



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

**REQUEST FOR INFORMATION # 33501-231023
AMENDMENT # 1
FOR COMPREHENSIVE ONLINE REGULATORY AND
ENFORCEMENT (CORE) SYSTEM**

DATE: December 16, 2023

RFI # 33501-231023 IS AMENDED AS FOLLOWS:

1. This RFI Schedule of Events confirms scheduled RFI dates.

EVENT		TIME (Central Time Zone)	DATE (All dates are State business days)
1.	RFI Issued		November 3, 2022
2.	Written "Questions & Comments" Deadline	2:00 p.m.	December 1, 2022
3.	State Response to Written Questions and Comments		December 16, 2022
4.	RFI Written Response Deadline	2:00 p.m.	January 6, 2023
5.	State Completes Review of Responses and Schedules Demonstrations		January 20, 2023
6.	RFI Demonstrations	9:00 a.m.- 4:30 p.m.	February 6 - 10, 2023

2. State responses to questions and comments in the table below amend and clarify this RFI.

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

RFI SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Table 3.1	2-4	1. Whether companies from Outside USA can apply for this? (like, from India or Canada)	Any RFI respondents must have the ability to follow security policies listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html
6.3	5	2. Whether we need to come over there for meetings?	Per section 6.3 of the RFI, presentations will be held in Nashville, TN.
Table 3.1	2-4	3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	Any RFI respondents must have the ability to follow security policies listed at the following location:

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			https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html
4.1	4	4.Can we submit the proposals via email?	Per section 4.1 of the RFI, responses may be submitted by email.
2	1-2	5. Is that current system maintained through a contracted vendor, and if so can I get the vendor name, contract number, and expiration date?	Yes, the current system is maintained through a contracted vendor. Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.
6	5	6. Will RFI responses be made publicly available (FOIA eligible)?	Per section 6.2 of 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. Per section 6.5 of the RFI, if a formal solicitation is completed, all RFI response materials will become part of the procurement file and will be available for public inspection.
7	7	7. Technical Information Form #9. Describe your project management methodology, including resources necessary for an implementation of this scope and size. Will you use business partners during implementation? Can you provide an example of an implementation plan? Question: Would TDCI like vendors to provide an example of an implementation plan with our response or are you simple asking if an example <u>can be provided?</u>	The State seeks to learn information from the respondents regarding different implementation methods. If respondent is able, please provide an example of an implementation plan in the RFI response.
3	2	8. Can the State please provide a description of the current solution from which existing data would be migrated?	Data exists across at least 754 tables in a highly normalized relational database across multiple schemas. Some tables have over 10 million

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			records. The environment is in a virtual private cloud.
Table 3.1	2	9. What technology is the State's payment processor?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.
Table 3.1	4	10. Can the State please provide a concise list of integration end points?	Per section 7, Technical Informational Form question 7, the State is seeking one- and two-way integration with third party systems for continuing education, errors and omissions insurance, bonds, TBI and FBI background checks, third party billing and payment systems, accounts receivable solutions, reporting software, and other applications. Specific integration points may be discussed further during a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.
7	7	11. Is it the States intent for the implementation vendor to implement all 2200 transaction types or just a subset of those (the remaining would be configured by trained State users)?	The State seeks to learn information from the respondents regarding different implementation methods. Respondents may include expected State resources in their response to Section 7, Technical Informational Form question 9 of the RFI.
Table 3.1	2-4	12. Can the State provide table 3.1 in an editable (i.e. xls) format?	Yes, see Appendix A for Table 3.1 in a Microsoft Word (.docx) format.
Table 3.1	2	13. Digital credentialing, available in common electronic wallets. Could you please name some digital credentials which will be implemented in the application? What will be the role of these credentials, and please provide an example?	The business need for digital credentialing includes licenses, registrations, certifications, and permits for the multiple boards and professions in the CORE system, more specifically described in sections 1 and 2 of the RFI.
Table 3.1	3	14. Remote inspection system. How is this inspection done? And what are all the steps that should be followed?	The State seeks to learn information from the respondents regarding capabilities of a remote inspection system/module. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.
Table 3.1	3	15. Continuing Education and Exams, which includes the	The State seeks to learn information from the respondents regarding

