STATE OF TENNESSEE
ADMINISTRATIVE OFFICE OF THE COURTS

REQUEST FOR PROPOSALS # 30227-00725 AMENDMENT # 1 FOR STATEWIDE COURT CMS AND eFILING APPLICATION

DATE: AUGUST 29, 2025

RFP # 30227-00725 IS AMENDED AS FOLLOWS:

1. **This RFP Schedule of Events updates and confirms scheduled RFP dates.** Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		July 31, 2025
2. Disability Accommodation Request Deadline	3:30 p.m.	August 5, 2025
3. Pre-response Conference	1:00 p.m.	August 6, 2025
4. Notice of Intent to Respond Deadline		August 8, 2025
5. Written “Questions & Comments” Deadline	3:30 p.m.	August 15, 2025
6. State Response to Written “Questions & Comments”		August 29, 2025
7. Written “Questions & Comments” Deadline (2nd round)	3:30 p.m.	September 5, 2025
8. State Response to Written “Questions & Comments” (2nd round)		September 12, 2025
9. Response Deadline	4:30 p.m.	September 22, 2025
10. State Opening & Scoring of Cost Proposals		September 23, 2025
11. State Completion of Technical Response Evaluations		November 3, 2025
12. State Schedules Respondent Oral Presentations (Top 3 Ranked Respondents Only)		November 4, 2025
13. Respondent Oral Presentations		November 12 – 14, 2025
14. Negotiation		November 17 – December 1, 2025
15. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	December 2, 2025

16. End of Protest Period		December 12, 2025
17. State sends contract to Contractor for signature		December 23, 2025
18. Contractor Signature Deadline	.	January 31, 2026

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

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

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		1. How many systems in scope for conversion?	Specific information is not available. Refer to RFP section 1.1 Statement of Procurement Purpose., and section 1.1.2 Estimated Volume of Users and Cases. Utilize the totality of the RFP and attachments to support your response and cost proposal. Respond to the best of your ability. Note any limitations of your system.
		2. How many source databases are in scope for migration?	See the answer to Question #1.
		3. Do all counties use the same data structure today?	No.
		4. Can you provide how many transactions are required (e.g. import, export, both) for each interface in Appendix B?	See the answer to Question #1.
1.6.15		5. eFIling – ability to allow Jurisdiction Administrators to add/modify/delete holidays – Is it the intent of the AOC to limit users from eFiling on holidays?	No.
ID #4		6. Non-Functional Architecture - Ability to be usable without requiring the deployment of end-user workstation / client-side components or workstation setting changes. Can you define End-user workstation and Client side components or workstation setting changes.	The solution must be deployable to current workstations (e.g., computer, monitor, etc.) without requirement for changes or addition of customized technology.
ID #29		7. Non-Functional Architecture - Ability to automatically adjust the solution time for daylight	This architecture applies to any components of the CMS and eFiling application that are affected by time.

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		savings time on all solution components. Can you expand on this a little more. What solution components are going to be involved?	See definition of Solution in RFP Attachment 6.7.
1.1.43		8. eFIling – Ability for the EFSP and/or the EFM to verify the condition of documents uploaded by Filers and prevent upload if a document is found to be corrupt or does not meet standards Can you tell us what standards they are referring to? Do they have court standards that you expect us to use? Are those standards they can/will share?	Standards relate to Court requirements for acceptance of electronic filing documents. Standards will be provided to the vendor during the implementation process to ensure the Commercial-off-the-shelf ("COTS") eFiling solution can be configured to meet each Court's requirements and acceptance criterion.
1.1.46		9. Ability to electronically file a marked document (e.g., image or icon that is in the background of a document akin to an official seal versus a file stamp utilized for certification, dates and times) Can you provide an example/business case for this scenario?	Ex. Document that has a DRAFT watermark or other similar watermark.
1.7.5 and 1.7.6		10. Ability to request service of a citation and Ability for a Filer to request service of a citation Can you please describe the difference between these two requirements?	1.7.5 – Requested by Court 1.7.6 – Requested by Filer
2.8.1		11. Ability for filers to submit filings for eDiscovery. Is eDiscovery to be utilized for civil or criminal cases?	Respond to the best of your ability. Note any limitations of your system.
2.8.1		12. Ability to support management and tracking of Tennessee's Safe Babies Program. What are the current business processes for this program?	CMS Functionality Item 4.5.6 of RFP Attachment 6.6. is hereby amended to the following: "Ability to support management and tracking of a court program." Please see amendment item below. State is requesting a configurable COTS solution. Respond to the best of your ability. Note any limitations of your system.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
5.1.42		13. Ability to transfer a portion of the case to another court. Is the court where a portion of the case is being transferred creating a new case and are documents being copied to the new case?	Cases may be transferred to another Court jurisdiction and the entire electronic case file and security access must be accessible by that Court. Additionally, cases may be transferred to another judicial official for a decision (e.g. Motion in Limine or Competency Assessments).
Appendix E		14. Chart of Tennessee Counties by Population and CMS Currently Used For counties that are listed with multiple CMS – are the different CMS listed for different courts or are they document management systems?	Both.
		15. Does the AOC plan to have an active role in the statewide rollout during and/or after the pilot implementation? If so, what is the AOC's desired or expected level of involvement?	Refer to RFP Attachment 6.2 Section C, item reference number C.3.
		16. What are the types of roles that the AOC intends to supply during the implementation?	See the answer to Question #15.
		17. What roles will the individual counties supply during implementation?	See the answer to Question #15.
CMS Functional Requirement 3.1.23		18. Ability to track electronic monitoring (e.g., bracelet) data within the CMS through integration with third-party tools Can the AOC please provide additional details for this requirement, i.e., How is this business process completed in the legacy CMS and current state? Which third party tools are in use?	State is requesting a configurable COTS solution. Utilize the totality of the RFP and attachments to support your response and cost proposal. Respond to the best of your ability. Note any limitations of your system.
A.6.4 Change Management		19. Does the AOC have in-house or consultant responsible for Change Management services for this project?	See the answer to Question #18.
CMS Functional		20. Ability to associate a party record already in the system to a case (e.g., manually entered	See the answer to Question #18.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Requirement 1.1.12		case or electronically accepted case - eFile), with security measures to ensure that records are viewable but not editable across jurisdictions. What part of the data should not be editable across jurisdictions?	
CMS Functional Requirement 1.1.22		21. Ability to integrate with eCitation system to confirm ticket numbers are correct for both regular and eCite tickets determine proper ticket numbers for both regular and eCite tickets When would the ticket number validation occur? During entry? Is it expected to prevent entry or create a notification to review if a mismatch occurs?	See the answer to Question #18.
CMS Functional Requirement 1.1.24		22. Ability to integrate with an eCitations portal to automate case creation including auto-scheduling of hearings and auto-printing of key documents What types of documents would be printed? How does the existing eCitation Portal work today? Is it an SFTP? State format already exists?	See the answer to Question #18.
CMS Functional Requirement 1.2.24		23. Ability to receive system notification and manually set notifications of attorney conflicts of interest based on configurable reasons What type of notification and what is the expected timing for the notification?	See the answer to Question #18.
CMS Functional Requirement 2.2.16		24. Ability to export reports or queries into a workflow queue for processing Who would work with the report that was placed in a workflow queue? Are there multiple people involved in working with the reports or is this more like an inbox of reports to review?	See the answer to Question #18.
CMS Functional Requirement 2.5.9		25. Ability to flag events (e.g., court orders) with outstanding requirements (e.g., court ordered payment for a registry account has not been received) Are there other non-financial	See the answer to Question #18.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		"outstanding requirements" that flagging is used for?	
CMS Functional Requirement 3.6.3		26. Ability to automatically alert a court of the need for an interpreter based on flag within the person record Who should be alerted and when is the expected time for the alert?	See the answer to Question #18.
CMS Functional Requirement 4.7.36		27. Ability to provide public view (e.g., kiosk) in the courthouse providing access to the court calendar and other configurable information from CMS What type of information is expected to be optional through configuration?	See the answer to Question #18.
CMS Functional Requirement 5.1.12		28. Ability to configure the automatic initiation of events and include the capability to send information to external parties (e.g., Department of Safety) through integration. Integration questions for each External Party: Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Court sends dispositions to Dept. of Safety" Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Format—If a specific format must be used, what format is used for this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? Batch Frequency—If processed in batch, how often is the batch	See the answer to Question #18.

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		processed? Minutes/ Hours/ Days? Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
CMS Functional Requirement 5.4.3		29. Ability to add pre-configured and defined page numbers, attributes, and BATES stamps to each page of an appeals document. Include functionality to electronically transmit the complete appeals record to the Appeals Court, ensuring efficient and accurate document handling Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Format—If a specific format must be used, what format is used for this integration? Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days?	See the answer to Question #18.

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		Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
CMS Functional Requirement 5.4.7		30. Ability to support both types of appeals, whether to the Court of Appeals or a higher jurisdiction, with the capability for manual designation of the appeal recipient. Ensure the system supports a standardized naming convention across the state, with configurable policies for lettering and naming What designations are needed when specifying a recipient? Standard naming of what, specifically? What are some examples of what can be configured as it pertains to lettering and naming?	See the answer to Question #18.
CMS Functional Requirement 5.4.9		31. Ability to calculate the due date of a transcript to the Court of Appeals What are the variables used to calculate the due date?	See the answer to Question #18.
CMS Functional Requirement 5.7.1		32. Ability to integrate with external databases to update relevant legal information What legal information is relevant?	See the answer to Question #18.

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		Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Format—If a specific format must be used, what format is used for this integration? Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
CMS Functional Requirement 6.4.2		33. Ability to generate reminders for overdue payments, with functionality to trigger actions such as reporting to the Department of Safety (DOS) for suspending driver's licenses	See the answer to Question #18. Also, refer to RFP Appendix A for sample use cases.

