



STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE

**REQUEST FOR PROPOSALS # 33501-231005  
AMENDMENT # 3  
FOR COMPREHENSIVE ONLINE REGULATORY AND  
ENFORCEMENT (CORE) SYSTEM**

**DATE: MARCH 22, 2024**

**RFP # 33501-231005 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		January 16, 2024
2. Disability Accommodation Request Deadline	2:00 p.m.	January 19, 2024
3. Pre-response Conference	9:00 a.m.	February 6, 2024
4. Notice of Intent to Respond Deadline	2:00 p.m.	February 9, 2024
5. Written "Questions & Comments" Deadline	2:00 p.m.	February 16, 2024
6. Amendment 1		March 5, 2024
7. Amendment 2		March 8, 2024
8. Amendment 3 - State Response to Written "Questions & Comments" & RFP 33501-231005 Release #2		March 22, 2024
9. Written "Questions & Comments" Deadline - ROUND 2 (Limit removed)	2:00 p.m.	April 1, 2024
10. State Response to Written "Questions & Comments" – ROUND 2		April 15, 2024
11. Response Deadline	2:00 p.m.	April 29, 2024
12. State Completion of Technical Response Evaluations (Sections B. and C. of RFP Attachment 6.2.)		May 14, 2024
13. State Scheduled Respondent Oral Presentation		May 15, 2024
14. Respondent Oral Presentation	9:00 a.m. – 4:00 p.m.	June 3-7, 2024
15. State Completion of Technical Response Evaluations (Section D. of RFP Attachment 6.2.)		June 12, 2024
16. State Opening & Scoring of Cost Proposals	2:00 p.m.	June 13, 2024
17. Negotiations	4:30 p.m.	June 14-21, 2024

18. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	July 1, 2024
19. End of Open File Period		July 9, 2024
20. State sends contract to Contractor for signature		July 12, 2024
21. Contractor Signature Deadline	2:00 p.m.	July 16, 2024

**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 We would appreciate clarification on whether foreign companies are eligible to participate in this procurement initiative. Additionally, we seek guidance on the mandatory documentation required to fulfill the qualification criteria.	Contractor shall limit contractor resources to US-based (onshore) resources only (includes personnel).  Please see attached Supplier Helpful Information documentation provided in the Amendment 3 email communication for the mandatory documentation. It will also be provided on the CPO website within the documents for this solicitation.
		2 It has been stipulated that the selected vendor must undergo registration with the TN Department of Revenue Registration and the Edison system. To ensure compliance and facilitate a smooth registration process, we kindly request detailed information regarding the registration requirements for these systems.	Please see attached Supplier Helpful Information documentation provided in the Amendment 3 email communication. It will also be provided on the CPO website within the documents for this solicitation.
		3 Section 6.1 of the CORE Request for Proposal requires "the Respondent to comply with all the provisions and requirements of the RFP". Our company and potential partner respondents have existing Services and Licensing agreements in-place with the State of Tennessee. Would the State consider the use of a pre-negotiated contract to which the State is already a party to, such as, but not limited to the NASPO Cloud Services Contract?	No.
		4 Can the State release the list of Pre-Response Conference attendees?	This information will be available for review during the Open File Period.

		5 Can the State provide an Excel version of Attachment 6.3 Cost Proposal Schedule?	Please see attached updated Cost Proposal Spreadsheet provided in the Amendment 3 email communication. It will also be provided on the CPO website within the documents for this solicitation.
		6 DAR-0080: The vendor shall provide data access by only State of TN approved personnel located within the United States of America. Will the State allow the use of resources who are not based in the United State if those non-US-based resources (a) do not have access to State environments and (b) will only leverage obfuscated State data?"	No.
		7 Mandatory Requirements A.3, A.4, and A.5: Our company is a public company with financial statements available on our public facing website. Would these public financial statements fulfill the document requirements of A.3, A.4 and A.5?	No, if listed as a requirement, please include in the response.
		8 Would the state consider reducing the reference requirements to only three past project references?	No.
		9 Can bidders assume that the portable tablets for TDCI staff and internet connectivity will be supplied by TDCI?	Yes.
		10 What costs has TDCI incurred for the initial set up, ongoing maintenance, hosting, software licensing, support, and enhancements (i.e., "change orders") over the lifetime of the current systems to be replaced by the new solution?	\$7,738,176.10
		11 For data conversion requirements, please inventory all data sources, file formats, and size of the current data sets to be converted and migrated into the new system.	The selected Contractor will need to perform this inventory.
		12 Please provide an approximate number of standard email/letter templates that will be used by TDCI that are to be integrated and automated by the system.	Approximately 1225 letters.
		13 How many different or distinct permit and license application types will be supported in this solution? Please provide a comprehensive list.	The Department currently has 2,167 transactions (permits/licenses) for approximately 177 professions.
		14 Please confirm that the integrations listed in requirements DAR-0160 through DAR-0250 represent ALL other systems that the new solution will need to integrate with. If not, please provide a complete inventory of which interfaces will need to be set	Listed integrations are complete at this time. Others may be required based on selected Respondents solution and over time.

