



**STATE OF TENNESSEE
DEPARTMENT OF HUMAN RESOURCES**

**REQUEST FOR INFORMATION
FOR
FMLA CASE MANAGEMENT SYSTEM**

**RFI # 31903-00005
APRIL 1, 2026**

1. STATEMENT OF PURPOSE:

The State of Tennessee, DEPARTMENT OF HUMAN RESOURCES issues this Request for Information ("RFI") for the purpose of identifying qualified vendors capable of delivering a comprehensive, secure, and scalable technology solution to support the administration and management of Family and Medical Leave Act (FMLA) processes. The State seeks a modern platform that streamlines case management, automates eligibility determinations and workflows, ensures compliance with federal and state regulations, and enhances reporting and analytics capabilities. The solution must integrate seamlessly with existing enterprise resource planning (ERP), payroll, and HR systems while maintaining the highest standards for data security, privacy, and accessibility. Through this RFI, the State aims to evaluate available technologies and approaches that will improve operational efficiency, reduce administrative burden, and provide a consistent, transparent, and user-friendly experience for employees, managers, and HR professionals. We appreciate your input and participation in this process.

2. BACKGROUND:

The State of Tennessee currently administers Family and Medical Leave Act (FMLA) processes through a combination of manual activities. Existing system limitations in reporting, automation, and integration with HR and payroll systems require manual workarounds and reduce overall operational efficiency. Additionally, the lack of a centralized platform to manage multiple leave types and related documentation creates challenges in maintaining case records. The State is seeking to better understand available solutions that can modernize FMLA administration, improve data accuracy and transparency, and support a more efficient and compliant process.

3. PROPOSED SOLUTIONS:

DOHR is requested to review cloud-based software applications available to meet the needs addressed in the List of Business needs (Table 3.1) below.

Table 3.1 List of business needs

Requirement #	REQUIREMENT DESCRIPTION	REQUIRED?* ("N" indicates Not Required)
<p>Abstract: The State is seeking information from qualified vendors on a technology solution to support the administration and management of Family and Medical Leave Act (FMLA) processes. The proposed solution should streamline case management, ensure regulatory compliance, enhance reporting capabilities, and integrate with existing HR and payroll systems.</p>		
<p>AUDIT & SECURITY</p>		
1	Security that meets all the requirements listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html .	
2	Backup and recovery of the system that adheres to State regulations.	
3	Audit trail, for changes in the system, including timestamp and user associated with the change.	
4	Online tool designed to view audit trails.	
5	History tables that maintain change information related to grant activity.	
6	Date and time synchronization, which supports multiple time zones.	
7	Confidential data encrypted at rest and in transit, using the current version of Federal Information Process Standard ("FIPS") 140-3 or higher, specifically designed to safeguard PII, PHI, CMS, SSA, HIPAA and other confidential Federal and State data.	
8	The Vendor shall maintain a current SOC 2 Type II report, issued by an independent AICPA-accredited auditing firm, covering the Security Trust Services Criteria at a minimum. The report must be dated within the most recent 12 months and applicable to all systems and environments supporting the proposed FMLA platform. The Vendor shall provide a copy of the report under NDA upon request and maintain SOC 2 Type II certification throughout the term of any resulting contract.	
9	Ensures that all State data, including production, backup, and disaster recovery environments, is stored, processed, and maintained exclusively within the continental United States.	
10	The solution shall comply with the Americans with Disabilities Act (ADA) and conform to Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards, ensuring accessibility for individuals with disabilities across all user-facing components.	
11	Ability to manage access to screens and tables, data elements, functions, electronic documents, or case type.	
12	The solution shall enforce a minimum password length of eight (8) characters for standard user accounts and fifteen (15) characters for service accounts, system administrator accounts, and system/application accounts. Service, system administrator, and system/application account passwords may be configured as non-expiring where justified and approved.	
13	Provide a minimum of fourteen (14) days' notice prior to expiration of password.	
14	Provide the ability of security role to manage external user accounts (<i>i.e.</i> , log out users, reset passwords, disable log-on).	
15	Provides the ability support Single Sign-On (SSO) for secure internal user authentication.	
16	Supports Multi-Factor Authentication (MFA) for all user access, including configurable authentication methods and enforcement based on role,	

