

**Acknowledgment of Amendments**

**Temporary Staffing Services for Call Center (RFx-3120002311)**

**Amendment Number One**

September 22, 2021

**2. DUE DATE FOR PROPOSALS (This amends the due date as applicable in the RFP)**

The sealed proposals shall be received by **2:00 PM Central Standard Time (CST)** on **Wednesday, October 13, 2021,** at the address based upon the delivery method used. **In person deliveries of proposals will not be accepted or considered for an award.**

## **2.1 INSTRUCTIONS FOR DELIVERY (This amends section 2.1 and section 16in the RFP)**

## **Submission Requirements**

For proposals that are shipped/mailed, the proposal shall be submitted in two (2) separate notebook binders. Notebook one (1) as an original (non-redacted) version and notebook two (2) as the “blind” (redacted) version using the Required Format in the section below. For proposals that are submitted in the Mississippi Accountability Governmental Information Collaboration System (MAGIC),the proposal shall be submitted using the Required Format in the section below.

**Each page of the proposal must be numbered**. Multiple page attachments and samples should be numbered internally within each document and not necessarily numbered in the overall page number sequence of the entire proposal. The intent of this requirement is for the Offeror to submit all information in a manner that it is clearly referenced and easy to locate.

***Notebook One (1) or MAGIC Submission Required Format:***

The Offeror shall provide the required format for shipping/mailing responses as follows:

1. An original hard copy (**non-redacted version**) of the proposal shall include all attachments required. Notebook one (1) shall be labeled **ORIGINAL.**

The Offeror shall provide the required format for submitting responses in MAGIC as follows:

1. one (1) electronic copy (**non-redacted version**) of the proposal including all attachments in a searchable Microsoft Office® format, preferably in Word® or Portable Document Format (PDF®). The file name shall be labeled **ORGINAL**.

***Section components must be clearly distinguished as follow:***

1. **COVER PAGE Proposal Cover Sheet (Appendix A)**
2. **COMPONENT 1 - TECHNICAL FACTORS** 
   1. **Tab 1** ***– Cover letter and Management Summary*** must provide the MDE a summary of the Offeror’s philosophy for providing the specified services.
   2. **Tab 2 – *Production/Detailed Service Plan*** shall provide clear and concise plan of action to encompass the minimum qualifications, implementation, deliverables, and expected outcomes/results to achieve the scope of work. Any required information that is omitted and not addressed in the minimum qualifications section will disqualify submission and will not be considered for an award.
3. **COMPONENT 2 - MANAGEMENT FACTORS**
   1. **Tab 3** ***–*** **Corporate Experience and Capacity** which shall provide satisfactory evidence of the vendor’s years of experience, capability to manage and coordinate the types of activities and provide the services described in this solicitation in a timely manner, and a statement on the extent of any corporate expansion required to handle the service. A description shall include the vendor’s background and relevant experience as related to the described activities.
   2. **Tab 4*–*** ***Resumes for Key Personnel*** must include qualifications and experiences for all key personnel assigned to this project.
   3. **Tab 4*– References*** the Program Office staff, and the Office of Procurement must be able to contact two (2) trade references within five (5) business days of proposal opening to ensure the Offeror is responsible, if the MDE requires additional information. **(See Appendix E)**

* List up to a minimum of three (3) clients, including government clients, for whom your company has performed services similar to those requested in this solicitation. For each client, the list must specify:
* Client name, include contact person, title (director or administrator etc.), location address, e-mail address, and phone number;
* The type of work your company provided to the client; and
* Contract dates (beginning and end dates) your company provided services to the client.

1. **COMPONENT 3 – COST DATA**
   1. **Tab 5 *–*** ***Budget***
2. **COMPONENT 4 - OTHER**
   1. **Tab 6** ***–*** Signed Acknowledgment of Amendments/Questions & Answers. Acceptance of Conditions and signed Attachments.
   2. **Tab 7** ***–*** Any additional relevant information (not to exceed five (5) pages)

***Notebook One (2) or MAGIC Submission Required BLIND (Redacted) Format:***

The Offeror shall provide the required format for shipping/mailing responses as follows:

1. A hard copy (**redacted version**) of the proposal shall include all attachments required. Notebook two (2) shall be labeled **BLIND EVALUATION.**
2. one (1) **BLIND** hard copy of COMPONENT 1 - TECHNICAL FACTORS of the proposal. **All** vendor-identifying information shall be removed. **Vendor-identifying information includes but is not limited to any prior, current and future names or addresses of the vendor, any names of incumbent staff, any prior work or current work with the MDE or staff, any prior, current and future logos, watermarks, and company colors, any information, which identifies the vendor as an incumbent, and any other information, which would affect the blind evaluation of technical or cost factors**. The “blind” Technical Factors shall *not* include pricing information, or Résumés for Key Staff. This requirement is necessary to help ensure the anonymity of the Offerors from the evaluation team that will review the aforementioned sections and components of your proposal. The “blind” hard copy must align with the searchable Microsoft Office® format, no exceptions. **Blind section for the proposal containing vendor-identifying information SHALL be disqualified and not be considered for an award.**

