Mississippi Department of Education (MDE)
Request for Applications for Educator Licensure Call Center Customer Service/Data Entry Specialist(s)

Acknowledgement of Amendment
Applicant Questions and Answers
Date: March 5, 2021

1. **QUESTION:** Whether companies from Outside USA can apply for this? (like from India or Canada)

   The Educator Licensure Call Center Customer Service/Data Entry Specialist position is classified as a Contract Worker and individuals will be subject to withholdings, based upon the Internal Revenue Code. Companies are not applicable to the position.

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

   The Contract Worker is expected to attend meetings, as applicable. Meetings are conducted onsite at the Mississippi Department of Education; or virtually may be considered.

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

   Duties and responsibilities of the Educator Licensure Call Center Customer Service/Data Entry Specialist(s) are expected to be performed at the Mississippi Department of Education, in Jackson, Mississippi.

4. **QUESTION:** Can we submit the proposals via email?

   Please submit your application packet via the shipping instructions in the Request for Applications (RFA); OR, Please review the Delivery Amendment in the bold yellow text box for additional submission options and information on the.

5. **QUESTION:** Will I be able to work in the evenings and weekends or is the schedule set?

   The specific schedule will be established and adjusted based on the needs of the organization which shall include hours to be worked outside of the normal work schedule of 8:00a.m. - 5:00p.m.

6. **QUESTION:** Is it a rule that certified staff employed by a school district cannot apply?

   The school district would need to be consulted regarding a rule pertaining to certified staff, as related to your question.
NOTE: This amendment is hereby made a part of the Mississippi Department of Education’s Request for Applications for Educator Licensure Call Center Customer Service Data Entry Specialist(s). This document must be signed and returned with your response to the RFA to acknowledge that you received the amendment and that you have accounted for it in your response to the Request for Applications.

________________________________________  ______________________
Authorized Signature of Applicant                  Date

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Printed Name of Applicant