



MISSISSIPPI STATE DEPARTMENT OF HEALTH

## RFP Questions and Clarifications Memorandum

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**To:** Vendors Responding to RFP Project Number 44548 for the Mississippi State Department of Health (MSDH)  
**From:** Thomas Dobbs, MD, MPH  
**Date:** February 5, 2019  
**Subject:** Responses to Questions Submitted and Clarifications to Specifications  
**Contact Name:** Jennifer Dotson  
**Contact Phone Number:** 601-576-7627  
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The following questions were submitted to MSDH 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:** Whether companies from Outside USA can apply for this? (like, from India or Canada)

**Response:** **Yes, anyone can apply to the RFP.**

**Question 2:** Whether we need to come over there for meetings?

**Response:** **You will need to come over here for the kick-off meeting, but all other meetings can be done by webinars.**

**Question 3:** Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)

**Response:** **Yes, all tasks can be performed outside of the USA, as long as the company offers 7:00 am CST to 6:00 pm CST support hours.**

**Question 4:** Can we submit the proposals via email?

**Response:** **No, all proposals must be submitted in writing no later than February 19, 2019.**

**Question 5:** What is the current size of the Mississippi CAREWare database?

**Response:** **The current size of the CAREWare database is 1.3GB.**

**Question 6:** For 2018, what were the minimum and maximum number of users to log in for any given month?

**Response:** **For 2018, the minimum number of simultaneous users was 20 and the maximum number of simultaneous users was 50.**

**Question 7:** For Question 6 I had meant the total unique user count for any month (maximum and minimum). In other words, if Jane Smith had logged in five times in January but not at all in February, she would be counted once for January and not for February.

**Response:** **The maximum and minimum numbers are based upon unique user IDs, not how many times they accessed CAREWare in a given month.**

**Question 8:** Do you intend to use Article 43, Retainage, for this contract?

**Response:** **Yes, the Retainage, Article 43, will be used for this contract, except in the case of maintenance and support after the initial year.**

RFP responses are due on Tuesday, February 19, 2019 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 Jennifer Dotson at 601-576-7627 or via email at [Jennifer.Dotson@msdh.ms.gov](mailto:Jennifer.Dotson@msdh.ms.gov).