The Offeror shall provide the required format for submitting responses in MAGIC as follows:

1. one (1) electronic copy shall include the **TECHNICAL FACTORS** as **redacted (BLIND),** the **MANAGEMENT/COST FACTORS, OTHER, and ALL Attachments** as **unredacted**, and shall be in a searchable Microsoft Office® format, preferably in Word® or Portable Document Format (PDF®). The file name shall be labeled **BLIND EVALUATION** .
2. one (1) **BLIND** electronic copy of COMPONENT 1 - TECHNICAL FACTORS of the proposal in a searchable Microsoft Office® format, preferably in Word® or Portable Document Format (PDF®). **All** vendor-identifying information shall be removed. **Vendor-identifying information includes but is not limited to any prior, current and future names or addresses of the vendor, any names of incumbent staff, any prior work or current work with the MDE or staff, any prior, current and future logos, watermarks, and company colors, any information, which identifies the vendor as an incumbent, and any other information, which would affect the blind evaluation of technical or cost factors**. The “blind” Technical Factors shall *not* include pricing information, or Résumés of Key Staff. This requirement is necessary to help ensure the anonymity of the Offerors from the evaluation team that will review the aforementioned sections and components of your proposal. The “blind” copy should be provided in a searchable Microsoft Office® format, preferably in Word®. **Blind section for the proposal containing vendor-identifying information SHALL be disqualified and not be considered for an award.**

***Section components must be clearly distinguished as follow:***

1. **COVER PAGE Proposal Cover Sheet (Appendix A)**
2. **COMPONENT 1 - TECHNICAL FACTORS *(BLIND)***
   1. **Tab 1** ***– Cover letter and Management Summary*** must provide the MDE a summary of the Offeror’s philosophy for providing the specified services.
   2. **Tab 2 – *Production/Detailed Service Plan*** shall provide a clear and concise plan of action to encompass the minimum qualifications, implementation, deliverables, and expected outcomes/results to achieve the scope of work. Any required information that is omitted and not addressed in the minimum qualifications section will disqualify submission and will not be considered for an award.

**3.** **COMPONENT 2 - MANAGEMENT FACTORS**

**a. Tab 3** ***–*** **Corporate Experience and Capacity** which shall provide satisfactory evidence of the vendor’s years of experience, capability to manage and coordinate the types of activities and provide the services described in this solicitation in a timely manner, and a statement on the extent of any corporate expansion required to handle the service. A description shall include the vendor’s background and relevant experience as related to the described activities.

**b. Tab 4*–*** ***Resumes for Key Personnel*** must include qualifications and experiences for all key personnel assigned to this project.

* 1. **Tab 4*– References*** the Program Office staff, and the Office of Procurement must be able to contact two (2) trade references within five (5) business days of proposal opening to ensure the Offeror is responsible, if the MDE requires additional information. **(See Appendix E)**
* List up to a minimum of three (3) clients, including government clients, for whom your company has performed services similar to those requested in this solicitation. For each client, the list must specify:
* Client name, include contact person, title (director or administrator etc.), location address, e-mail address, and phone number;
* The type of work your company provided to the client; and
* Contract dates (beginning and end dates) your company provided services to the client.

1. **COMPONENT 3 – COST DATA**
   1. **Tab 5 *–*** ***Budget***
2. **COMPONENT 4 - OTHER**
   1. **Tab 6** ***–*** Signed Acknowledgment of Amendments/Questions & Answers. Acceptance of Conditions and signed Attachments.
   2. **Tab 7** ***–*** Any additional relevant information (not to exceed five (5) pages)
3. If the proposal contains *confidential or trade* information, one (1) additional *confidential or trade* electronic copy of the complete proposal including all attachments shall be submitted in a searchable Microsoft Office® format, preferably in Word® or Portable Document Format (PDF), shall be labeled CONFIDENTIAL, and shall redact the confidential or trade information only.

**If a redacted copy, labeled CONFIDENTIAL is not submitted, the MDE shall consider the entire Proposal to be public record.** Redacted copy should identify the section and information which has been redacted and the Offeror shall provide the specific statutory authority for the exemption. Per Mississippi Code Annotated §25-61-9(7), the type of service to be provided, the price to be paid and the term of the contract cannot be deemed confidential.

