

LOC Questions and Clarifications Memorandum

To: Solicited Vendors for Letter of Configuration (LOC) Number 42433, dated May 6, 2016 for the Mississippi Department of Employment Security (MDES)

From: Craig P. Orgeron, Ph.D.

Date: May 24, 2016

Subject: Responses to Questions Submitted

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Contact Phone Number: 601-432-8214

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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: Open Text offers a few different types of trainings. I've also attached overviews of the different training options. Please let me know which option you would like included onto your bid.

Response: **Refer to Item 7, TRAINING, in the LOC.**

Question 2: Will you be ordering a single year of support and then option years 1 & 2 after that, or 3 years of support contract upfront?

Response: **Refer to Item 8.2 in the LOC and Attachment A, both requesting pricing for three (3) years. MDES expects to be billed annually.**

Question 3: Since RightFax is typically installed remotely, please confirm the installation/configuration services can be provided remotely or if on premise installation is required. If on premise installation is required, can a separate invoice be provided for travel and expenses?

Response: **Refer to Item 6, INSTALLATION, in the LOC. Installation will be on-site. Vendors must include any cost, including travel and expenses, in the LOC response.**

Question 4: Are there any after-hours requirements for installation?

Response: If necessary, this will be mutually agreed upon by both parties.

LOC responses are due Wednesday, June 8, 2016, 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 Jill Chastant at 601-432-8214 or via email at jill.chastant@its.ms.gov.

cc: ITS Project File Number 42433