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		What rules apply to DOS reporting? What case attributes include or exclude a case from reporting? Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Format—If a specific format must be used, what format is used for this integration? Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	

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Appendix B #1		34. TN Judicial Information System (TJIS) Business Units—Are there other business units other than TJIS supported by this interface? Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	Refer to RFP Attachment 6.7 – Pro Forma Contract, A.3 Service Description articulating the scope and expectations of this project, RFP Appendix A Sample Use Cases, and RFP Attachment 6.2 for Technical Response & Evaluation Guide. Also, refer to Amended Appendix B (referenced below and attached) and see amendment items below for an update to RFP Attachment 6.7 section A.2 Definitions, Complex Statewide Integration, Moderate Statewide Integration, and Simple Statewide Integration, Utilize the totality of the RFP and attachments to support your response and cost proposal. Please keep in mind that general pricing for statewide integrations will need to be incorporated into RFP Attachment 6.3 Cost Proposal Implementation Services.
Appendix B #2		35. General Sessions Data Repository More extensive than what other exchange? Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response	See the answer to Question #34.

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		from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #3		36. Mental Health Monitoring System (MHMS) Do both agencies get the same feed, or are there multiple feeds and formats per agency? Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	See the answer to Question #34.
Appendix B #4		37. County – Delinquent Tax Import	Refer to RFP Attachment 6.7 – Pro Forma Contract, A.3 Service

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		Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	Description articulating the scope and expectations of this project, RFP Appendix A Sample Use Cases, and RFP Attachment 6.2 for Technical Response & Evaluation Guide. Also, see RFP Attachment 6.7 section A.2 Definitions, Complex Local Integration, Moderate Local Integration, and Simple Local Integration, These integrations would likely range from Simple Local Integrations to Moderate Local Integrations.
Appendix B #5		38. County – Delinquent Tax Export Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Batch Frequency—How often is the batch generally processed? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response	See the answer to Question #37.

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		from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #6		39. State Cost Reimbursement Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Format—If a specific format must be used, what format is used for this integration? Batch Frequency—How often is the batch generally processed? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	See the answer to Question #34.

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Appendix B #7		40. State Litigation Tax form Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Format—If a specific format must be used, what format is used for this integration? XML, JSON? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	See the answer to Question #34.
Appendix B #8		41. DOS e-Cite Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? Transport Requirements—Are	See the answer to Question #34.

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		there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered?	
Appendix B #9		42. DOS Disposition reporting Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	See the answer to Question #34.
Appendix B #10		43. Failure to Pay court cost Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?)	See the answer to Question #34.

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		Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #11		44. Jury Master Import Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Batch Frequency—How often is the batch generally processed? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized?	See the answer to Question #34.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		Volume—How many records per batch (min, max, average)?	
Appendix B #12		45. Electronic Filing Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Format—If a specific format must be used, what format is used for this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized Volume—What is the daily average?	See the answer to Question #37.
Appendix B #13		46. County Audit Export Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized?	See the answer to Question #34.

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		Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #14		47. EVINE Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	See the answer to Question #34.
Appendix B #15		48. TCA Export/Import Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Transport Requirements—Are there existing endpoints for the	See the answer to Question #34.

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		data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #16		49. Final Dispositions Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—How many records per batch (min, max, average)? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	See the answer to Question #34.
Appendix B #17		50. Indigent Admin Fee a. Business Units—Which business units are	See the answer to Question #34.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) b. Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #18		51. Juvenile Reporting a. Business Units—Which business units are	See the answer to Question #34.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) b. Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? e. Direction—Is there a response from the target system to confirm receipt? f. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? g. Volume—How many records per batch (min, max, average)? h. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #19		52. Expungements a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) b. Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path?	See the answer to Question #34.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		d. Direction—Is there a response from the target system to confirm receipt? e. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? f. Volume—How many records per batch (min, max, average)? g. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #20		53. Felony Drug Conviction Registry If there is an expectation to create an electronic exchange for this information, please answer the following: a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) b. Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path?	See the answer to Question #34.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #21		54. Violent Offender If there is an expectation to create an electronic exchange for this information, please answer the following: a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) b. Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data	See the answer to Question #34.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #22		55. Animal Abuse Registry If there is an expectation to create an electronic exchange for this information, please answer the following: a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) b. Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often	See the answer to Question #34.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #23		56. Elder Abuse If there is an expectation to create an electronic exchange for this information, please answer the following: a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) b. Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or	See the answer to Question #34.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #24		57. Physician Felony Conviction If there is an expectation to create an electronic exchange for this information, please answer the following: a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) b. Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration?	See the answer to Question #34.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #25		58. Administrator of Election Report If there is an expectation to create an electronic exchange for this information, please answer the following: a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) b. Business Process—What process does this exchange support, or what processes does the other system need to accomplish based on this integration?	See the answer to Question #37.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Appendix B #26		59. Infamous Crime Report-Felony Convictions If there is an expectation to create an electronic exchange for this information, please answer the following: a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?)	See the answer to Question #37.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #124		60. Ability to integrate with Tennessee's statewide Centralized Data ... a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this	This repository has not been developed but will be a standard data repository for ingesting data from the CMS. Respond to the best of your ability. Note any limitations of your system.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	Refer to RFP Attachment 6.7 – Pro Forma Contract, A.3 Service Description articulating the scope and expectations of this project, RFP Appendix A Sample Use Cases, and RFP Attachment 6.2 for Technical Response & Evaluation Guide. Also, see amendment below to RFP Attachment 6.7 section A.2 Definitions, Complex Statewide Integration, Moderate Statewide Integration, and Simple Statewide Integration, Utilize the totality of the RFP and attachments to support your response and cost proposal. This integration would be considered a Complex Statewide Integration.
Non-Functional Requirement #125		61. Ability to integrate with local county justice partner systems (e...	Refer to RFP Attachment 6.7 – Pro Forma Contract, A.3 Service Description articulating the scope and expectations of this project, RFP

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	Appendix A Sample Use Cases, and RFP Attachment 6.2 for Technical Response & Evaluation Guide. Also, see RFP Attachment 6.7 section A.2 Definitions, Complex Local Integration, Moderate Local Integration, and Simple Local Integration, These integrations would likely range from Simple Local Integrations to Moderate Local Integrations.

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Non-Functional Requirement #154		62. Ability to integrate with Department of Corrections and send data... a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data	See the answer to Question #39.

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		entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #155		63. Ability to update the relevant case information to align with the... Please answer the following question for any exchanges not listed in Appendix B a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized?	See the answer to Question #39.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #156		64. Ability to exchange data bi-directional with AOC Data repository... Please answer the following question for any exchanges not listed in Appendix B a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the	See the answer to Question #60.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #157		65. Ability to exchange data bi-directional with Department of Safety... a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path?	See the answer to Questions #41, #42 and #43.

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		g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #158		66. Ability to exchange data bi-directional with Department of Revenu... Please answer the following question for any exchanges not listed in Appendix B a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days?	See the answer to Question #40.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #159		67. Ability to exchange data bi-directional with Department of Correc... a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)?	See the answer to Question #39.

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		e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #160		68. Ability to exchange data bi-directional with TN. Bureau of Invest... Please answer the following question for any exchanges not listed in Appendix B a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration?	See the answer to Questions #49, #52, #53, #54 and #55.

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		d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #161		69. Ability to exchange data bi-directional with state Comptroller's ... a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what	See the answer to Question #46.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #162		70. Ability to exchange data bi-directional with local Sheriff Deparm... a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other	See the answer to Question #61.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #163		71. Ability to exchange data bi-directional with Local District Attor... a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court."	See the answer to Question #61.

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		b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #164		72. Ability to exchange data bi-directional with Sherrif Victim Notif... Please answer the following question for any exchanges not listed in Appendix B	See the answer to Question #47.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Non-Functional Requirement #165		73. Ability to exchange data bi-directional with County Trustees... Please answer the following question for any exchanges not listed in Appendix B a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered?	See the answer to Question #37 and #38.

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		j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #166		74. Ability to exchange data bi-directional with County Collections/T... a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized?	See the answer to Question #61.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #167		75. Ability to exchange data bi-directional with Local Election Offic... Please answer the following question for any exchanges not listed in Appendix B a. Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." b. Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? c. Format—If a specific format must be used, what format is used for this integration? d. Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? e. Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? f. Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? g. Direction—Which system initiates the process, and which target system receives the required content? Is there a response from the	See the answer to Questions #58 and #59.

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		target system to confirm receipt? h. Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? i. Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? j. Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
Non-Functional Requirement #168		76. Ability to exchange data bi-directional with Department of Health... Please answer the following question for any exchanges not listed in Appendix B Business Units—Which business units are supported by this interface? (i.e., who, on both sides, benefits from having this exchange?) For example, "Prosecutor sends filings to Court." Business Process—What processes does this exchange support, or what processes does the other system need to accomplish based on this integration? Format—If a specific format must be used, what format is used for this integration? Event-based or Batch—Is the integration triggered by system processes (e.g., someone saves information on a case) or triggered in batch (on demand or scheduled)? Batch Frequency—If processed in batch, how often is the batch processed? Minutes/ Hours/ Days? Transport Requirements—Are there existing endpoints for the data exchange that must be used? SFTP, Web Service Endpoint, UNC Path? Direction—Which system	See the answer to Questions #56 and #57.