The “blind” copy shall be considered public record and immediately released, without notification to Offeror, pursuant to any request under the Mississippi Public Records Act, Miss. Code Ann. §§25-61-1 *et seq.* and Miss. Code Ann. §79-23-1. The “blind” copy shall also be used/released for any reason deemed necessary by the MDE, including but not limited to, submission to the PPRB, posting to the Transparency Mississippi website, etc.

Modifications or additions to any portion of the procurement document may be a cause for rejection of the Proposal. The MDE reserves the right to decide, on a case-by-case basis, whether to reject a proposal with modifications or additions as non-responsive. As a precondition to proposal acceptance, the MDE may request the Offeror to withdraw or modify those portions of the proposal deemed non-responsive that do not affect quality, quantity, price, or delivery of the service. The solicitation issued by the MDE is the official version and will supersede any conflicting solicitation language subsequently submitted in proposals.

All documentation submitted in response to this solicitation and any subsequent requests for information pertaining to this solicitation shall become the property of the MDE and will not be returned to the Offeror.

If you have additional information you would like to provide, include it as Component 4 of your proposal. (See Component 4(b)). Failure to provide all requested information and in the required format may result in disqualification of the Proposal. All requested information is considered important. The MDE has no obligation to locate or acknowledge any information in the proposal that is not presented under the appropriate outline and in the proper location according to the instructions herein.

## Proposal Submission Period

A signed proposal packet shall be submitted via the [Mississippi Accountability Governmental Information Collaboration System (MAGIC)](https://www.dfa.ms.gov/dfa-offices/mmrs/mississippi-suppliers-vendors/) no later than Wednesday, October 13, 2021, 2:00 PM Central Standard Time (CST).

**OR**

An original signed proposal packet Five (5) copies shall be shipped/mailed and received in a sealed envelope at the MDE no later than Wednesday, October 13, 2021, 2:00 PM Central Standard Time (CST). Shipping instructions are provided below:

**MONIQUE CORLEY**

**Office of Procurement**

**The Mississippi Department of Education**

**(Temporary Staffing Services for Call Center RFx-3120002311)**

**359 North West Street**

**Jackson, Mississippi 39201**

Timely submission of the proposal package is the sole responsibility of the Offeror. It is suggested that if the proposal is shipped to the MDE, it should be tracked to require an MDE mailroom staff signature and request a return receipt/notice with signature.  *Any proposal shipped or mailed* ***MUST*** *be verified, date and time stamped, and recorded by an* ***MDE mailroom staff****.* The time and date of the receipt will be indicated on the sealed proposal envelope or package by the MDE mailroom staff. The only acceptable evidence to establish the time of receipt at the MDE will be identified by the time and date stamp of the MDE mailroom staff on the proposal wrapper or other documentary evidence of receipt used by the mailroom.

**Packages that are received in person by the offeror or a representative will NOT be opened. Packages received by shipping/mail without the appropriate acceptance by the MDE mailroom staff or is received and recorded AFTER the submission deadline will NOT be considered for an award.**

The MDE will not be responsible for delivery delays or lost packets.  All risk of late arrival due to unanticipated delays – whether delivered by USPS, courier or other delivery service or method – is entirely on the Offeror. All Offerors are urged to take the possibility of delay into account when submitting the proposal and submit the packet via the [MAGIC](https://www.dfa.ms.gov/dfa-offices/mmrs/mississippi-suppliers-vendors/). The Offeror shall be notified as soon as practicable if their proposal was rejected and the reason for such rejection.

## **7. TIME FRAME (This amends Section 7 in the RFP)**

Pleases Note that last sentence from the section has been deleted: “~~More than one vendor may be awarded, if needed”~~ -Deleted.

Appendix E is being added to the RFP.

# Appendix E - References

|  |  |
| --- | --- |
| Client Name |  |
| Contact Name and Title |  |
| Contact Address |  |
| Contact Telephone Number |  |
| Email Address |  |
| Type of work provided to the client |  |
| Effective contract dates for the time frame services were/are being provided to client |  |

|  |  |
| --- | --- |
| Client Name |  |
| Contact Name and Title |  |
| Contact Address |  |
| Contact Telephone Number |  |
| Email Address |  |
| Type of work provided to the client |  |
| Effective contract dates for the time frame services were/are being provided to client |  |

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| Client Name |  |
| Contact Name and Title |  |
| Contact Address |  |
| Contact Telephone Number |  |
| Email Address |  |
| Type of work provided to the client |  |
| Effective contract dates for the time frame services were/are being provided to client |  |

## **Amendment Number One**

**NOTE:** *This amendment one is hereby made a part of the Mississippi Department of Education’s Request for Proposals/Applications/Qualifications. The Vendor acknowledges receipt of said amendment and is made aware of the changes contained therein. By signing this form, the Offeror accepts the changes as part of the contract requirement. Please submit this Amendment with the Request for Proposal (RFP).*

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Authorized Signature Date

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Printed Name