	risk, or access level.	
17	Records unsuccessful logon attempts and allows for automatic lockout of accounts upon five (5) consecutive invalid login attempts.	
18	Automatically deactivate user account upon System Administrator defined time of inactivity (days/weeks).	
19	Provide ability to restrict access by IP address.	
20	Ability to generate security reports reflecting authorized use, security breaches or attempts.	
21	Ability to segment user access/roles by section.	
22	Adherence to all legal and regulatory standards as needed by State of TN.	
23	The vendor shall disclose whether the proposed solution includes any artificial intelligence (AI) or machine learning (ML) capabilities. If AI/ML functionality is included, the vendor shall provide a brief description of all features and their intended use.	
24	The solution must ensure that all data used, generated, processed, or stored by AI components—including training data, prompts, metadata, model outputs, logs, and intermediate datasets—is stored exclusively within the United States. No AI-related data may be transmitted to, processed in, or stored in locations outside the United States at any time.	
25	Any AI or ML components shall not train on, store, or share state-owned data with external systems, services, or models. The vendor shall describe all data flows and any third-party systems involved.	
26	Any AI functionality of the system shall be fully or partially disabled if desired. The vendor shall describe the methods available for disabling AI and any impacts on system functionality.	
27	The vendor shall identify whether the AI components used within the solution are proprietary, closed-source, open-source, or supplied by third-party providers. The vendor shall provide details regarding ownership, licensing, and dependencies.	
COMPATIBILITY		
28	The solution must support all major modern web browsers running current stable versions (e.g., Microsoft Edge, Google Chrome, Mozilla Firefox). Compatibility must extend to browsers and environments that incorporate AI-assisted features or agents (e.g., ChatGPT-integrated browsers, Microsoft Edge with Copilot, Perplexity Comet, and similar tools).	
29	The system should support cross-platform compatibility, ensuring equivalent functionality and user experience on desktop, mobile, and web environments.	
30	Provide configurable and extensible tools to customize leave types, roles, fields, forms/templates, notifications, and workflows, including granular role-based access and page/data-level configuration.	
31	System should have the ability to integrate State branding to all pages.	
32	Provides integration with Microsoft Office applications, supporting 'cut and paste' functionality between Office application and system applications/modules.	
33	The solution shall provide full compatibility with Adobe Acrobat, including support for Adobe Forms, electronic document signing workflows, and extraction of structured data from PDF files.	
INTERFRACES		
34	Ability to interface (both incoming and outgoing data) with the State's	

	ERP system.	
35	Ability to interface with external systems that provide the ability to validate or auto-populate information (electronic signature, email, <i>etc.</i>).	
36	Ability to create custom data feeds using API.	
37	Ability to provide real time notifications via O365 tools or options for Email and SMS notifications for high level actions/status changes.	
38	The vendor must provide a detailed Data Dictionary for the data repository and a current Entity Relationship Diagram (ERD)	
39	The system must include database connection capabilities for data extraction and transfer. At a minimum, the system must support connections to the database platforms of Oracle Database, Microsoft SQL Server, and Cloud-based databases hosted on AWS and Google Cloud	
40	The solution should include built-in data connection capabilities (such as CData Connect AI or Windsor.ai) that enable seamless integration with AI analysis tools (such as Claude Cowork). These connections should support the ability to generate insights including reports, dashboards, graphs, predictions, and trend analyses.	
DASHBOARDS & REPORTING		
41	Ability for users within a specific group to view a shared dashboard, including case status (upcoming due dates, overdue status, # cases open, <i>etc.</i>).	
42	Dashboards and reports shall be available based on employee's assigned cases.	
43	Dashboards and reports shall be available for leave hours used on a global basis and filterable down to specific case.	
44	Dashboards and reporting shall be available detailing an anticipated return date for each case.	
45	Dashboards and reporting shall be available for cases nearing the end of entitlement.	
46	Dashboard and reporting shall be available for outstanding FMLA actions, deadlines, and escalations.	
47	System should have the ability to audit logs of actions taken by users on a case level.	
48	Ability to view cases on a system level and filter by defined variables (Agency, department, <i>etc.</i>).	
49	Native low-code/no-code reporting with the ability to identify specific fields and filters.	
50	Allow users to customize dashboards by selecting specific criteria (<i>e.g.</i> , cases by region, agency, leave type, coordinator or status, filter by open/close).	
51	Ability to provide predictive analytics to use historical data to predict outcomes or identify patterns.	
52	Allow display of KPIs such as average compliance rate, case closure rates, workload distribution, <i>etc.</i>	
53	Include predictive search or keyword-based search capabilities by coordinator name, employee name, date range, leave type, and other parameters.	
54	Ability to retrieve and view all historical cases linked to a person/ coordinator, including previous FMLA cases, eligibility and qualifications.	
55	Ability to generate reports for public record requests based on various parameters (leave type, paid time off, <i>etc.</i>).	
56	Ability to report leave types and quantities entered to ERP timesheets for employees and by requests.	