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		initiates the process, and which target system receives the required content? Is there a response from the target system to confirm receipt? Data Elements—What type of data is part of the exchange? Does it require the entire case or entity sets with all details to be synchronized? Volume—If batch, how many records per batch (min, max, average)? If it is event-based, how often will the event be triggered? Data Preparation—Are there processes that update or evaluate data entered in the system that prepare, filter, or qualify the data to be sent to a partner system?	
CMS Functional Requirement 1.1.24		77. Ability to integrate with an eCitations portal to automate case creation, including auto-scheduling of hearings and auto-printing of key documents. What types of documents would be printed? How does the existing eCitation Portal work today? Is it an SFTP? Does a state format already exist?	See the answer to Question #22.
CMS Functional Requirement 5.7.1		78. Ability to integrate with external databases to update relevant legal information. What legal information is relevant?	See the answer to Question #32.
CMS Functional Requirement 1.2.24		79. Ability to receive system notification and manually set notifications of attorney conflicts of interest based on configurable reasons. Are these notifications to the Judge? What type of notification and what is the expected timing?	See the answer to Question #23.
CMS Functional Requirement 5.4.3		80. Ability to add pre-configured and defined page numbers, attributes, and BATES stamps to each page of an appeals document, and electronically transmit to the Appeals Court. What does the Appeals Court have in place to accept electronic submissions? SFTP? Web endpoint?	See the answer to Question #29. Appellate Court does not have established endpoint at this time.
CMS Functional		81. Ability to support both types of appeals with capability for	See the answer to Question #30.

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Requirement 5.4.7		manual designation of appeal recipient and standardized naming conventions. What designations are needed when specifying a recipient? Standard naming of what, specifically? Examples?	
CMS Functional Requirement 5.4.8		82. Ability to create an appeals package based on state requirements. Do we have a copy of the state requirements for Appeals packages, and has our ability to meet those requirements been evaluated?	See the answer to Question #18.
CMS Functional Requirement 6.4.2		83. Ability to generate reminders for overdue payments, with functionality to trigger actions such as reporting to the Department of Safety (DOS). What rules apply to DOS reporting? What case attributes include or exclude a case from reporting?	See the answer to Question #33.
CMS Functional Requirement 2.2.16		84. Ability to export reports or queries into a workflow queue for processing. What business process would this support? Who would work with the report? Are there multiple people involved or is it more like an inbox to review?	See the answer to Question #24.
CMS Functional Requirement 2.5.9		85. Ability to flag events (e.g., court orders) with outstanding requirements. Are there other non-financial outstanding requirements this flagging is used for?	See the answer to Question #25.
CMS Functional Requirement 3.6.3		86. Ability to automatically alert a court of the need for an interpreter based on a flag within the person record. Who should be alerted and when is the expected time for the alert?	See the answer to Question #26.
		87. Does the scope of this RFP include the capability to accept payments from citizens for court fines, fees, costs, or other obligations	Yes
		88. Will the system need to integrate with counties' chosen payment processor (credit card, ACH, online wallet) for	See RFP Attachment 6.6 eFiling Functional Requirements 3.2.15.

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		the purpose of collecting funds from defendants or the public?	Respond to the best of your ability. Note any limitations of your system.
		89. Does the eFiling application include a public or citizen portal for non-attorney users to submit filings, make payments, or view case information?	The eFiling application provides services to all Filers as that term is defined in RFP Attachment 6.6 Requirements Traceability Matrix.
		90. Is eFiling component exclusively for attorneys, court staff, and other professional users, or will members of the public have access?	All litigants will be permitted to eFile.
A.2.0 and A.5.7	2 and 5	91. To promote accessibility and innovation, will the EFM allow multiple EFSP's to connect and submit filings?	See RFP Attachment 6.6 Requirements Traceability Matrix Non-Functional Requirement #64. Respond to the best of your ability. Note any limitations of your system.
		92. Is the agency open to a due date extension of at least three weeks to allow vendors to prepare a more thorough and higher-quality proposal?	See amendment to RFP Schedule of Events above.
		93. Can you confirm whether Global Distributed Delivery resources are allowed to participate in this engagement? If so, are there any restrictions (e.g., data handling, security clearance, percentage of work allowed offshore)?	See RFP Attachment 6.7 Pro Forma Contract Section A.35.
		94. Has a budget been allocated, identified, or approved for this project? If so, can you share the approved budget range?	There is no specific budget allocated for this procurement. This is a competitive procurement and Respondents should respond accordingly.
		95. Has the agency attempted to implement a CMS or eFiling solution in the past? If so, what were the results and lessons learned?	The Judicial Department has not attempted to implement a statewide CMS or eFiling solution in the past.
		96. Is the agency open to an agile development methodology or a hybrid agile/waterfall approach?	Yes.
		97. What is the expected go-live date for the solution? Is the agency open to a phased implementation approach by court type or jurisdiction?	Refer to RFP Attachment 6.2. Section C, Item Ref., C.1 and C.4. TN AOC does not have a mandatory go-live date. The anticipated term of awarded contract is 10 years, with optional extensions and renewals.

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			The agency is open to a phased implementation approach by court type or jurisdiction.
		98. Does the agency have a preferred cloud platform (AWS, Azure, Google Cloud, or other) for hosting the solution?	No.
		99. Can you identify the technology data source(s) for each dataset that needs to be migrated into the new CMS and/or eFiling solution?	The legacy system sources come from a diverse set of local homegrown and COTS solutions. Refer to RFP section 1.1.2 Estimated Volume of Users and Cases to assist with estimation.
		100. Please provide an estimated storage volume (in GB/TB) and number of database tables for structured data migration, as well as an estimated storage volume for unstructured documents.	Specific information is not available. Refer to RFP section 1.1.2 Estimated Volume of Users and Cases.
		101. Where are case documents currently stored (e.g., local file servers, existing CMS, third-party storage solutions)? Do you have a preferred document management system?	The Courts currently store files in a multitude of locations including but not limited to local file servers, existing homegrown and COTS solutions, third party storage solutions, etc. No preferred document management system.
		102. Has the agency previously seen product demonstrations or presentations from CMS or eFiling vendors? If so, can you provide a list of those vendors and products?	The Judicial Department employs numerous individuals who have seen product demonstrations of various CMS and eFiling applications and have worked in various CMS and eFiling applications. A full list of those vendors is not available and would be too burdensome to provide.
		103. How many distinct user roles will need to be supported in the system? Please provide a high-level description of each.	See the answer to Question #18.
		104. Are there any specific regulatory standards or security requirements beyond CJIS compliance (e.g., FedRAMP, NIST, FIPS) that the solution must meet?	Refer to RFP Attachment 6.6 Requirements Traceability Matrix, Non-Functional Requirements, filter column D to find a list of the security requirements. Additionally, ensure review of all appendices and attachments in totality including RFP Attachment 6.7 Pro Forma Contract Section E.8.

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		105. Can the solution be hosted on-premises and configured to meet federal regulatory hardening standards if required?	No. We are not aware of any such requirement. Therefore, Responses should contemplate a Cloud-Based SaaS solution.
		106. What key performance indicators (KPIs) will the agency use to measure the success and impact of the new CMS and eFiling system?	This information has not yet been determined by the State. KPIs will be developed in conjunction with the Contractor.
		107. Are there any third-party systems that must be retained (e.g., payment processing, jury management, evidence management)?	The State is unable to answer at this point in time. This answer is dependent upon the capabilities of the CMS and eFiling application provided by the Contractor.
		108. How many legacy CMS/eFiling platforms are in use, and what is the expected migration strategy for each?	A modified list of legacy CMS is being provided as Appendix E. The state currently has two eFiling vendors (Tybera and Tyler Technologies) who have production systems in place. It is expected that the Contractor will propose a migration strategy with State approval. Refer to RFP Attachment 6.2. Section C, Item Ref., C.1, and C.5 and RFP Attachment 6.7 Pro Forma Contract Section A.11.
		109. What level of training is expected (train-the-trainer, all-user, ongoing refreshers)?	Review RFP Attachment 6.7 Pro Forma Contract Section A.13.
		110. Can you confirm whether the scope includes any financial management, accounting, or trust fund reconciliation functionality, and if so, will it need to integrate with existing accounting systems per the Minimum Accounting Records and Controls guidelines (Appendix C) and County Uniform Chart of Accounts (Appendix D)?	The accounting requirements are clearly set out in the RFP and in particular in RFP Attachment 6.6 Requirements Traceability Matrix.
		111. Regarding RTM 4.7.26: Ability to query cases by attorney that require an upcoming hearing and schedule all those hearings in a single transaction, can you please clarify the expectations of the single transaction?	See the answer to Question #18.

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		112. Regarding RTM 5.1.11: Ability to automate the initiation of an event (e.g., assessing financials, scheduling hearings, sending notices, or routing to a Judicial Officer queue for review), when a due date is missed, can you please clarify the specific requirements for the events that are initiated and the missed due date trigger?	See the answer to Question #18.
		113. Regarding RTM 5.2.2: Ability for CMS screens to identify specific data elements which are included in state reporting, can you please clarify what the specific data elements are for the state reporting?	See the answer to Question #18.
		114. Regarding RTM 6.2.5: Ability for a Filer or Judicial Officer to select from multiple signature options, can you please clarify a use case and define what you mean by different signature options?	See the answer to Question #18.
		115. Regarding RTM 6.2.36: Ability to import files (e.g., csv, txt, other system file types) from Trustees or Counties and accommodate changes in amounts by year, can you please clarify what changes in amounts per year means? What is the frequency of import?	See the answer to Question #18. Every year taxes are imported from the vendors of various cities, counties, special school districts, etc. Before loading the file, the clerk has to define several pieces of information for the tax agency/tax year. This info includes: 1. Percentage of Attorney Commission 2. Interest charges if in Bankruptcy 3. Attorney Excess Commission % 4. Interest and Penalty percent and the date this should begin calculating 5. Bankruptcy interest 6. Cumulative interest % 7. Redemption % These amounts can change per year per tax agency, and the clerk will need to be able to add this information prior to importing each tax file.

