

## RFP Questions and Clarifications Memorandum

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**To:** Vendors Responding to RFP Number 3587 for the Mississippi Department of Human Services (MDHS)

**From:** David L. Litchlitter

**Date:** September 8, 2009

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

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### **RFP Number 3587 is hereby amended as follows:**

1. Section VII Technical Specifications, add the following as Item 11.15.4.11: "The Vendor shall provide a System Change Management manual that fully explains its methodology for system change management. This manual shall include procedures for scheduled and unscheduled system maintenance releases and the process to revert/back-out a system maintenance release. The manual shall fully describe any automated tool(s) or toolset(s) used in support of its system change management methodology along with the function the tool provides. The Vendor shall provide in the proposal response, an overview of the methodology and an outline of the change management process for a typical system maintenance release, defining the scope of the system maintenance and all tasks, steps, control points, verification points and post-release monitoring activities supported by the methodology."
2. Section VII Technical Specifications, add the following as Item 11.15.4.12: "The Vendor shall provide a System Monitoring manual that fully explains its system monitoring methodology used to monitor overall system processing and performance during the Operations Phase. This manual shall include, but is not limited to transaction processing, retailer/merchant/TPP connectivity, card production, interface file creation and processing, database performance and the overall operational support structure. The manual shall fully describe any automated tool(s) or toolset(s) used in support of its system monitoring process along with the function the tool provides. The Vendor shall provide in the proposal response, an overview of the methodology and an outline of the system monitoring process for a typical system, defining the scope of the system to be

monitored and all tasks, steps, control points, verification points and any other pro-active activities supported by the methodology.”

RFP responses are due September 22, 2009, 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 Debra Spell at 601-359-2632 or by email at [debra.spell@its.ms.gov](mailto:debra.spell@its.ms.gov).

cc: ITS Project File Number 38008