

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 3789 for the University of Mississippi Medical Center (UMMC)

From: Craig P. Orgeron, Ph.D.

Date: July 14, 2015

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Donna Hamilton

Contact Phone Number: 601-432-8114

Contact E-mail Address: Donna.Hamilton@its.ms.gov

RFP Number 3789 is hereby amended as follows:

1. ITS RFP Response Checklist Item 1) is modified to read:

1) One clearly marked original response and 15 identical copy/copies of the complete proposal with each response containing an accompanying electronic copy of the complete proposal. Label the front and spine of the three-ring loose-leaf binder and each ~~CD~~ electronic copy with the Vendor name and RFP number. Include the items listed below inside the binder. Please DO NOT include a copy of the RFP in the binder.

2. SECTION VII: Technical Specifications, Item 11.2.1 is modified to read:

Vendor must propose an annual fixed cost contract to provide ongoing software support services to include problem remediation, maintenance and upgrades. Support must include toll-free ~~24x7~~ 24x5 telephone support for students as well as ~~24x7~~ 24x5 telephone and online support for administrators. Vendor must describe the proposed plan. Vendor must designate their holiday schedule and any scheduled down time.

3. SECTION VII: Technical Specifications, Item 11.2.3.2 is modified to read:

The Vendor must provide tiered pricing beginning with 10,100 users, pricing which includes a projected 5% growth annually and unlimited users ~~content~~.

4. SECTION VII: Technical Specifications, Item 12.1 is modified to read:

The Vendor must propose a fixed amount for all services requested in this RFP including ~~hosting fees, software, licenses,~~ professional services, implementation, software

support, training, and any travel, subsistence or lodging costs. The Vendor must provide a breakdown for software, licenses and hosting fees by the number of users in terms of an annual rate beginning with 10,100 users, pricing which includes a projected 5% growth annually and unlimited users. A fixed price proposal must be submitted using the table in SECTION VIII, Cost Information Submission.

5. Title page, INVITATION is modified to read:

INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until July ~~16~~ 22, 2015 @ 3:00 p.m. Central Time for the acquisition of the products/services described below for University of Mississippi Medical Center.

6. Title page, third box is modified as follows:

PROPOSAL, SUBMITTED IN RESPONSE TO
RFP NO. 3789
due July ~~16~~ 22, 2015 @ 3:00 p.m.,
ATTENTION: Donna Hamilton

7. SECTION VII: Technical Specifications, Item 4 Project Schedule is amended to read:

Task	Date
First Advertisement Date for RFP	06/02/15
Second Advertisement Date for RFP	06/09/15
Mandatory Vendor Web Conference	3:00 p.m. Central Time on 06/16/15
Deadline for Vendor's Written Questions	3:00 p.m. Central Time on 06/23/15
Deadline for Questions Answered and Posted to ITS Web Site	07/07/15 07/14/15
Open Proposals	07/16/15 07/22/15
Evaluation of Proposals Begins	07/17/15 07/23/15
Vendor Demonstrations	TBD
ITS Board Presentation	08/20/15
Contract Negotiation	TBD

8. SECTION VII: TECHNICAL SPECIFICATIONS, Requirement 5.6 in being added as follows:

5.6 Vendor must describe to what degree Vendor's solution is, or is not, designed and implemented in compliance with the Electronic and Information Technology Accessibility Standards associated with Section 508 of the Rehabilitation Act and with the Web Accessibility Initiative (WAI) of the W3C.

Vendor must include in their proposal a response to each amended requirement as 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: For clarification, I know the question was asked and answered but are we providing one CD per one original and fifteen copies (total sixteen CDs) or one CD with one copy of the RFP (1 in total)?

Response: **Each proposal (original and copies) should contain an electronic copy of the entire proposal.**

Question 2: Section VII, paragraph 11.2.3.2 calls for pricing for unlimited users. In our vendor webinar it was discussed and agreed that we would use 10,000 users as a baseline, for those who price accordingly and offer additional user increments to take into consideration future growth. Just want to make sure as the RFP states this differently.