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			Note that a clerk might import more than one tax file each year (ex: County, City 1, City 2, School District 1, etc) so she/he will need the ability to set up multiple tax agencies per taxing year. Tax files are imported on an annual basis.
		116. Appendix B lists multiple system integrations. Will the State provide API documentation and technical specifications for each where documentation is noted as “Y”? Is discovery expected to be included within the vendor’s project scope for the integrations with no documentation noted “N”?	Yes. Yes.
		117. For each integration listed in Appendix B, Please indicate whether the CMS will: Import data only Export data only Perform bi-directional (read/write) data exchange If bi-directional, please specify: Which system is the source of truth for each data element Expected update frequency (real-time, nightly, monthly) Any locking or conflict resolution requirements	See the answer to Question #18.
		118. Will APIs or middleware be provided by the State, or must the vendor deliver them?	The vendor must deliver them.
		119. What is the minimum required granularity for role-based access control?	Refer to RFP Attachment 6.7 Pro Forma Contract, section A.2 Definitions, and RFP Attachment 6.6 Requirements Traceability Matrix, Glossary Tab, “Actors (Roles)/Type of user” section.

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		120. Are workflows configurable only by admins, or should end users be able to adjust them?	See the answer to Question #18. Also refer to RFP Attachment 6.7 Pro Forma Contract section A.2 Definitions, and RFP Attachment 6.6 Requirements Traceability Matrix, Glossary Tab, “Actors (Roles)/Type of user” section with definitions.
		121. How many years of historical data must be migrated?	The State estimates 20 years.
		122. Are there constraints on data transformation (e.g., preservation of legacy IDs)?	See the answer to Question #18.
		123. Are there transaction volume benchmarks the system must meet?	See the answer to Question #18.
		124. Please confirm the technical specifications, required formats, and process for transmitting records between trial courts and the appellate courts.	See the answer to Questions #18 and #34.
		125. Are there unique requirements for specialty dockets such as the Business Court Docket or Three-Judge Panel that differ from other trial court cases?	No.
		126. Will each county or judicial district require its own configurable environment (e.g., workflows, forms, fee schedules), or will all operate under a single, centrally managed configuration?	Refer to RFP Attachment 6.7 articulating the expected activities, phases, rollout, etc. including definitions. Additionally, review RFP Attachment 6.6 Requirements Traceability Matrix under Glossary with actors and definitions including Global Administrator and Jurisdiction Administrator and each of the requirement’s sheets. You should assume that all courts have some autonomy. Utilize the totality of the RFP and attachments to support your response and cost proposal. Respond to the best of your ability. Note any limitations of your system.
		127. Will the data migration scope include all historical case data, or will it be limited to a specified number of years? Additionally, should scanned documents be included in the migration scope?	See the answer to Question #123. Scanned documents are included in scope.

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		128. In reference to the accounting requirements in Appendices C and D, should the CMS provide real-time integration with the State's accounting system, or will batch export functionality meet requirements?	All requirements have been set forth in the RFP and attachments. Respond to the best of your ability. Note any limitations of your system.
		129. Will the CMS and eFiling solutions be required to integrate with an existing statewide Single Sign-On (SSO) system?	Yes. The Judicial Department SSO system has not been developed.
		130. Is there any required integration with existing state training platforms or departments for the training roll-out? If so, please describe the state's provided resources.	No.
		131. Is there a preferred or mandated payment processor for the collection of filing fees?	Not at this time.
		132. Should costs for required third-party services (e.g., payment gateways, SMS notifications) be included in the total cost or itemized separately? Are any of these already covered and utilized by the State?	All requirements (e.g., capabilities, services, tools, etc.) that have been listed and provided are required as indicated. If the Respondent is unable to provide the services, Respondent should include that information in their Response and articulate the limitation of their systems and capabilities to meeting the requirements. For any services not being provided by the Respondent, Respondent should provide the third-party gateways, etc. necessary for integrating a third-party service and should incorporate the costs of providing those third party gateways, etc. into their cost proposal.
		133. Please clarify what resources the AOC will make available to the vendor during the project, including: Roles, responsibilities, and time commitment of State project team members (e.g., project manager, SMEs, technical staff). Any hardware, software, or other infrastructure the State will furnish.	Refer to RFP Attachment 6.2 Section C, item reference number C.3. See the answer to Question #18.

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		134. The RFP lists several plans (e.g., Project Management Plan, Change Management Plan, Data Migration Plan) as deliverables. Please confirm that the proposal response should include the proposed methodology for developing these plans and representative examples, while the final, customized plans will be created post-award in collaboration with the AOC following discovery activities.	Refer to RFP Attachment 6.2. Section C, Item Ref., C.1. The plans you referenced are in RFP Attachment 6.7 Pro Forma Contract.
		135. Will the State designate a dedicated project team to work with our organization for the duration of the project, including technical liaisons, business analysts, and decision-makers?	Yes. Additionally, refer to RFP Attachment 6.2 Section C, item reference number C.3.
		136. Can the State confirm that all 400 locations and their staff have access to reliable broadband internet to support a cloud-hosted SaaS solution, and if not, how will internet access be addressed for those locations?	Note that there are not 400 locations. The State will ensure all locations have internet access.
		137. The RTM refers to a 'State Data Repository' and 'TnDR' in non-functional requirement #156. Can the State clarify if these are the same entity, and if so, can you provide additional details on the data, structure, and current status of the TnDR data repository that our solution will need to integrate with?"	Yes. State Data Repository and TnDR are the same. The systems have not been developed. Respond to the best of your ability. Note any limitations of your system. See the answer to Question #18.
		138. Is the request to import data from external data stored in a delimited data file format related to migration or are there other anticipated import scenarios. If so, what are they?	Respond to the best of your ability. Note any limitations of your system. This is inclusive of data sharing and data migration.
		139. Is the State's required data access limited to API and export functionality or is the State asking for actual direct database access?	Respond to the best of your ability. Note any limitations of your system.
		140. Can the State clarify what specific data integration and control capabilities are non-negotiable?	All requirements and capabilities listed in the RFP and attachments are required, as indicated.

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			Respond to the best of your ability. Note any limitations of your system.
		141. Can the State clarify whether the estimated hours should be broken down by project phase (e.g., design, implementation, support)?	All requirements are set forth in the RFP. Please include as much information as you believe would be helpful to the State.
		142. Is there a preferred format or template for submitting the roster and resumes?	No. All requirements are set forth in the RFP.
		143. Is there a preferred or mandated timeline for statewide rollout (e.g., by region, court size, or readiness)?	No.
		144. Will the State provide access to existing systems and data early in the project for planning purposes?	Access necessary for planning will be provided.
		145. To protect the security of the SaaS environment, is the State amenable to accessing the data via a replicated database?	Respond to the best of your ability. All aspects of the project are open for discussion.
		146. Is the State's required data access limited to API and export functionality or is the State asking for actual direct database access?	See the answer to Question #139.
		147. Beyond a central project team, will the State provide dedicated liaisons or project managers at the local court level to assist with and coordinate activities like data collection, user training, and UAT during the rollout phases?	Refer to RFP Attachment 6.2 Section C, item reference number C.3.
		148. Will the State provide documentation, data dictionaries, or other technical specifications for legacy systems to support the transition and data migration planning?	Yes.

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		149. Are there specific management frameworks or practices the State prefers?	All requirements have been set forth in the RFP and attachments. Respond to the best of your ability. All aspects of the project are open for discussion.
		150. Are there any known data quality issues, legacy formats, or specific data cleansing efforts that the State anticipates will be necessary and that we should account for in our project plan?	No.
		151. Will the State provide test data or environments for validation?	The State will work with the Contractor to provide all necessary data or environments.
		152. Is there a preferred training delivery method (e.g., in-person, virtual, train-the-trainer)?	All requirements have been set forth in the RFP and attachments. Respond to the best of your ability. All aspects of the project are open for discussion.
		153. Will the State coordinate scheduling and attendance for UAT and training sessions?	All requirements have been set forth in the RFP and attachments. Additionally, refer to RFP Attachment 6.2 Section C, item reference number C.3.
		154. Will each court have autonomy in defining workflows, or will the State drive state standardization?	See the answer to Question #18. You should assume that all courts will have some autonomy.
		155. The RTM details that the State will drive standardization while allowing for local flexibility. Will the State provide existing documentation or process maps for local court workflows, and will a process be in place to formally approve any deviations from the statewide standard?	Yes.
		156. Are there specific KPIs or metrics the State will use to evaluate success of the implementation?	See the answer to Question #106.

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		157. Can you clarify whether the estimated hours should be broken down by project phase (e.g., design, implementation, support)?	See the answer to question #141.
		158. Is there a preferred format or template for submitting the roster and resumes?	See the answer to question #142.
		159. Can the State provide current annual credit card transactions for each court?	See the answer to Question #1.
		160. Can the State provide the average transaction size for each court?	See the answer to Question #1.
		161. How many summonses does each Court send annually?	See the answer to Question #1.
		162. In the Pro Forma Contract, A.6 – The State asks for a complete project plan within 30 days. Is the State open to allowing discovery workshops before the Project Management plan is complete? This would require increasing the number of days for delivery of the Project Management Plan.	See Attachment 6.2 Item B.23.
		163. Pro Forma Contract – A. 17 - Code Lock – "Upon the State's approval of the Base Solution, the Contractor shall transition ownership of the Solution code tables to the State, who shall act as the Global Administrator of the Solution. The Contractor shall train a mutually agreed upon number of State users in managing the Solution code tables in a Global Administrator role." This contradicts wanting a SaaS solution, can the State confirm that the vendor will manage the Database and Application, and the State can serve as the Solution Administrator?	See RFP Attachment 6.6 Requirements Traceability Matrix CMS Functional Requirements 5.6.1 and 5.6.2. The code tables should be configurable by the State without vendor effort. Configurability of tables can be created in a SaaS solution.
		164. Termination for Convenience – The contract term is 120 months and will require	See Attachment 6.2 Section B Item B.23.