57	Alert coordinator and/or interested parties in which employee exceeds certified FMLA frequency/duration; recertification required.	
58	System shall be able to indicate when an employee has timesheet exceptions in ERP system.	N
59	System should log actions by logged in user.	
DOCUMENT SOLUTIONS		
60	Ability to store documents by case (including emails, images, etc.).	
61	Ability to retain and destroy documents per records disposition authorization.	
62	Ability to upload documents of multiple file types.	
63	Ability to view and edit documents within the platform.	
64	System must have a centralized repository for all case-related documents, with the ability to attach and update files.	
65	System must support mass import of legacy data and documents with automated mapping of existing fields to system fields for consistency.	
66	System should give the option to redact sensitive information before sharing files.	
67	Ability to version control for FMLA request documents by maintaining a record of past requests and tracking actions taken on the case.	
68	Ability to view historical cases based on employee.	
69	Ability to create employee or user checklists to ensure compliance with FMLA requirements.	N
70	Ability to create custom document templates by leave type.	
71	Notification templates must be editable by Human Resources or other authorized personnel.	
72	Ability to create common reusable forms that detail determinations and include specific information for the case.	
73	Ability to bulk download and upload case files.	
CALENDAR SYNCING		
74	Ability to sync calendars to Outlook/Teams within the platform.	
75	Ability to track deadlines and send relevant notifications during workflow intervals.	
76	System should send reminders for key deadlines to a defined mailing list at set intervals.	
WORKFLOW		
77	System must be configured to follow and comply with all FMLA requirements.	
78	System must support multiple FMLA request channels (employee self-service, HR initiation, manager initiation).	
79	System should have the ability to create case requests to specific FMLA type or allow for a general request with comments and the FMLA type will be determined during FMLA workflow.	
80	System should allow for alternative email for communications regarding the case request.	
81	System must automatically trigger the FMLA eligibility review workflow upon request submission.	
82	Workflow must validate employee eligibility data pulled from the ERP (tenure, hours worked, job status).	
83	System should determine leave type based on details of request and applicability of state policy and FMLA requirements.	
84	System should allow for audit of logic for case determinations.	
85	System should allow for administrative intervention if case eligibility warrants a change of status.	

86	System must support automated case routing rules based on employee department, location, or employment type.	
87	System workflow and routing must be configurable by HR without vendor involvement.	
88	System must support escalations when an approver does not take action within a defined timeframe.	
89	System must support approver's ability to add comments or request additional information from employees within the workflow.	
90	System must auto-generate FMLA-required notices (Eligibility Notice, Rights & Responsibilities, Designation Notice) based on workflow milestones.	
91	All notices must be available for electronic delivery and tracking.	
92	System must send automated reminders for incomplete forms or upcoming due dates.	
93	All notification timing must comply with federal and state FMLA timelines.	
94	Support routing of medical documentation to designated HR/Leave specialists only (privacy compliance).	
95	Allow HR to approve, deny, or request additional documentation through workflow prompts.	
96	System should provide default statuses and allow for state configured statuses.	
97	System must support re-certification workflows triggered by elapsed time or specific state policy.	
98	Workflow must support reassignment of tasks due to manager changes or employee transfer.	
99	Ability for HR coordinators to approve, deny, or request additional documentation through workflow prompts.	
100	Workflow must support partial approvals (for intermittent leave) and automatically calculate available hours.	
101	System should read leave balances from the state ERP system and display with the "as of date" for the leave balance.	
102	System should have the ability to populate employee timesheet with appropriate leave types by pay period.	
103	Supervisors should receive notifications as allowed by FMLA regulations.	
104	Employees should receive a clear progress tracker showing where their request is in the workflow.	
105	System should have the ability to determine leave type to use based on employees leave availability and policies.	
106	System should have the ability for employee to request to save one day of Sick Leave for assessment to statewide program.	
107	System should have the ability for employee to request to retain ten (10) days of leave while on FMLA.	
108	Ability for system to correctly determine leave type to report on timesheet for FMLA and state Paid Prenatal Leave policy, and external parental leave.	
109	Ability to configure access levels down to individual fields and actions for each user role (depending on department, designation, etc.).	
EXTERNAL PORTAL		
110	Ability for non-licensed, external users to submit FMLA requests and information in an online platform.	
111	Ability to configure FMLA request forms based on user permission and roles.	
112	Provide a workflow for employees to upload and submit certification	