Response: **Please see Amendment Items 3 and 4 above. Vendors must provide tiered pricing beginning with 10,100 users, pricing for unlimited users, and pricing which includes a projected 5% growth annually.**

Question 3: For clarification, Section V, paragraph 1.1, following the vendor webinar it was agreed that the Magic Vendor Code, will not be required by any vendor participating in the UMMC LMS RFP Process.

Response: **The State assumes that your question actually refers to SECTION VI: RFP Questionnaire item 1.1. Even though UMMC does not use the State's accounting system, MAGIC, the vendor must be set up in MAGIC in order for ITS to issue the proper approval documentation.**

Question 4: Attachment A, System Requirements, Item 5.1 - The system must have an embedded course authoring tool that supports the creation, editing, and deleting of individual courses, individual courses with multiple sessions, or certification programs with multiple courses. This includes the course content as well as the course description.

Does it have to be embedded within the LMS or can it be an integrated authoring tool recommendation.

Response: **Yes, this item requires an embedded authoring feature. Item 5.5.1 references external courses.**

Question 5: Item 5.5.2 The system must allow seamless integration with various simulation programs including but not limited to Laederal's Health Education Portfolio and CAE's Healthcare Simulation Programs to allow assessment, management, and delivery of multidisciplinary simulation scenarios for resuscitation, trauma, procedures, etc., using interactive mannequins.

Could we have more detail on what seamless integration is defined as and how many simulation programs? These programs and vendors would have to provide the capability export information and work with the LMS provider. It would be

impossible to agree to a seamless integration without further scoping from these partners.

Response: Seamless integration in this instance is defined as an automated process put in place to allow third-party applications to be launched within – or information shared with – the primary learning management system (the solution sought by this RFP). Example simulation programs are Heartcode Basic Life Support (BLS) and Neonatal Resuscitation Program (NRP).

Question 6: Healthcare Content general question. Healthcare content is a broad a term of many subjects. It would be helpful to understand the current e-learning content in use including how much off-the-shelf content vs. custom content. Also, how is the content is currently being offered now.

Response: In general, we are looking for a library of content (or ‘off-the-shelf’) that’s aligned with educational requirements set forth by regulatory agencies such as The Joint Commission and Centers for Medicare and Medicaid Services. Currently, we use content offered by our existing LMS vendor. As resources are available and as needed, we use internal subject matter experts to customize content.

Question 7: Is UMMC looking for an on-premise solution as per Mandatory requirement 9.3 which states All UMMC data must remain within the continental United States borders. At no time will the transmission or storage of any UMMC data be permitted to any resource outside of the United States.

Response: Requirement 9.3 remains a mandatory requirement. There will be no exceptions.

Question 8: Page 17, point 13.1 requires that the vender be registered with the state through the “MAGIC” ERP solution. On the bidder’s conference call, it was indicated that this was not a necessary requirement. Please confirm in writing that registration with MAGIC is not required.

Response: Please see the response to Question 3 above. Vendors must be registered in MAGIC to meet the requirement of SECTION VI paragraph 1.1. SECTION IV Requirement 13.1 refers to the PayMode portion of MAGIC and applies only to state agencies that make payments through MAGIC. UMMC does not make payments through MAGIC, therefore vendors do not have to enroll and be activated in PayMode.

Question 9: Page 20, Item 27 states: “All Web and Portal development work must be designed and implemented in compliance with the Electronic and Information Technology Accessibility Standards associated with Section 508 of the Rehabilitation Act and with the Web Accessibility Initiative (WAI) of the W3C.” Is this a firm requirement? Some of the requested courseware (including courseware currently in use at UMMC) is unable to meet 508 compliance standards.

