

## 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.