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		abilities to record and audit progress. Could you please elaborate more about education and exams with an example?	capabilities of a continuing education module. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.
Table 3.1	3	16. Can vendors assume that the portable tablets for TDCI staff and internet connectivity will be supplied by TDCI?	It is the State's understanding that this question refers to the remote inspection process. The State provides inspectors with portable tablets. Internet connectivity is not always available to remote inspectors while in the field completing inspections.
2	1	17. What costs has TDCI incurred for initial set up, ongoing maintenance, hosting, software licensing, support, and enhancements (i.e., "change orders" over the lifetime of the current systems to be replaced by the new solution?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.
Table 3.1	2-4	18. For providing cost information and ranges: a. Please inventory all data sources, file formats, and estimated size(s) of the current data sets to be converted and migrated into the new CORE System b. Please provide approximate number of standard email/letter templates that will be used by TDCI that are to be integrated and automated by the system. c. How many different or distinct permit / license application and inspection types will be supported in this solution? Please provide a comprehensive list. d. Please identify ALL other systems that the new solution will need to integrate with (i.e., payment processor, or other systems such as financial, etc.) along with an inventory of which interfaces will need to be wither (sic) a one-way (import or export) or two-way data exchange? e. Please provide a breakdown of the number of State	Per section 7, Cost Informational Form, the State seeks general pricing information, including pricing units and price ranges. Specific cost information may be discussed further during a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project. Additional, general information is provided below: a. See response to question 8 above. Per Table 3.1 section 1, there is about 5 TB of storage. b. There are approximately 1,200 standard email/letter templates to be integrated in the new system. c. Per section 2 of the RFI, there are approximately 140 professions and 2,200 transactions to be supported in the new system. d. See response to question 10 above. e. There are approximately 400 users of the current system, 120 of which perform remote inspections. Program areas

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		<p>employees that will be using the new solution by TDCI Program, role, as well as which ones will be performing mobile inspections.</p> <p>f. Can the TDCI provide an inventory / approximation of all the reports that need to be replicated within the new system?</p>	<p>and roles vary across the 140 professions. Roles include, but are not limited to, view only access to certain modules, change access to certain modules, processing roles, approval roles, and administrative roles for system configuration.</p> <p>f. The State seeks to learn information from the respondents regarding capabilities of a reporting module. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.</p>
Table 3.1	2	19. Can TDCI provide information on the number of systems that would need data to be migrated to the new solution?	See response to question 8 above.
2	1	20. Can TDCI provide the number of license/permit types needed for the 40 boards as well as the occupational licenses?	Per section 2 of the RFI, the CORE system consists of approximately 140 licenses, registrations, certifications, and permits.
Table 3.1	3	21. Can you describe how complaints will be handled? On a board-by-board basis or centrally?	TDCI complaints are centrally processed.
Table 3.1	4	22. Does TDCI wish to have the Vendor create custom reports or does TDCI have the ability to develop those required for go-live during the implementation period?	See response to question 18 section f. above.
7	7	23. We have reviewed the State's security link (RFP Table 3.1, #35) and the controls listed appears to be for non-SAAS solutions. Can TDCI clarify if an on-prem solution is preferred? Or if TDCI is open to a SaaS solution, is there an alternative link available?	Per section 1 of the RFI, TDCI seeks information on software solutions that currently exist in a cloud-based production environment to support the CORE system. The referenced Enterprise Information Security Policy references Cloud Services in sections 6.4.4 and 6.4.4.4.1 of the document.
2	1-2	24. Do you currently use Salesforce?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.

