

## RFP Questions and Clarifications Memorandum

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**To:** Vendors Responding to RFP Number 3690 for the Mississippi State Department of Health (MSDH)  
**From:** Craig P. Orgeron, Ph.D.  
**Date:** January 29, 2013  
**Subject:** Responses to Questions Submitted and Clarifications to Specifications  
**Contact Name:** Tangela Harrion  
**Contact Phone Number:** 601-432-8112  
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**RFP Number 3690 is hereby amended as follows:**

- Section VII Technical Specifications, Item 5.4 is deleted from this RFP.**
- Section VII Technical Specifications, Item 9.1.5 being modified to read:**  
**“Users should also be provided the ability to initiate a voice-recorded message and/or a recorded attachment ~~phone-based alerts~~ through the use of a PIN. A recorded attachment is a file with a recorded message. “**
- Section VII Technical Specifications, Item 10.6 is being modified to read:**  
**“The Vendor shall present complete training materials to MSDH for final approval prior to conducting the on-site training.”**
- Title page, INVITATION is modified as follows:**  
**INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until February 1, 8, 2013 @ 3:00 p.m. local time for the acquisition of the products/services described below for Mississippi State Department of Health, Project Number 39728.**
- Title page, third box is modified as follows:**

<p><b>PROPOSAL, SUBMITTED IN RESPONSE TO</b>  <b>RFP NO. 3690</b>  <b>DUE February 1, 8, 2013 @ 3:00 p.m.,</b>  <b>ATTENTION: Tangela Harrion</b></p>
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6. Section VII Technical Specifications, Item 3 Project Schedule is amended as follows:

Task	Date
Open Proposals	<del>02/01/13</del> <u>02/08/13</u> @ 3:00 p.m. Central Time
Begin Evaluation of Proposals	<del>02/01/13</del> <u>02/11/13</u>
Onsite Vendor Demonstrations	TBD
Project Go-Live Deadline	07/01/2013

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:** May a vendor propose an ASP hosted solution only or is the proposal of an on-site State hosted solution a requirement? The contract in Exhibit A appears to be for an ASP solution which would lead us to believe that is the intent of the solicitation.

**Response:** As per the mandatory requirement, Item 2.6, Vendors must propose an ASP hosted solution. As per Item 5.10, Vendor may propose as an option a State hosted solution.

**Question 2:** If State hosting is a requirement, may a vendor propose using telephony ports in the vendor’s infrastructure so as to decrease the costs to the State or must the vendor propose telephony ports that are provided by the State only?

**Response:** Yes, the Vendor may propose using telephony ports in their State hosting solution. However, the Vendor must specify the type of telephony ports being proposed (i.e., dedicated, shared or reserved) and include the cost. Should the Vendor propose their hosting solution, Vendor must specify who is providing the telephony ports, its type and the cost.

**Question 3:** Section VII, 2.1 – Please identify which items in the technical specifications of the RFP are mandatory.

**Response:** **All mandatory specifications for RFP Number 3690 are listed in Section VII Technical Specifications, Items 2.2 – 2.6.**

**Question 4:** Section VII, 2.3 – Can the State outline the requirements leading to the need for HL7 compliance?

**Response:** **HL7 is required for API's. See Item 9.1.15. HL7 is the standard for “cascading alerts”. See Item 9.1.16.**

**Question 5:** Section VII, 4 – The project go-live deadline is 07/01/13, when does the State expect to select the vendor of choice for contract negotiations? When does the State expect to finalize a contract with the selected vendor?

**Response:** **It is the State's desire for the awarded Vendor to start mid-March 2013.**

**Question 6:** Section VII, 5.13 - As this information is highly confidential, can it be furnished if a contract is awarded or must it be provided as part of the proposal process?

**Response:** **This requirement applies to the awarded Vendor.**

**Question 7:** Section VII, 5.4 – Is the live site demonstration a site visit to an existing client user of the vendor's proposed solution? Can the time period to coordinate a site visit be extended from five calendar days?

**Response:** **Refer to Clarification Number 1 of this Memorandum as well as Section VII Technical Specification, Item 15.4.1.2. The State may adjust the time period for the Vendor demonstration if conditions warrant.**

**Question 8:** Section VII, 7.1.9 - Does the State already own this domain name or will the vendor be procuring it?

**Response:** **If the State hosts, the State will use a domain the State already owns. Should the Vendor host then the domain name will need to be procured.**

**Question 9:** Section VII, 7.4.6 - Can the State please describe its intentions with this requirement?

**b.) Is the HAN to be connected to a NEDSS system?**

**c.) If so, how does the State envision the HAN interacting with a NEDSS system?**

**d.) What specific elements within NEDSS are required to be supported?**

**Response:** **a.) NEDSS is a candidate to be interfaced with HAN for messaging.**

**b.) Yes, via interface utilizing APIs.**

**c.) To be designed initially for messaging.**

**d.) If available follow HL7 standards. If HL7 is not available then Vendor must be amenable to define the elements.**

**Question 10:** Section VII, 7.5.2.1.8 - Who is the DBA in this requirement?

**Response:** MSDH's DBA.

**Question 11:** Section VII, 7.5.2.1.9 - Who is the Security Administrator in this requirement?

**Response:** MSDH's Security Administrator.

**Question 12:** Section VII, 7.5.4 - How does the State propose to handle this in an environment where the vendor is hosting the product?