Response: Please refer to SECTION V PROPOSAL EXCEPTIONS. Items in SECTION IV: LEGAL AND CONTRACTUAL INFORMATION are intended to provide

Vendors with information required to complete a contract or agreement with ITS successfully and should be acknowledged or noted as exceptions. Exceptions noted as instructed in SECTION V will be addressed as outlined therein.

Question 10: Page 22, Item 36 states: "The Vendor must include a proposal bond in the amount of \$7,500.00 with its RFP proposal...The security must be in the form of a bond, irrevocable letter of credit, certified check, or cashier's check (hereinafter, "security") payable to the University of Mississippi Medical Center". Does the University of Mississippi have a sample template for an "Irrevocable Letter of Credit", to ensure we meet all intended contracting guidelines?

Response: No.

Question 11: Page 37, Item 9.3 states: "All UMMC data must remain within the continental United States borders. At no time will the transmission or storage of any UMMC data be permitted to any resource outside of the United States." Please confirm in writing that this is a mandatory requirement. If so, will vendors currently contracted with UMMC, who transmit data outside of the US, be granted an exemption to this requirement?

Response: Requirement 9.3 remains a mandatory requirement. There will be no exceptions.

Question 12: Page 39, point 11.2.1 indicates that 24x7 phone support must be provided for both students and administrators. This is more extensive than the current level of customer support provided. Would you please confirm that Dr. Moore wants a change from the current customer support provided. If she does want such a change, could she please indicate any reasons for the change?

Response: Please see Amendment Item 2 above. Support should be 24x5x365 in accordance with SECTION VII Item 9.12.

Question 13: Page 54, Item 3.5 B indicates that the licenser shall be responsible for the following: *Ensuring that the host site complies with PriorityOne of the World Wide Web Consortium's (W3C's) Web Accessibility Initiative and guidelines in Section 508 of the Rehabilitation Act that are not covered in W3C Priority.* In practical application should we understand that the requirement noted in this section is to ensure that students have access to narrated audio course material for online training as delivered via the Learning Management System?

Response: Yes, we would like to ensure that students have access to narrated audio course material for online training as delivered via the Learning Management System. However, please see response to Question 9 regarding compliance with the Section 508 guidelines and the additional requirement 5.6 added in Amendment Item 8 above.

Question 14: Can we provide links for the attachments on the hardcopy RFP proposals to reduce the number of pages in the binder? This would help us be more efficient, lessen the size and weight of the proposal and allow us to realize some cost savings in the preparation.

Response: No. Because the Vendor's proposal response to the ITS RFP is considered a contract document as outlined in SECTION IV: LEGAL AND CONTRACTUAL INFORMATION, the information must be included in the sealed proposal and must remain static.

Question 15: Can we use flash drives instead of CD's for the electronic version of RFP proposal. This too might allow us to be more efficient in our presentation of the RFP and may be appreciated by the other vendors.

Response: Yes, flash drives are acceptable.

Question 16: Section IV, Item 32. Could you please provide the Enterprise Security Policy?

Response: Vendors must provide their contact information (name, email address, phone number) to Donna Hamilton, Technology Consultant, 3771 Eastwood Drive, Jackson, MS 39211, 601-432-8114, Donna.Hamilton@its.ms.gov.in order to receive a copy of the Enterprise Security Policy.

Question 17: Section VII, Item 9.18. What is the operating standards of UMMC technical environment?

Response: Since UMMC's preference is a browser-agnostic application, the minimum standards are one version older than the most recent releases of IE, Chrome, Firefox and Safari – or an application compatible with Citrix XenApp version 6.5.

Question 18: Exhibit A, Standard Contract, Item G. What is UMMC's need/plan in access rates?

Response: Minimum 100MB / second

RFP responses are due Thursday, July 22, 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 Donna Hamilton at 601-432-8114 or via email at Donna.Hamilton@its.ms.gov.

cc: ITS Project File Number 39855