 specified on page 32. Please clarify.

The project go-live date of February 1 appears to contradict the State’s proposed contract terms. Assuming the State intended a January 1 project start and a February 1 go-live date, is there any feasible schedule which also complies with the 15 business day allowance for the work plan on page 46, the 10 business days for review of interim materials that have to be produced before customizations may even begin, the 30-calendar day system acceptance and the 10-business day correction period? The shortest possible schedule is:

Jan 1 – Start-up date

Jan 23rd – Work plan acceptance

Jan 24th – Production of all interim deliverables

Feb 7th – End of review period by state of interim deliverables

Feb 10th – Production of entire system including training, conversion, customizations, setup, etc.

Mar 10th – End of final acceptance period by state

March 24th – End of correction period allowed to vendor

Mar 25th – Earliest possible go-live date

The earliest contractual go-live date presumes improbable project execution such as:

- Vendor submits all interim deliverables at once

- Interim deliverables require no correction after state review
- Vendor can produce all interim deliverables in one day and the state can describe all requirements for the system in the same day
- Vendor can produce the final system, installation, conversion and training in one day

**Response:** Please see response to Question 1.

**Question 16:** Pg. 61, Item 39.3 and 39.4...Guaranteeing resolution within one (1) business day or two (2) business days may not be possible, so is it acceptable to instead commit to immediate and continuous efforts until the issue is resolved in these cases?

**Response:** Vendors may take exception to contract terms when the proposal is submitted. Vendors must include all exceptions in the Proposal Exception Summary Form submitted as part of the proposal. Please refer to Section V, Proposal Exceptions.

**Question 17:** Pg. 67, Item 1.10... "...identifying all personnel proposed for this project." Due to our processes and various professional specializations, many employees will participate on the project in some way. What are the expected functions for which you would like personnel identified?

**Response:** As noted in specification 1.10, "Vendor must provide an organizational chart identifying all personnel proposed for this project."

**Question 18:** Pg. 67, Item 1.11... "...provide a resume for each of their staff members participating on this project." Due to our processes and various professional specializations, many employees will participate on the project in some way. What are the expected functions for which you desire a resume?

**Response:** As noted in specification 1.11, "Vendor must provide a resume for each of their staff members participating on this project."

**Question 19:** Pg. 68, Item 2.1...Please define "designated personnel" as that may make a difference whether these individuals would use the same interface as the applicant, or a different interface.

**Response:** Designated personnel would include MGC employees and Casino HR employees.

**Question 20:** Pg. 71, Item 2.16...Does this mean the vendor must include these items within the implementation, or within the RFP response?

**Response:** Within the implementation. Please see Amendment 1 of this document.

**Question 21:** Pg. 71, Item 2.17...What is included in "unlimited software support"? Please itemize exactly what services are being requested, for an equal comparison between vendors' support options.

**Response:** This should include Help Desk calls and aid in system troubleshooting.

**Question 22:** Pg. 71, Item 2.18...In the context of this question, what is meant by "maximum response times for the proposed software?"

**Response:** Response time would be equivalent to the amount of time it takes the Vendor to respond to a support issue.

**Question 23:** Pg. 72, Item 2.21...We have clients at all levels of administrative skill and desired involvement, from those who handle all administrative functions of their software system to those who prefer to have us do them, and they handle none...and many levels in between these extremes. What is the capability and desire of MGC to design, configure, manage, and/or support the new project, system, and environments?

**Response:** MGC will give input to the system design and request minor changes. An example of a minor change would be adding an item to a drop-down list.

**Question 24:** Pg. 75, Item 2.25... "Data...must be stored in one of the MGC data centers," seems to contradict statements elsewhere in the RFP about the software system being hosted. Can you clarify the MGC's hosting intentions?

**Response:** See response to Question 2.

**Question 25:** Pg. 75-77, Items 2.26-2.33...When in the timeline (pg. 32, Item 4) will these items noting test case design, acceptance testing, load testing, and training happen?

**Response:** These items will occur during the start-up phase of the project.

**Question 26:** Regarding license types... (a) How many discrete license/permit/registration/certification types does the State support? (b) Of these, how many will the new system support initially, at go-live? (c) Can the State specify which license type(s) will need online functionality (e.g. online applications, renewals, verifications, disciplinary processes, etc.)?

**Response:**

**a) The following types need to be supported in the new system**

- Authorized Vendor
- Distributor
- Gaming Employee
- Gaming School Employee
- Gaming School Instructor
- Gaming School Student
- Junket Representative
- Secondary Junket

**b) All should be supported when the system goes live**

**c) All license types will need online functionality.**

RFP responses are due December 20, 2013, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact at 601-432-8177 or via email at [curtis.ritchey@its.ms.gov](mailto:curtis.ritchey@its.ms.gov).

cc: ITS Project File Number 40128