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		significant investment from the State and the selected Vendor in the early stages to set the project up for success. The Termination for Convenience clause presents a significant business risk for our organization. Would the State consider negotiating an alternative provision, such as a termination clause around breach should a cure not be reached, or an agreement for a defined payment schedule that would cover incurred costs and a portion of lost profits if the State were to terminate without cause?	
		165. The RFP states a specific number of internal users, including 238 clerks and 319 judges, but the RTM mentions the ability to support a minimum of 1,000 concurrent users. Can the State clarify the total number of concurrent system users?	RFP section 1.1.2 clearly states that it is not estimating the total number of users. There will be more than 1,000 concurrent system users.
		166. Can the State provide a comprehensive list of each of the integrations that will need to be completed as a part of this project?	Specific information is not available at this time and will likely change after the Project is initiated.
		167. The RTM lists integrations in bulk but does not provide the quantity or specific platforms that will need to be integrated with. Example: RTM Non-Functional Requirements # 126 lists: “Ability to integrate with local county accounting systems to facilitate financial data exchange and management.” How many local accounting systems will vendors need to account for?	See the answer to question #166.
		168. Can you clarify the expectations for local court customization versus statewide standardization?	See the answer to Question #18.
		169. Are there any legacy systems or data formats that pose	No.

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		known challenges for migration?	
		170. What level of interoperability is expected with justice partners (e.g., law enforcement, prosecution)?	The State is unable to answer at this time. Levels of interoperability will be determined on a case-by-case basis.
		171. Are there specific reporting formats or compliance standards (e.g., CJIS, NIST) that must be supported out-of-the-box?	See the answer to question #104.
		172. Is there a preferred rollout strategy (e.g., phased by district, court type, or geography)?	No.
		173. Will the State provide dedicated resources for each court during rollout, or is the vendor expected to manage local engagement independently?	Refer to RFP Attachment 6.2 Section C, item reference number C.3.
		174. What is the expected timeline for full statewide deployment?	See the answer to question #143
		175. How will readiness for go-live be assessed and approved at the local level?	This will be determined and agreed upon by the State and Contractor.
		176. Will the State provide access to legacy CMS data schemas and sample datasets for mock conversions?	The State will work with the Contractor to provide all necessary data or environments.
		177. What is the expected volume and complexity of paper-based records requiring digitization?	None at this time. Digitization is not in scope for this RFP.
		178. Are there any courts with no digital records at all?	Yes.
		179. How will data validation and reconciliation be handled post-migration?	Refer to RFP Attachment 6.2 – Section C, Item Ref., C.4, C.5, C.6.
		180. Is FedRAMP Moderate certification sufficient, or is High required?	FedRamp High is required.

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		181. Will the State conduct its own penetration testing, or rely solely on vendor attestation?	The State or a mutually agreed upon 3rd party pen tester will conduct its own penetration testing.
		182. Are there any specific encryption key management protocols the vendor must follow?	To meet regulatory and compliance requirements, we would follow Bring Your Own Key (BYOK) encryption where the agency generates, manages, and controls our own encryption keys. FIPS would drive the supported modules for encryption, and CJIS drives the access, use, and ownership requirements.
		183. How will the State monitor subcontractor performance and compliance?	See Attachment 6.7 Pro Forma Contract Section D.7. The State is requiring the Contractor to monitor subcontractor performance and compliance. Notwithstanding the foregoing, the State will apprise Contractor of any issues encountered with subcontractor.
		184. What is the process for approving subcontractors post-award?	See Attachment 6.7 Pro Forma Contract Section D.7. Request for subcontractor additions or substitutions should be made in writing.
		185. Will the State participate in joint governance or steering committees during implementation?	The Contractor will be beholden to the State’s project governance structure. The Contractor is required to meet requirements and expectations as articulated in this RFP.
		186. Could the State please specify which legacy systems or third-party applications must be integrated with the new CMS and eFiling solution? A list of current platforms or integration targets would help us assess compatibility and effort.	See the answer to Question #166.
		187. What data governance standards or frameworks will be used to ensure consistency across counties and court types? Will the State provide a centralized data dictionary or require vendors to propose one?	Data governance standards and a data dictionary are being established by the State. However, if the proposing vendor has tools, templates, artifacts to support successful implementation this should be articulated in the proposal

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			response.
		188. If the CMS prime contractor partners with a separate eFiling vendor, what are the expectations for governance, accountability, and integration between the two entities? Will the State provide a coordination framework or require vendors to define one?	See the answer to Question #185. The system integration should be defined by the vendors and explained in the response to the RFP.
		189. Are there specific cybersecurity standards (e.g., CJIS, NIST, FedRAMP) that the proposed solution must comply with? Will vendors be required to undergo security audits or provide certifications?	See the answer to Question #104. If requested, you will be required to provide documentation of necessary certification(s).
		190. Is there a phased rollout plan or preferred implementation schedule for onboarding counties? If so, could the State share the expected milestones or pilot county details?	No.
		191. Will the State define service level agreements (SLAs) or performance metrics for post-implementation support?	See Attachment 6.7 Pro Forma Contract Section A.15.
		192. Does the AOC envision a centralized statewide public access portal, or will public-facing portals be deployed separately by county or court type?	A centralized statewide public access portal is envisioned.
		193. Will the State be able to provide technical documentation and points of contact for each legacy system requiring data conversion or integration?	Yes, to the extent such documentation is available.
		194. Can the State provide more detail on the quality, completeness, and format of legacy data, especially for courts using paper-based or non-electronic systems?	Specific information is not available at this time.
		195. Will the State facilitate access to legacy CMS vendors or local IT staff to support data extraction and mapping?	Yes.
		196. What are the State's expectations regarding the degree of local court	See the answers to Questions #126 and #154.

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		configuration (e.g., workflows, forms, user roles) versus statewide standardization?	
		197. What level of involvement does the State expect from local court staff in change management, training, and user acceptance testing? Will the State provide dedicated resources for these activities?	Refer to RFP Attachment 6.2 Section C, item reference number C.3.
		198. Will the State require annual penetration testing or vulnerability assessments to be performed by an independent third party, or will State resources conduct these?	See the answer to Question #181.
		199. Can the State clarify how SLAs and liquidated damages will be measured and enforced, especially for local court-specific issues versus statewide outages?	See Attachment 6.7 Section A.15. and Attachment 5.
		200. Does the State have specific use cases or restrictions in mind for AI features in the CMS/eFiling solution, given the reference to the State's Enterprise AI Policy?	No. Any use of AI will need to be reviewed for compliance with the State's policies.
		201. Can the State confirm whether this procurement will result in a single contract award, or if it reserves the right to issue multiple awards for the CMS and eFiling components separately?	The RFP contemplates a single contract award.
		202. Will the State provide the type and amounts for court fees for 2024/2025? Do all 400 courts charge the same fees throughout the State?	During implementation, the State will collaborate and work with the Contractor to identify and provide appropriate codes to configure into the system. Fees are not the same throughout the state and are differentiated by court types. Local fees are added in many jurisdictions.
		203. Can the State confirm whether Respondents may include additional integrated features or modules in their proposed solution, even if those features extend beyond the base CMS and eFiling scope?	See RFP Section 3.6.

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		a. If so, may those be included as optional or post-award offerings if they do not affect the base pricing submitted in the Cost Proposal?	
		204. Does the State have any budgetary constraints, expectations, or funding limitations for this RFP that Respondents should be aware of when preparing the Cost Proposal? a. Additionally, are there any annual budgeting restrictions or fiscal-year funding approvals that could impact contract execution or cadence of payment schedules?	No.
		205. What is the State's plan for (CMS/eFiling) application adoption by the courts, i.e. is the State going to announce and plan the obsolescence of the current State-provided systems?	See the answers to Questions #172 and #190. The State will make announcements as deemed necessary and appropriate.
		206. Is the State going to seek any legislative mandates around the use of the adopted system?	The State has or will obtain any necessary legislative mandates to meet its objectives.
		207. Could the State please clarify the intended use of the Local Integrations Table included in the cost sheet? Should vendors complete the table based solely on the known integrations outlined in the RFP, or is the State also seeking a cost structure that accounts for potential additional integrations beyond those currently identified?	The State has only identified potential statewide integrations in the RFP and the cost for those integrations should be contemplated in the Implementation Services of the Cost Proposal – RFP Attachment 6.3. The Local Integrations Table of RFP Attachment 6.3 should be completed for use in pricing local integrations.
		208. Will the State assign a dedicated project team to oversee and support third-party Case Management System conversions with the existing vendors throughout the implementation and conversion process?	Refer to RFP Attachment 6.2 Section C, item reference number C.3.

