



**STATE OF TENNESSEE
DEPARTMENT OF SAFETY & HOMELAND SECURITY**

**REQUEST FOR INFORMATION
FOR
TENNESSEE INTEGRATED TRAFFIC ANALYSIS NETWORK ("TITAN")
SYSTEM MAINTENANCE AND SUPPORT**

**RFI # 34901-01635
SEPTEMBER 05, 2025**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Safety & Homeland Security issues this Request for Information ("RFI") for the purpose of finding a company to provide system maintenance and support for the existing Tennessee Integrated Traffic Analysis Network ("TITAN") system, as well as modifications and enhancements to existing applications and new development of Tennessee Highway Patrol ("THP") and traffic safety applications. These modifications, enhancements, and new developments will be completed with the input, testing, and approval of the TITAN administrative team. Communications to and from the TITAN administrative team will include phone, email, text, or any other form of communication necessary to provide safe, secure, and efficient service to all stakeholders. The Company will have to run any security, vulnerability, and processing tests required by the Tennessee Department of Finance and Administration's Strategic Technology Solutions group ("STS"). The State is not looking for a new or replacement system. We appreciate your input and participation in this process.

2. BACKGROUND:

The State's THP is responsible for enforcing federal and Tennessee laws relating to traffic on Tennessee's federal and state highways. The mission of the THP is to ensure safe and efficient transportation while promoting highway safety through enforcement and education. One way of accomplishing this mission is to provide access to the TITAN system to law enforcement agencies throughout Tennessee.

The TITAN system is a suite of tools developed for the electronic collection, submission, and management of traffic safety related data in Tennessee. This includes, but is not limited to, eCrash, eCitation, eCrime, Trooper Activity, Incident/Offense, Overweight Assessment, DUI Tracker, Checkpoints, Homemade Trailer Inspections, Fatality Tracking System, Facilities Protection Activity, TOW, School Bus Inspection, and THP Paper Ticket Accountability. These applications utilize .NET Framework and Microsoft SQL Server, and include web-based, iOS, and client-based applications. There are numerous interfaces (APIs) and web services connecting the TITAN system with other State systems, FileNet, court systems, and local law enforcement agency systems, all of which will need to be maintained and supported. The TITAN system has over 10,000 law enforcement and government users statewide. The TITAN system is housed on servers in the State Data Centers and GitHub is used for code management. Any new source code created and written under any resulting contract will be owned by the State of Tennessee. The TITAN system has been designed to accept reports submitted by law enforcement agencies, validate the data contained within the reports for completion and accuracy, and then store the statistically valid information. The TITAN system's repository also creates document images of

submitted reports and returns them for future access and records retention requirements. This information is used to make data-driven decisions and help make Tennessee a safe and secure place in which to live, work, and travel.

3. COMMUNICATIONS:

- 3.1. Please submit your response to this RFI to:

Ariel M. Evans, Contracts & Purchasing Manager
Tennessee Department of Safety & Homeland Security
1150 Foster Avenue
Nashville, TN 37243
Telephone #: 615.487.5107
Email Address: DI_FS_Procurement@tn.gov

- 3.2. Please feel free to contact the Department of Safety & Homeland Security with any questions regarding this RFI. The main point of contact will be:

Ariel M. Evans, Contracts & Purchasing Manager
Tennessee Department of Safety & Homeland Security
1150 Foster Avenue
Nashville, TN 37243
Telephone #: 615.487.5107
Email Address: DI_FS_Procurement@tn.gov

- 3.3. Please reference RFI # 34901-01635 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		SEPTEMBER 05, 2025
2.	RFI Response Deadline	4:30 p.m.	OCTOBER 17, 2025

5. GENERAL INFORMATION:

- 5.1. 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.
- 5.2. 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.
- 5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

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

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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.	PROVIDE A DESCRIPTION OF STAFFING WHO SUPPORT A SIMILAR SCOPE OF SERVICES/PRODUCTS. THE STAFFING SHOULD CONSIST OF A PERSON OR GROUP OF PEOPLE WITH PROJECT MANAGEMENT SKILLS AND TECHNICAL KNOWLEDGE AND EXPERIENCE TO EFFECTIVELY COMMUNICATE THE TECHNOLOGICAL NEEDS OF THE STATE TO DEVELOPERS AND MANAGE PROJECT SCHEDULES. DEVELOPERS SHOULD BE WELL VERSED IN THE USE OF .NET FRAMEWORK AND MICROSOFT SQL SERVER. AT LEAST ONE RESOURCE SHOULD BE KNOWLEDGEABLE REGARDING iOS APPLICATION SUPPORT AND DEVELOPMENT.
5.	PROVIDE A DESCRIPTION OF KNOWLEDGE AND EXPERIENCE OF INFORMATION TECHNOLOGY SERVICE MANAGEMENT (ITSM) TO SUPPORT ANY CURRENT AND FUTURE DEVELOPMENTS.
6.	PROVIDE A DESCRIPTION OF COMPANY/DEVELOPER EXPERIENCE WORKING WITH .NET FRAMEWORK.
7.	PROVIDE A DESCRIPTION OF KNOWLEDGE AND EXPERIENCE IN SUPPORTING iOS-BASED APPLICATIONS.
8.	PROVIDE A DESCRIPTION OF KNOWLEDGE AND EXPERIENCE IN WORKING AND SUPPORTING A TRANSITION OF DATA FROM AN ON PREMISES DATA CENTER BASED SERVER TO A CLOUD-BASED SERVER.
9.	PROVIDE A DESCRIPTION OF KNOWLEDGE OF IACP STANDARDS INCLUDING BUT NOT LIMITED TO: GLOBAL JUSTICE XML, DATA MODEL, NIEM'S CURRENT STANDARDS, AND LEITC.
10.	PROVIDE A DESCRIPTION OF KNOWLEDGE AND EXPERIENCE IN WORKING WITH CJIS DATA AND SECURITY STANDARDS.

6. INFORMATIONAL FORMS (continued):

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

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TECHNICAL INFORMATIONAL FORM
11. PROVIDE A DESCRIPTION OF EXPERIENCE IN SUPPORTING "GOVERNMENT-OWNED" DATA. PROVIDE THE NAMES OF AT LEAST TWO (2) GOVERNMENT ENTITIES FOR WHOM YOU CURRENTLY PROVIDE OR PREVIOUSLY PROVIDED PROJECT SUPPORT AND INCLUDE A BRIEF DESCRIPTION OF THE PROJECT AND THE SUPPORT YOU PROVIDE OR PROVIDED.
12. PROVIDE A DESCRIPTION OF KNOWLEDGE AND EXPERIENCE WITH SQL SERVER SUPPORT.
13. PROVIDE A DESCRIPTION OF KNOWLEDGE AND EXPERIENCE WITH BROWSER-BASED APPLICATIONS DEVELOPMENT AND SUPPORT FOR SYSTEM INTERFACES (e.g., APPLICATION PROGRAMMING INTERFACES).
14. PROVIDE A DESCRIPTION OF KNOWLEDGE AND EXPERIENCE IN UTILIZING SOFTWARE FOR TICKET DEVELOPMENT FOR USER SUPPORT, EMAIL INQUIRIES, HELP DESK, ETC. (e.g., ZenDesk, Service Now, Salesforce Service Cloud, 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 maintenance fees of supporting an existing system (if cost exists).
4. Describe the pricing details provided on a flat charge breakdown on a monthly basis.

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