	forms.	
113	System should provide an interactive tutorial and help sections for end-users.	
114	System must allow employees to respond to HR requests directly within the workflow.	
115	System must have the ability to allow authorized individuals/agencies/external parties to track/view FMLA requests and the status while maintaining HIPAA compliance.	
116	System should have ability for external parties to submit additional documentation to an existing case file (e.g., medical certification).	

4. COMMUNICATIONS:

- 4.1. Please submit your response to this RFI to:
 Cherie L. Graves, Contract Manager
 Department of Human Resources
 Tennessee Tower, 17th Floor
 312 Rosa L. Parks Ave, Nashville, TN 37243
 615-532-2275
Cherie.l.graves@tn.gov

- 4.2. Please feel free to contact the Department of Human Resources with any questions regarding this RFI. The main point of contact will be:
 Cherie L. Graves, Contract Manager
 Department of Human Resources
 Tennessee Tower, 17th Floor
 312 Rosa L. Parks Ave, Nashville, TN 37243
 615-532-2275
Cherie.l.graves@tn.gov

- 4.3. Please reference RFI # 31903-00005 with all communications to this RFI.

5. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		April 1, 2026
2.	Written Questions & Comments Deadline	2:00 p.m.	April 10, 2026
3.	State Responses to Written Questions & Comments		April 20, 2026
4.	RFI Response Deadline	2:00 p.m.	April 30, 2026

6. GENERAL INFORMATION:

- 6.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

- 6.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

- 6.3. The State will not pay for any costs associated with responding to this RFI.

7. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI #31903-00005	
TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS
4.	Business needs assessment: a) Provide a detailed analysis of the critical business needs identified by this RFI. b) Clearly outline how the proposed solution addresses each identified business need in Table 3.1 above.
5.	Risk mitigation: a) Identify potential risks or challenges associated with implementing the proposed solution. b) Present strategies or measures to mitigate these risks and ensure successful deployment and adoption.

6. Provide promotional and other materials, which include details on the software, including, but not limited to, key features, screenshots, workflows, and information flow diagrams.
7. Describe your User Acceptance Testing (UAT) and training approach, including resources necessary for an implementation of this scope and size. What are the recommended State resources needed to assist in UAT and training?
8. How do you make sure business operations are not impacted during roll-out of the solution?
9. Describe your methods and strategy in providing maintenance and support of the solution.
10. Describe your release management process for updates, current releases, maintenance, and customizations required for compliance with federal and state law. What are your communication methods for maintenance, support, and system updates? Will you use business partners for maintenance and support?
11. Describe your approach to the sustainability and ongoing maintenance of your solution.
12. Describe how you approach organizational change management for a solution of this type.
13. Describe any resources, capabilities, or features not included in Table 3.1 that differentiate you from others who provide a similar service.
14. Do you have a partnership with a public sector cooperative purchasing organization (e.g., NASPO, GSA, OMNIA, etc.)?

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. Describe the typical price range for similar services or goods
3. Describe the typical price range for implementation. Please include a breakdown to include cost per case type, if applicable.
4. Describe the typical price range for annual maintenance and support.
5. Describe the typical price range for SaaS cloud hosting.
6. Describe the typical price range for hourly/daily services outside the scope of implementation, maintenance, and support, i) Describe which services are billed hourly/daily (e.g., project change requests, customizations, configuration management)
7. Describe the typical range for hourly/daily rates by resource (e.g., database administrator, business analyst, project manager).
8. Outline your tiered pricing for services and support, including specific information provided in each tier.
9. Describe any alternate payment methodology for the solution.

ADDITIONAL CONSIDERATIONS

1. Please provide input on alternative approaches or additional things to consider that might benefit the State: