



**Amendment One
Questions and Answers
RFP No. 2019MCI001**

1. Under Section 4.1 Minimum Proposals:

The requirements under this section are also addressed with some of the attachments that are required. For instance, 4.1.1 which states "provide a cover letter" is redundant to the Proposal Cover Sheet. The same is true for 4.1.4 References which are also required on Attachment H. **Do we have to provide both a written proposal and the attachments?**

Yes.

2. Cost Proposal

The RFP reads like it is a staffing contract in which we would submit an hourly rate for the required positions (Intake Specialist, Routing Specialist, and HR Administrator). Is that the way that it should be submitted? Do we still have to submit Attachment M with a breakdown of the total cost per hour? Because we have to realize a profit on the costs, how is that reflected in the itemized list of expenditures for the positions?

How would we invoice for the services? Would it be for the hours of service provided?

Yes, invoicing would include hours of service provided. The HR Administrator and Routing Specialist are expected to be full-time, with the option of utilizing part-time and full-time staff to fill the Intake Specialist positions.

Attachment M is required. Use the description at the top of Attachment M for guidance. The example shown is for reference only and will not correspond exactly with the requirements in this RFP.

3. Does the written narrative portion of the RFP have to be written without identifying the proposer by name?

If the written narrative portion identifies the proposer, it should be marked as an exhibit in accordance with Section 1.2. The proposer may redact the name of the proposer (or other identifying information that identifies the proposer) if the narrative is not marked as an exhibit.

4. The Proposal Submission Requirements includes "Resume listing abilities, proposals and experience of all individuals who will be assigned to provide the required services" For the intake specialist positions, do you actually want 30 to 40 resumes provided with the RFP submission? Or do you want one that reflects "one" of the intake specialists?

Resumes listing the required information for the HR Administrator and Routing Specialist are expected. For the Intake Specialists, include resumes of any proposed Intake Specialists known at



the time of the proposal. After the start of the contract, the HR Administrator would follow hiring protocol shown to verify clearance of those proposed and fill remaining positions needed to adequately staff according to the intake volume, and as vacancies occur. There would need to be a sufficient amount of Intake Specialists ready to report to work on the first day of the contract.

5. What Regions throughout the state are employees needed? Will they work at MDHS offices or remote locations? We don't allow employees to work from their home or drive personal/company cars to different worksite locations.

The Intake Specialists, Routing Specialist, and HR Administrator will all work at an MDHS/MDCPS location in Jackson, MS where other MDHS/MDCPS employees are also working. The contingency in the RFP is to allow for the option of working at another location during times where a disaster renders the regular location unusable or for an option during hours in which there are a very low number of calls. The work location will be available for all work unless a disaster renders the location unusable.

The Intake Specialists will communicate with the public and MDCPS staff all over the state and/or country via phone, email, or by use of agency-specific electronic software programs. There would be no travel for Intake Specialists or Routing Specialist. The only position that could possibly warrant minimal travel is if HR Administrator chose to recruit Intake Specialists in methods that require travel.

6. Why is the agency wanting to outsource these positions?

The intake process has been outsourced since 2009 to meet an objective for which we did not have sufficient employee positions granted in state legislation. We would like to continue outsourcing the staffing for the intake process.

7. What is the worksite location for the Routing Specialist and HR Administrator?

The worksite location for the Routing Specialist and HR Administrator will be at the same location as the Intake Specialists and the MDCPS employees who will supervise and train them, which is a location where MDHS/MDCPS employees already work.