**Response:** In a hosted environment, the MSDH Security Administration will only apply to the Production environment and the other environments (Test, QA) should be administrated by the hosting entity.

**Question 13:** Section VII, 8.1.3 - Can the State please describe what exactly it wants accomplished in this question?

**Response:** The State is asking the Vendors to recommend in detail the proposed architecture solution, to include how much is required in both of ITS' Primary and Secondary locations. Vendor must not name Vendor specific brands.

**Question 14:** Section VII, 8.1.4 - If the vendor can provide VMWare images which contain all the necessary configurations for use, is that an acceptable solution? If not, can the State please describe how DR/HA can be achieved within the State infrastructure using shared hardware provided by the State and not managed by the vendor?

**Response:** ITS will accept the awarded Vendor's VMware images to thoroughly test them as an intermediate step to be placed into Production.

**Question 15:** Section VII, 8.2.1 - Will the vendor be permitted VPN access to its applications to perform updates or other maintenance/monitoring activities?

**Response:** Yes, as long as MSDH requests access from ITS on behalf of the Vendor.

**Question 16:** Section VII, 9.1.1 - Does the State desire messages to be sent via SMTP to SMS or via a direct SMS gateway? Note that SMS gateway generally carries a per message fee.

**Response:** The State will also accept sending messages via SMTP to SMS.

**Question 17:** Section VII, 9.1.5 - Will the State accept initiation of alerts via a 24/7/365 support center instead of via the use of a call-in number and a PIN? This is generally preferred so that messages can be tailored to specific recipients and situational needs.

**Response:** **No the State will not accept initiation of alerts via a support center. Also refer to Clarification Number 2 in this Memorandum.**

**Question 18:** Section VII, 9.1.6 - Can the State provide guidance as to the minimum requirements for each key alert type (phone, fax, SMS, email)? Ideally these should be expressed in calls/messages per minute or per hour.

**Response:** **There are two notification scenarios.**

**First scenario is for an official MS Health Alert Network (HAN) Advisory, Alert or Update.**

**Per notification's numbers are approximately:**

- **Voice Calls = 0**
- **Fax Calls /sent = 3,000**  
**Pages per fax = 2 or 3**
- **Emails sent with attachment = 5,400**

**Second scenario is an official MS HAN message to a group or groups of MSHAN (i.e. quarterly notification drills (48 in last 12 months).**

**Per notification's for the larger drills are approximately:**

- **Voice calls = 400**
- **Fax Calls / sent = 40**  
**Pages per fax = 2**
- **Emails sent with attachment = 180**

**Question 19:** Section VII, 9.1.17.6 - Can the State please elaborate on this requirement?

**Response:** **The DMS must be able to store a minimum of two versions of a document file.**

**Question 20:** Section VII, 9.2.4.9 – Does the Public Health Directory refer to the vendor's proposed solution directory?

**Response:** **Yes.**

**Question 21:** Section VII, 9.3.2 - Can the State please describe the purpose of this requirement and how the data is going to be used?

b.) Additionally, what frequency should this data be updated and does the vendor have to pay for this data or will the State be able to provide it as part of its connections to the telecommunication providers?

c.) Finally, what area should this information cover?

**Response:** a.) **Should the State extend the use of HAN to incorporate messaging on geographic targets.**  
b.) **The data should be updated quarterly and the State will pay for it.**  
c.) **Statewide.**

**Question 22:** Section VII. 10.5 – Is the state responsible for securing the training facility and equipment (computers, internet) that are necessary for on-site training?

**Response:** **Yes.**

**Question 23:** Section VII, 10.6 – Is the vendor expected to present complete training documents or an actual training session to MSDH for final approval prior to conducting the on-site training?

**Response:** **Refer to Clarification Number 3 of this Memorandum.**

**Question 24:** Section VII, 10.7 - How many just in time trainings should the vendor propose and over what time period should they be valid?

**Response:** **Vendor should propose one on-site just in time training using a train-the-trainer approach. Vendor should recommend a time for the training in Vendor's proposed project schedule.**

**Question 25:** Section VII, 10.9 – Please define off-site training? Can WebEx sessions be considered for off-site training?

**Response:** **Off-site is training held away from MSDH facilities. Training may be WebEx and/or a Vendor selected training site. Yes, WebEx may be considered.**

**Question 26:** Section VII, 15.4.2.1 – Is the reference site considered in this request, the same request as the live site demonstration in 5.4?

**Response:** **Items 15.4.2.1 and 5.4 are the same request. Refer to Clarification Number 1 of this Memorandum.**

RFP responses are due February 8, 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 Tangela Harrion at 601-432-8112 or via email at Tangela.Harrion@its.ms.gov.

cc: ITS Project File Number 39728