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		209. The Requirements Traceability Matrix (RTM) references several required integrations with stakeholder organizations and agencies. Will the State provide the vendor with a full list of existing and required new integrations by jurisdiction for this initiative?	A list of current statewide integrations has been provided as Appendix B, as amended, although that list may change. A list of new (future) integrations is not possible at this time and a list of local integrations is not available. See the answer to Question #34.
		210. Is the State aware of or intending on introducing any Statewide legislature or policy changes that could affect system requirements? a. If so, can you please provide brief summaries of the intended changes?	Not at this time.
		211. What is the average payment made per month (volume) by credit card, by ACH, by e-check, by in person paper check?	Specific information is not available.
		212. Could you please provide specific use cases for how clerks are expected to use the label creation and printing functionality? a. Specifically, does “tracking the movement of case-related items” refer to logging item status or location changes within the case management system using the barcode on the printed label, or is additional functionality or integration expected?	See the answer to Question #18.
		213. Will the vendor be provided with an up-to-date inventory of existing hardware (i.e. receipt printers, document scanners, payment terminals, etc.) that the State indents to retain and expects the vendor's solutions to integrate with?	Hardware is constantly changing and this implementation is expected to take several years. The Contractor will be provided with necessary inventories in order for it to plan for each phase of the Rollout as described in Section A.18 of RFP Attachment 6.7 Pro Forma Contract. If Respondent requires specific hardware, tools, or technology to utilize its solution, articulate this

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			within the response.
		214. Does the scope of data conversion include document images and video files from the existing CMS or other sources? If so, what is the estimated volume of this data?	There may be some conversion of these types of files. However, these conversions are anticipated to be very limited in scope.
		215. While we understand that the AOC does not have access to exact figures across all courts and CMS types, we would appreciate it if you could provide us with a ballpark estimate and/or best available response for the following questions: a. How large is the database (in GB or TB), broken down by data volume (case management data, etc.) and document/file volume? b. What are the file types stored, examples (.tif, .pdf, .docx)? c. In any of the current systems, is the State aware of any documents that are stored with a proprietary file format? d. Are file paths stored in clear text in the database or does the database obfuscate or encrypt the file paths? e. Do document renditions or versions need to be converted?	a. Specific information is not available. b. The majority of documents will be in the file types you have listed. c. The State is not aware of any documents being stored with a proprietary file format that will be transitioned to the new CMS. d. Currently, there is a mixture, in the new system all CJIS information should be encrypted at rest and in transit. e. At this time, the State is not aware of any situation where renditions or versions need to be converted.
		216. Due to the broad scope of this RFP, will the State consider allowing a second round of Q&A to ensure a higher level of accuracy within the responses?	See amendment to RFP Section 2.1 Schedule of Events above.
		217. Is the State interested in implementing eFiling on a separate and accelerated timeline, independent of the broader Case Management System rollout?	Respond to the best of your ability. All aspects of the project are open for discussion.

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		218. If there are delays in the overall RFP process (e.g., extended Q&A periods or schedule adjustments), will the State consider extending the proposal submission deadline accordingly?	If warranted due to any delays, the State will consider an extension of the Response deadline. No delays are foreseen at this time.
		219. Can the State clarify its expectations regarding the delivery timeline for full implementation across all 95 counties and 400 courts? a. Specifically, does the State have a preferred phased rollout approach, desired go-live milestones, or required completion dates? b. If not, should Respondents propose an implementation schedule based on their experience with similarly sized Statewide projects?	See responses to questions #143, #172, and #190. Respond to the best of your ability. All aspects of the project are open for discussion.
		220. Will the State be able to help lead the scheduling of local-level implementations and ensure that the courts adhere to the agreed-upon timeline?	See the answer to Question #15.
		221. What is the State's strategy for engaging subject matter experts (SMEs) throughout the discovery and implementation phases? a. Specifically, does the State anticipate SME participation from each individual jurisdiction or court location, or will this be coordinated through a centralized office or designated group?	See the answer to Question #15.
		222. Many courts across the U.S., Canada, and the UK, are moving quickly to implement modern court case management solutions… [Redacted respondent-identifier] Our near-term contractual commitments to existing customer implementations and	See the answer to Question #92.

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		our desire to submit a comprehensive response to your large RFP make it extremely difficult to meet the September 8 Response due date. Adding onto the above time challenge, we are submitting the extra questions below and are concerned there might not be enough time to review the State's answers and adjust our Proposal by September 8, 2025. As you are also probably aware, the CTC Conference is the week of September 15. Our organization, as well as most court technology vendors, will be participating in that annual conference. Considering the above factors, we respectfully ask the State for a 5-week extension to the Response deadline until October 13, 2025.	
		223. Can the State provide a list of the number of courthouses and judges in each County?	See the answer to Question #1.
		224. Which legacy CMSs have documents stored? Does the State expect all documents to be migrated to the new CMS? What is the volume of documents per legacy system per Court that needs to be migrated?	Each clerk has documents stored and accessible through their legacy CMS or a separate DMS. All documents will not be migrated to the new CMS. The volume per legacy system per Court is unknown.
		225. Please confirm if any action needs to be taken on Attachment 6.2 Section D as part of the written Response.	That section will be used for the scoring of the Oral Presentations.
		226. Please explain the Appendices examples and the references to such in the D30 of the ProForma contract. Can Vendor attach their own sample plans or is the expectation that the Vendor will adhere to the examples provided?	The Appendices referenced in RFP Attachment 6.7 are intended to be informational only and provide guidance on subject areas that should be included in the Plans being developed by the Contractor. Section D.30 is hereby amended to remove a reference to those Appendices, please see below.
		227. Where can the Vendors attach pricing and project assumptions?	The Questions and Comments period is when the vendors should be seeking information related to their pricing and project assumptions.
		228. Sections within A.39 references Attachment 6 (Maintenance and Support). Where is that Attachment? We see the following posted to the site but	RFP Attachment 6.7 Section A.39 has been amended as noted below.

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		are having trouble locating that specific Attachment.	
		229. Does the State expect the EFSP to support the public with eFiling and other public services (setup, training, call center)? Or does the State intend to provide that Level 1 support?	EFSP User support is expected. See below for amended language to RFP Attachment 6.7 Section A.13.
		230. Is the “3 Judge Panel” in scope for this RFP? If so, what current systems are used by this Panel and are there any data migrations or other that need to be considered?	The “3 Judge Panel” is not a separate court but is just a configuration that needs to be considered when setting up a case for one of the Court types. There are no separate data migrations for the 3 Judge Panel.
		231. The RFP is very prescriptive regarding the implementation statement of work and implementation plan. Can the Vendors provide an alternative implementation statement of work and plan/approach/ deliverables if they believe it will be more successful?	See RFP Attachment 6.2 Section B Item Ref. B.23.
		232. Can Vendors add additional Cost Item Descriptions to the Implementation Services and Recurring Charges tabs of 06_Attachment_6.3-Cost_Proposal_Scoring_Guide.	No, do not modify or change the Cost Workbook. Only numerical values are allowed.
		233. Are requirements marked as “High” priority considered mandatory requirements?	See RFP Attachment 6.6 Requirements Traceability Matrix, Glossary sheet, Prioritization Level definitions. If a vendor’s system is unable to meet the priority levels, it should be noted in the comment section.
		234. Will the State entertain waivers to mandatory requirements?	See RFP Section 5.2.1.2.
		235. Can the State separate the non-functional requirements between those specific to the “cloud” versus those specific to the “applications”?	Respond to the best of your ability. If it is not clear to you to which the requirement is expecting an answer, then add that information in the comment section.
		236. Will the State require all Counties/Courts to implement the new CMS? If not, what are the State’s expectations from the Vendor to encourage adoption? Or will the State be responsible for driving	The chosen Contractor is expected to implement a high-quality state-of-the-art modern CMS and eFiling application solution and develop plans for the implementation. The adoption will be handled by the State.

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		adoption?	
		237. Are there any Counties/Courts that have self-identified to be part of the Pilot or initial rollout?	No.
		238. Does the State offer a non-U.S. person's waiver for the Vendor to provide follow-the-sun support services?	See RFP Attachment 6.7 Pro Forma Contract Section A.35.
		239. Are all integrations required for Go-Live?	Generally, Yes. There may be exceptions if the situation permits.
		240. Are any Courts considering a day-forward use of the new CMS (meaning, no historical data migration)? If so, which Courts?	Not at this time.
		241. Is the financial information of privately held companies that is submitted in response to an RFP kept confidential, exempt from public disclosure and not open for inspection by members of the public pursuant to Food Marketing Institute v. Argus Leader Media, 588 U.S. 427 (2019)?	Food Marketing Institute v. Argus Leader Media, 588 U.S. 427 (2019) is only applicable to federal FOIA requests. T.C.A. §10-7-504(a)(7) requires the disclosure of all documentation provided in response to the RFP after the evaluation has been completed.
		242. Please refer to page 12 of RFP #30227-00725, Section 3.2 Response Delivery. Section 3.2.2.1 Digital Media Submission 3.2.2.1.1. Technical Response provides … "and THREE (3) digital copies of the Technical Response each in the form of one (1) digital document in "PDF" format properly recorded on its own otherwise blank, standard CD-R recordable disc or USB flash drive clearly labeled:" However, it does not state how these copies are to be labeled. Question: How are these copies to be labeled?	The copies are to be clearly identified as the "RFP #30227-00725 Technical Response" and "RFP #30227-00725 Cost Proposal."
		243. May we have a timeline extension, so we have 6 weeks to respond after the official RFP answers are posted?	See the answers to Questions #92 and #223.
		244. 192 - Federated Identity - Is it required that all users of the system, including attorneys, have access to a federated identity login. Or only court users?	All requirements have been set forth within the RFP including the RFP Attachment 6.6 Requirements Traceability Matrix. Respond to the best of your ability. Note any limitations of your system.

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		245. 193 - Is there a required MFA solution, such as an authenticator application, SMS, or email?	All requirements have been set forth within the RFP including the RFP Attachment 6.6 Requirements Traceability Matrix. Respond to the best of your ability. Note any limitations of your system.
		246. 14 - A NTP (time) server. Is this required primarily for stamping of documents on the eFiling side? This seems like primarily a CMS necessity.	This functionality applies to the CMS and eFiling application. Respond to the best of your ability. Note any limitations of your system.

3. Delete RFP Attachment 6.1 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)**:**

RFP ATTACHMENT 6.1.

