

RFP Questions and Clarifications Memorandum #2

To: Vendors Responding to RFP Number 3779 for the Mississippi Department of Employment Security (MDES)
From: Craig P. Orgeron, Ph.D.
Date: March 11, 2015
Subject: Responses to Questions Submitted and Clarifications to Specifications
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The following question was submitted to ITS prior to the deadline for Vendor's Written Questions on February 27, 2014, and was inadvertently missed. The question is being presented as it was submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

Question 1: Section VII, Item 11.2
The Vendor must provide Help Guides for system users. Users must have the ability to access eHelp from within the application. Can the State provide clarification on or examples of the term "eHelp"?

Response Including, but not limited to a Frequently Asked Questions area, Contact area that includes email, online chat, and phone desk support.

RFP responses are due March 19, 2015, 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 Patti Irgens at 601-432-8223 or via email at patti.irgens@its.ms.gov.

cc: ITS Project File Number 41704