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## RFP Questions and Clarifications Memorandum

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**To:** Vendors Responding to RFP Number 3779 for the Mississippi Department of Employment Security (MDES)

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

**Date:** March 6, 2015

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

**Contact Name:** Patti Irgens

**Contact Phone Number:** 601-432-8223

**Contact E-mail Address:** patti.irgens@its.ms.gov

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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:** Section VII, Item 6.6  
Is this request for Curriculum only or for all corporate products?

**Response:** **This should include, but is not limited to, curriculum only.**

**Question 2:** Section VII, Item 7.7  
Makes the statement "including real interviews with job seekers and employers."  
Does this mean having the opportunity to respond to real interview questions in a "practice mode" or just to "see video or hear audio of responses to questions posed in an interview scenario?"

**Response:** **Responses should include, but are not limited to, "see video or hear audio of responses to questions posed in an interview scenario".**

**Question 3:** Section VII, Item 8.6.2  
Goals analysis; Reduction in the average duration of weeks claimed compared to the claimants who did not get the service. What specific documentation does the State want from the vendor to meet this requirement?

**Response:** **Case studies that show increased efficiency in soft skills competencies and job hires from Vendor's existing or previous customers.**

**Question 4:** Section VII, Item 10.3.2  
"MDES anticipates approximately 8,000 users on an annual basis." Was the 8,000 number meant to 80,000 users on an annual basis, which would be enough to be used with all recipients of unemployment compensation?

**Response** **No, 8,000 is correct.**

**Question 5:** Section VIII, Cost Information Form  
If Vendor travel is necessary to meet the requirements of the RFP, the Vendor should propose fully loaded costs including travel" – should vendors add a separate line item for travel under Maintenance & Support? Or should vendors list this cost elsewhere?

**Response:** **No, do not add an additional line item. Please provide a fully loaded cost, which would include airfare, hotel, meals, etc.**

**Question 6:** Section VIII, Cost Information Form

What does "Fully loaded Change Order Rate: \_\_\_\_\_" mean? Does this only apply to travel?

**Response:** **The Fully Loaded Change Order Rate is your hourly rate for changes that are required to complete the project, outside the original project scope. The rate should include travel costs.**

**Question 7:** Exhibit A, Article 3.5, L & M

What does the State mean by Disaster Recovery Plan? Do they mean a system to continue to provide Training even in the event of a disaster?

**Response** **MDES needs to know that the awarded Vendor has a Disaster Recovery Plan and has access to this plan. The plan should provide for return to normal operation following a disaster. Vendor must also agree to participate in disaster recovery planning and testing exercise.**

**Question 8:** Exhibit A, Article 25.2

How does the State wish for Licensor to respond to provisions that are inapplicable to this contract (e.g., HIPAA)

**Response** **Section II, item 9.6 states: If the Vendor does not agree with any item in any section, then the Vendor must list the item on the Proposal Exception Summary Form. (See Section V for additional instructions regarding Vendor exceptions.)**

**Question 9:** What population/s of users will use the system? For example, it appears the population targeted is: "All Mississippi unemployment compensation applicants" which would include all of applicants for unemployment compensation who are paid benefits as well as all who applied, but did not receive benefits."

**Response** **The system should be available to all MDES customers, but required for those receiving unemployment benefits.**

**Question 10:** Can you provide a recent 12-month total for the intended user population/s; e.g. FY 2013 or 2014?

**Response**    **No, that data will not be made available.**

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](mailto:patti.irgens@its.ms.gov).

cc:    ITS Project File Number 41704