RFP # 30227-00725 STATEMENT OF CERTIFICATIONS AND ASSURANCES

The Respondent must sign and complete the Statement of Certifications and Assurances below as required, and it must be included in the Technical Response (as required by RFP Attachment 6.2., Technical Response & Evaluation Guide, Section A, Item A.1.).

The Respondent does, hereby, expressly affirm, declare, confirm, certify, and assure ALL of the following:

1. The Respondent will comply with all of the provisions and requirements of the RFP.
2. The Respondent will provide all services as defined in the Scope of the RFP Attachment 6.7., *Pro Forma* Contract for the total Contract Term.
3. The Respondent, except as otherwise provided in this RFP, accepts and agrees to all terms and conditions set out in the RFP Attachment 6.7., *Pro Forma* Contract.
4. The Respondent acknowledges and agrees that a contract resulting from the RFP shall incorporate, by reference, all proposal responses as a part of the Contract.
5. The Respondent will comply with:

   (a) the laws of the State of Tennessee;

   (b) Title VI of the federal Civil Rights Act of 1964;

   (c) Title IX of the federal Education Amendments Act of 1972;

   (d) the Equal Employment Opportunity Act and the regulations issued there under by the federal government; and,

   (e) the Americans with Disabilities Act of 1990 and the regulations issued there under by the federal government.
6. To the knowledge of the undersigned, the information detailed within the response submitted to this RFP is accurate.
7. The response submitted to this RFP was independently prepared, without collusion, under penalty of perjury.
8. No amount shall be paid directly or indirectly to an employee or official of the State of Tennessee as wages, compensation, or gifts in exchange for acting as an officer, agent, employee, subcontractor, or consultant to the Respondent in connection with this RFP or any resulting contract.
9. Both the Technical Response and the Cost Proposal submitted in response to this RFP shall remain valid for at least 120 days subsequent to the date of the Cost Proposal opening and thereafter in accordance with any contract pursuant to the RFP.
10. The Respondent affirms the following statement, as required by the Iran Divestment Act Tenn. Code Ann. § 12-12-111: "By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies as to its own organization, under penalty of perjury, that to the best of its knowledge and belief that each bidder is not on the list created pursuant to §12-12-106." For reference purposes, the list is currently available online at: https://www.tn.gov/generalservices/procurement/central-procurement-office--cpo-/library-/public-information-library.html.

By signing this Statement of Certifications and Assurances, below, the signatory also certifies legal authority to bind the proposing entity to the provisions of this RFP and any contract awarded pursuant to it. If the signatory is not the Respondent (if an individual) or the Respondent's company *President* or *Chief Executive Officer*, this document must attach evidence showing the individual's authority to bind the Respondent.

DO NOT SIGN THIS DOCUMENT IF YOU ARE NOT LEGALLY AUTHORIZED TO BIND THE RESPONDENT

SIGNATURE: ______________________________

PRINTED NAME & TITLE: ______________________________

DATE: ______________________________

RESPONDENT LEGAL ENTITY NAME: ______________________________

4. Delete RFP Attachment 6.7, Clause A.2. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)**:**

A.2. Definitions. For purposes of this Contract, definitions shall be as follows and as otherwise set forth in this Contract:

a. Application Programming Interface (API): A set of rules and protocols that allow software applications to communicate with each other. API's enable the exchange of data, features, and functionality.

b. Architecture: The overarching view of an organization's technology infrastructure, encompassing all the systems/software components and relationships between them.

c. Authorized Users: Any individual, system, or entity authorized to access or use the Solution provided by Contractor.

d. Case Management System (CMS): A comprehensive software application designed to manage and track all information related to the life cycle of legal cases. This system also integrates various functionalities with additional systems to support the administration of justice, ensuring that cases are processed efficiently and effectively from initial filing through to resolution.

e. Clerk: A Clerk is a Judicial Department official who has various responsibilities including maintaining the records of the court. Clerks have a variety of daily tasks including but not limited to updating case and party records, accepting and uploading motions and documents, accepting payments, etc.

f. Commercial Off-The-Shelf (COTS): Refers to ready-made software or hardware products that are available for purchase by the public and can be used immediately without the need for customization or significant modification. These products are designed to meet the needs of a wide range of users and are typically developed, maintained, and updated by commercial vendors.

g. Complex Local Integration: A Complex Local Integration involves connecting local systems across custom/legacy solutions through significant custom development, such as the creation of custom APIs. It is designed to orchestrate intricate business processes and apply complex business logic.

h. Complex Statewide Integration: A Complex Statewide Integration involves connecting statewide systems across custom/legacy solutions through significant custom development, such as the creation of custom APIs. It is designed to orchestrate intricate business processes and apply complex business logic.

i. Configuration: The process of tailoring the application to meet the specific needs of the Tennessee courts. This involves adjusting system settings, such as (but not limited to) user roles, permissions, workflows, and data fields, to align with judicial processes and requirements. Importantly, this process is achieved without altering the core software code, allowing the courts to leverage the full benefits of a scalable and flexible SaaS solution.

j. Custom Development: Development of capabilities and functionality not available in the system at the request of the State.

k. Cutover Plan: A strategic framework developed by the Contractor to facilitate the transition to the new system during go-live. The Cutover Plan encompasses a preliminary schedule outlining key milestones, deliverables, tasks, and responsibilities, and includes readiness assessments, go/no-go criteria, and fallback strategies for individual deployments. It features pre-cutover checklists and post-cutover evaluation criteria to ensure comprehensive transition readiness, incorporating rollback strategies and critical readiness criteria to guide decisions on the preparedness for the CMS and eFiling application cutover.

l. Data Integration: The process of combining data from various sources (e.g., databases, applications, and external data feeds) into one central location.

m. Defect: A deviation from the expected behavior of a service or component, often discovered during testing or operational use. A flaw or fault in the code, documentation, or other aspects of a system that prevents it from fulfilling its intended function.

n. Document Management: Capabilities related to document storage and management.

o. eFiling Application: In this context, a software application designed to effectuate the electronic transmission of legal documents to the courts, effectively replacing traditional paper-based methods with a digital platform.

p. Electronic Filing Service Provider (EFSP): A third-party service that facilitates the electronic transmission of legal documents to courts. EFSPs act as intermediaries between filers (such as attorneys, law firms, and self-represented litigants) and the court's EFM. They provide a user-friendly interface and may provide additional services that streamline the filing process. The EFSP is part of the eFiling Application.

q. Electronic Filing Manager (EFM): A specialized application or platform that manages, organizes, and routes electronic court filings between filers (e.g., EFSP, Law Enforcement Portal, etc.) and the court’s case management system. The EFM acts as a gateway or intermediary, ensuring that documents submitted via eFiling are properly formatted, securely transmitted, tracked, and delivered to the appropriate court system or case file. The EFM is part of the eFiling Application.

r. Failure: A loss of ability to operate according to specification or deliver the required output or outcome.

s. Hypercare: A short period of intensive support provided immediately after a system goes live. During this phase, the implementation team offers heightened assistance to address any issues, ensure system stability, and facilitate a smooth transition for users. Hypercare aims to quickly resolve post-launch challenges and optimize system performance.

t. Implementation: Encompasses the entire process of deploying the CMS and eFiling application, including planning, configuring, customizing, and testing the system to meet the specific needs of the organization. It involves, among other things, setting up the software, migrating data, and ensuring that the system is fully operational and ready for use.

u. Incident: An unplanned interruption to an IT service or a reduction in the quality of an IT service. These interruptions can range from minor issues, like a slow application, to critical disruptions, such as server outages. An interruption signifies that an IT service is not functioning as expected, affecting its availability or performance.

v. Infrastructure: The foundational hardware, software, networks, and facilities that support the operation and management of court information systems. It includes servers, data storage, networking equipment, and other technology components essential for running court applications and services.

w. Integration: The process of linking different information systems and software applications to work together within a court's technology ecosystem. This allows for the seamless sharing and processing of data across various platforms and departments, enhancing efficiency and accuracy in court operations.

x. Interoperability: The ability of different information systems, devices, or applications to connect, communicate, and exchange data effectively and efficiently.

y. Moderate Local Integration: A Moderate Local Integration involves connecting systems used by local entities using pre-existing tools or standard connectors that require configuration, data mapping, and light custom logic. It typically includes workflow automation governed by basic conditional logic and goes beyond a simple out-of-the-box setup.

z. Moderate Statewide Integration: A Moderate Statewide Integration involves connecting systems used by statewide entities using pre-existing tools or standard connectors that require configuration, data mapping, and light custom logic. It typically includes workflow automation governed by basic conditional logic and goes beyond a simple out-of-the-box setup.

aa. Modular: A system design approach where the technology is divided into separate, interchangeable components or modules.

bb. National Open Data Standards (NODS): A framework designed to facilitate the standardized exchange and interoperability of data across different systems and jurisdictions. Provides a set of guidelines and protocols for structuring and exporting data, ensuring consistency, accuracy, and accessibility.

cc. Problem: The underlying cause of one or more Incidents, or a potential cause of future Incidents. The root of the issue that needs to be resolved to prevent recurring disruptions. Unlike an Incident, which is a single instance of a service disruption, a Problem is the underlying condition that leads to those disruptions.

dd. Service Level Agreement (SLA): A formal contract between the Contractor and State that defines the expected level of service, including specific performance metrics of the CMS and eFiling application.

ee. Service Level Requirement (SLR): Detailed technical and/or operational specifications that outline the necessary conditions and capabilities a service must fulfill to meet the State's objectives.

ff. Simple Local Integration: A Simple Local Integration connects systems used by local entities using a pre-built, out-of-the-box connector or marketplace app that requires only minimal configuration. It is designed for a single, straightforward purpose and typically involves a data flow with no custom logic.

gg. Simple Statewide Integration. A Simple Statewide Integration connects systems used by statewide entities using a pre-built, out-of-the-box connector or marketplace app that requires only minimal configuration. It is designed for a single, straightforward purpose and typically involves a data flow with no custom logic.

hh. Smoke Test: A preliminary test or testing process to verify basic functionality and stability of a new build or system.

ii. Solution: The Case Management System and eFiling Application service provided by the Contractor and accepted by the State.

jj. Trial Courts: Where civil and criminal cases are initially filed and heard, encompassing Circuit, Chancery, Criminal, General Sessions, Probate and Juvenile Courts. Circuit Courts handle a broad range of cases including appeals. Chancery Courts traditionally focus on equity matters but have jurisdiction to handle a broad range of cases. General Sessions Courts manage preliminary hearings, misdemeanors, traffic violations, and small claims, often serving as the first judicial contact for many individuals. Juvenile Courts address cases involving minors, focusing on rehabilitation and welfare, while Probate Courts handle matters associated with estates, trusts, guardianships and similar types of issues.

kk. User Acceptance Testing (UAT): Testing process to ensure system requirements are met before Go-Live, including configurations, workflows, reporting, and usability of migrated data.

