

Request for Proposal #21-12-15 SEMS SUPPORT

ADDENDUM 1 – INQUIRIES

1. The link referenced for viewing questions and answers is broken

Please use sos.ms.gov and click “current procurements” or contact Lisa Moore-- (601)359-1603

2. The RFP refers to a “multi-year” service level agreement. What is the total contract term length, including all renewal options, envisioned/intended by the State?

The intended length of this engagement is 3 years.

3. The RFP states “Vendor shall have no limitation on liability for any claims.” The State also has set forth Insurance Requirements on pp. 39-40, Attachment A, Section 17. May we assume that these limits will be sufficient for this procurement and contract awarded?

The Vendor should make no assumptions. Our standard agency contract requires the presence of both provisions.

4. What amount of performance bond is required? A specific amount or length of service time is required to obtain an accurate quote for inclusion in the Cost Information Submission.

The performance bond requirement has been removed from this RFP.

5. 1.15 is listed two time, the first referring to “Help Desk” and the second is referring to “Ticketing System.” Should Ticketing System be changed to 1.16?

Yes. Please see amended Specifications Response Matrix for changes.

6. 3.2 is listed two times. Should the latter be changed to 3.3, which would then require the renumbering of the rest of Section 3 accordingly?

Please see amended Specifications Response Matrix for changes.