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2	2	25. How many of the 400 users are inspectors?	See response to question 18 section e. above.
Table 3.1	2	26. How many years' worth of data are you looking to migrate?	See response to question 8 above.
Table 3.1	2	27. Can you give an example of the data that needs to be migrated?	See response to question 18 section a. above.
2	2	28 How often do the 1 Million Portal Users log in per quarter?	The State cannot answer this question at this time.
Table 3.1	4	29. How are you integrating the systems listed with your existing solution?	See response to question 10 above. Per Table 3.1 section 1, there is about 5 TB of storage.
Table 3.1	3	30. How does the State audit it's (sic) databases currently?	The State performs audits of the current system(s) in accordance with the security policies listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html
Table 3.1	4	31. Of the integrations listed in the RFI, how many are currently functional, how many will be new implementations, and how many are for future road map? If there are multiple sources for each integration type, please include how many integrations are required for each. -Continuing education -Errors and omissions insurance -Bond Background Checks -TBI background check -FBI background check -Third-party billing systems -Payment processing system -Accounts receivable solutions -Reporting software	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential. See also response to question 10 above.
Table 3.1	4	32. Can you expand on the type of reporting required? i.e., compliance, policy, and performance per board and aggregate	See response to question 18 section f. above.
Table 3.1	3	33. How will the State's legal department interact with this system?	Per Table 3.1, items 20-26, the legal division engages in the enforcement and case management processes and back-office pre-issuance review outlined in item 13, as necessary.
1	1	34 Does the State have a preferred cloud storage vendor?	No. All cloud storage vendors must have the ability to follow security

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			policies listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html
Table 3.1	2	35. Can the State please provide an example of database table structure that would need to be migrated?	See response to question 8 above.
Table 3.1	2-3	36. Of the 400 users, how many will need to edit/update/approve requests? How many users will be operating in the field?	See response to question 18 section e. above.
7	6-8	37. What is TDCI's anticipated budget and timeframe for releasing the follow-up solicitation?	The State seeks to learn information from the respondents regarding system capabilities and typical budget for a project of this size and scope. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.
1	1	38. Other than modernization, what goals does TDCI hope to accomplish by replacing its current platform?	The State is seeking information from the respondents regarding best-in-class software solutions that currently exist in a cloud-based production environment, including new ideas and approaches for improving services.
1	1	39. Does TDCI have an existing technology or platform preference? If so, what is the preference and why?	No. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.
		40. What KPIs is TDCI currently using to measure customer service excellence?	The State is currently seeking to learn information from respondents regarding products and services on the market for licensing, enforcement, and inspection system(s). Measuring customer service excellence is currently out of scope for this project.
Table 3.1	2	41. In the RFI, Table 3.1 <i>List of Business Needs</i> mentions translations under the Public Search section. What language does the CORE System need to support?	The word "translations" in this instance refers to data and technical translations, which is the process of substituting subject matter specific terminology with common language meant for public consumption.

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Table 3.1	2-4	42. What are TDCI's expectations for the new system's offline capabilities?	The State is currently seeking to learn information from respondents that support the State's business needs. The mobile permitting solution is the only solution required to retain access offline.
Table 3.1	3	43. Item # 27 which tools are used today to schedule inspections? Does TDCI have scheduling software that is preferred to be used to integrate with the new system?	The State seeks to learn information from the respondents regarding remote inspections. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.
Table 3.1	3	44. Item # 29 "Inspection results to be provided to customer on site, including signatures as necessary" – What tool is used today by the field staff to complete the 300k inspections? Does TDCI own a mobile APP that would be connected to the new COTS License Platform?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.
7	8	45. In the absence of a budget assignment can TDCI provide any summary of current costs associated with the support of the current system and any added costs such as Mobile Apps, 3 rd party GIS systems etc.	See response to question 37 above.
Table 3.1	3	46. The RFI states "Inspection results to be provided to customer on site, including signatures as necessary" For the inspection results, the process could be streamlined by providing an e-signature. Adobe Sign is used by the State of Tennessee. Would this in be scope?	See response to question 44 above.
Table 3.1	4	47. How would this system tie into your call center? Would insights across all your touchpoints (web, mobile, call center) to help accelerate the customer experience and reduce call center volumes be helpful? (e.g., understand drop off rates and reduce call center expense).	The State seeks to learn information from the respondents regarding integration capabilities. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.

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6.3	5	48. Could a response be provided for offerings that would complement the proposed solution and improve customer experience and efficiency?	The State is currently seeking to learn information from respondents regarding products and services on the market for licensing, enforcement, and inspection system(s). Complementary solutions are currently out of scope for this project.
3.1	3	49. How are you handling outbound communications and marketing to business?	Communications are managed through the back-office system described more specifically in sections 14 and 19 of Table 3.1. The State seeks to learn information from the respondents regarding communication capabilities. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.

3. **RFI Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFI not expressly amended herein shall remain in full force and effect.