5. Delete RFP Attachment 6.7, Clause A.13. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)**:**

A.13. Training Plan. As part of the Project Management Plan, the Contractor shall assist the State with training identified staff in use of the Solution in preparation for deployment as well as provide resources for training eFiling application users.

The Contractor shall develop a Training Plan that includes at a minimum the following:

a. Training Plan shall detail the training models and/or modules provided and methodology and courses used for each.

b. Training Plan shall include training specific to user roles and access levels.

c. Training Plan shall contemplate administrative user roles, including at a minimum a Global Administrator and Jurisdictional Administrator.

d. Training Plan shall provide a “Train the Trainer” approach to delivering training.

e. Training Plan curriculum shall include the development of a curriculum inclusive of course materials, training videos and exercises, and pre-assessment and post-assessment materials.

f. The Training Plan shall include end-user support, including but not limited to eFiling application users, through user manuals and online help.

A further list of items for consideration is provided for reference only as Appendix H.

6. Delete RFP Attachment 6.7, Clause A.39. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)**:**

A.39. Maintenance and Support Services.

Maintenance. Contractor shall provide the State with Maintenance for the Licensed Software as follows: (i) such improvements, enhancements, Upgrades, updates, new releases, extensions and other changes to the Licensed Software, as and when made generally available by Contractor to its other customers or as and when made specifically available by Contractor to any other State, including but not limited to modifications, improvements, renamed products, correction of defects, and fixes relative to the usual, general, and ordinary use and application of the Licensed Software; (ii) updates to the Licensed Software if and as required to cause the Licensed Software to operate under new versions or releases of the State’s then-current operating system or database platform, within a reasonable time after the general release of such new versions or releases; (iii) updates to the Licensed Software if and as required to cause the Licensed Software to support business operations of the State’s conducted in order to comply with specific provisions of Tennessee and other applicable law (including the Tennessee Rules of

Court), as and when such law may change from time to time during the term; and (iv) Maintenance Releases to the Licensed Software if and as required.

Maintenance Releases shall also include those new modules, improvements, enhancements, Upgrades or extensions which provide additional features or additional material functionality: (a) in the event that such modules, improvements, enhancements, Upgrades or extensions are distributed by Contractor free of charge to its customers; (b) in the event that such modules, improvements, enhancements, Upgrades or extensions are distributed to or developed by Contractor for any other State; (c) if Contractor requires the State to install such new module, improvement, enhancement, Upgrade or extension in order to receive or continue receiving a Maintenance Release(s) of the Licensed Software; or (d) if such modules, improvements, enhancements, Upgrades or extensions constitute a new product, released by Contractor as a substitute for the Licensed Software, under circumstances where Contractor discontinues releases of or support for the Licensed Software.

Installation of Maintenance Releases. The State shall have the right to refuse the installation or implementation of any such Maintenance Release that necessitates: (i) re-training of the State's users, (ii) conversion of the State's case management system to a new platform or operating system, (iii) significant reprogramming or reconfiguration of the Licensed Software, or (iv) undesired functionality. During the term of this Agreement, the State may request that Contractor provide, pursuant to a separate agreement for professional services, a Maintenance Release for the Licensed Software to permit the State to implement a new or different database platform or operating system for the State's case management system. If Contractor refuses to provide such Maintenance Release within a commercially reasonable period, then the State may terminate this Agreement in accordance with Section D.6 (Termination for Cause ~~by Court~~).

Support Services. Contractor shall provide to the State the Support Services, via such method as is appropriate given the nature of the required Support Services, including without limitation telephone support, remote access support or in-person support at the State's location or such other location as State may specify.~~, all as more particularly described in Attachment 6 (Maintenance and Support).~~

Support Service Levels. In the event that the Licensed Software fails to perform in accordance with the Specifications or otherwise contains errors, defects, bugs, nonconformity or malfunctions, the State shall notify the Contractor of such condition, and Contractor shall respond to the State's requests for Support Services ~~in accordance with the Service Levels set forth in Attachment 6 (Maintenance and Support)~~. ~~The State shall assign the applicable Service Level, as described in Attachment 6(Maintenance and Support) to each request for Support Services and Contractor shall respond according to the applicable response requirements set forth in Attachment 6 (Maintenance and Support), based on the severity of the error, defect, bug, nonconformity or malfunction designated by the State.~~ Contractor shall perform ~~such~~ correction or repair at no additional charge to the State. ~~In the event that Contractor is unable to complete the corrections or repairs necessary to permit the Licensed Software to perform and conform to the Specifications or to correct such error, bug, nonconformity or malfunction, then the parties shall invoke the Escalation Procedure set forth in Attachment 6 (Maintenance and Support).~~

Suspension of Maintenance. ~~As long as the State has paid any undisputed amounts of the Maintenance and Support Fee, the~~ The State shall be entitled to receive Maintenance and Support Services from Contractor. Contractor shall not suspend or terminate Maintenance and/or Support Services without first obtaining either the State's prior written consent or an order of a court of competent jurisdiction (from which no appeal has been or can be taken) affirmatively authorizing such suspension or termination.

7. Delete RFP Attachment 6.7, Clause D.30. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)**:**

D.30. Incorporation of Additional Documents. Each of the following documents is included as a part of this Contract by reference. In the event of a discrepancy or ambiguity regarding the Contractor's duties, responsibilities, and performance under this Contract, these items shall govern in order of precedence below:

a. any amendment to this Contract, with the latter in time controlling over any earlier amendments;

b. this Contract with any attachments or exhibits (excluding the items listed at subsections c. through f., below), which includes
Attachment 1 Attestation Re Personnel Used in Contract Performance,
Attachment 2 Requirements Traceability Matrix,
Attachment 3 Elaborated and State-Approved Requirements Traceability Matrix,
Attachment 4 Payment Methodology Detailed Breakdown,
Attachment 5 Liquidated Damages
~~Appendix A Project Management Plan Example,~~
~~Appendix B Implementation Phase Example,~~
~~Appendix C Solution Implementation Example,~~
~~Appendix D Data Conversion/Migration Example,~~
~~Appendix E Testing Plan Example,~~
~~Appendix F Defect Levels Example,~~
~~Appendix G Test Plan Example,~~
~~Appendix H Training Plan Example,~~
~~Appendix I Deployment and Go-Live Example,~~
~~Appendix J Production Support Example,~~
~~Appendix K Local Solution Rollout Example, and~~
~~Appendix L Performance Measures Example;~~

c. any clarifications of or addenda to the Contractor's proposal seeking this Contract;

d. the State solicitation, as may be amended, requesting responses in competition for this Contract;

e. any technical specifications provided to proposers during the procurement process to award this Contract; and

f. the Contractor's response seeking this Contract.

8. Delete RFP Attachment 6.7, Attachment Five, in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted)**:**

ATTACHMENT FIVE

Liquidated Damages

Liquidated Damages Event *Enter event giving rise to the liquidated damages (attach contract and include contract section references to describe Contractor's required activity or deliverable as applicable)*	Liquidated Damages Amount *Enter assessed monetary amount if the Liquidated Damages Event occurs (e.g., one thousand dollars ($1,000.00) for each day beyond the deadline that any service deliverable is not completed).*	Method used to estimate the Liquidated Damages Amount *Explain how the liquidated damages amount was selected. Reminder: assessment amounts should be a reasonable estimate of the damages that would occur from the Liquidated Damages Event.*
For any individual site, the Contractor failed to Go Live with the product defined for implementation within the timeline agreed upon by the Parties in the Project Management Plan under Contract Sections A.6., A.14	One thousand dollars ($1,000) per Calendar Day per individual site until said performance or compliance has been resolved.	The State has considered its experience, the terms of the contract and the impact that a contractor's breach would have on the courts and its mission. The State has concluded, under the totality of the circumstances, that the amount(s) applicable to this event are appropriate amount(s) for the estimate of liquidated damages for this procurement.

9. **Delete RFP Appendix B in its entirety and insert the following in its place** (any sentence or paragraph containing revised or new text is highlighted)**:**

   Appendix B - Revised 8-29-2025

10. **Delete RFP Attachment 6.6, Requirements Traceability Matrix in its entirety and insert the following in its place** (any sentence or paragraph containing revised or new text is highlighted)**:**

    RFP Attachment 6.6. – Revised 8-29-2025

11. **Add the following as RFP Appendix F:**

    RFP Appendix F - Legacy CMS List.

12. **<u>RFP Amendment Effective Date</u>.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.