		up and which ones are either a one-way (import or export) or two-way data exchange?	
	15	Is TDCI expecting the vendor to incorporate a payment processor within the proposal, or provide recommendations?	Please see RFP C.2, RFP Attachment 6.6 PR0-LP-0490, PR0-LP-0500, PR0-IE-0220, PR1-FE-0010 and 1.4 Collect Fee (CF) with the understanding that interface with the current payment processor will be required.
	16	Please provide a breakdown of the number of TDCI employees that will use the new solution by TDCI Program and role, as well as which ones will be performing mobile inspections.	Approximately 760 TDCI staff could utilize the system, and of those, approximately 150-200 perform mobile inspections.
	17	Which vendors attended the pre-proposal conference?	Please see response to question #4.
	18	Will the selected vendor have the opportunity to provide exceptions and/or alternative contract language during contract negotiations, or will vendors need to provide those within their respective proposals?	No, alternative language will not be accepted with proposals. Please see RFP Section 3.3. Response & Respondent Prohibitions as well as Section 3.3.1. and 5.2.3. The state would only entertain limited negotiations that would be in the best interest of the State and would not impact the competitive nature of the RFP or material terms in the Contract.  Potential respondents may ask if the State will consider specific alternative language during ROUND 2 Written "Questions & Comments".
	19	In "Contract Between the State of Tennessee, Department of Commerce and Insurance and Contractor Name", beginning on page 99 of the RFP, the "User acceptance testing" and "Go-live and support" phases show a timeline of "no less than 36 months ..." This implies that the selected vendor should not complete these phases prior to 36 months or 3 years from the effective date of the contract. Is this meant to read "no more than" a certain number of months rather than "no less than"? If so, please clarify these timelines so that vendors can better understand TDCI's timeline requirements for ALL phases.	The RFP will be amended to say no more than 24 months.  Please see revised Pro Forma Contract Section A.3. language in RFP 33501-231005 Release # 2.
	20	On page 101 of the RFP, phase 14 "support and maintenance," it states that "Support and maintenance shall be provided for the entire term of this Contract at no additional cost to the State." But in the cost schedules on	There will be annual support and maintenance costs. There would be no additional charges beyond what is contained in the Cost Proposal.

		pages 37 and 115, there is a line item for maintenance and separate with cells to indicate costs for these services. Can the state please clarify if a cost should be provided for this line item in the cost schedules?	The State is removing the language "at no additional cost to the State".  Please see revised Pro Forma Contract Section A.3. language in RFP 33501-231005 Release # 2.
	21	Page 115 of the RFP seems to indicate that TDCI will make no payments for implementation until Year 2 of the contract as a "One-Time Fee". Please clarify this, as well as TDCI's expected and/or desired payment schedule(s).	The State is allowing up to two years for implementation and will pay as the milestones identified in the Pro Forma Contract, section C.3.b. are completed and accepted.
	22	Page 115 of the RFP lays out "Percentage[s] of Total Implementation Cost". Seeing as cost structure may not be the same for every vendor and/or product, is TDCI firm on these percentages or are these numbers negotiable? In other words, can vendors propose other payment structures or percentages?	No.
	23	Can vendors add to or edit the list of milestones on page 115 of the RFP?	No.
	24	There is a generic cost schedule on page 37 of the RFP and a more detailed schedule on page 115 of the RFP. Should the vendor complete both schedules?	No. The Cost Proposal on page 37 should be filled out according to instructions in the RFP. Please see attached updated excel Cost Proposal Spreadsheet to complete. The cost on page 115 is the Contract document and will be filled out with the respondents Cost Proposal information once the Contract has been awarded.
	25	The cost tables on page 37 and 115 of the RFP list license fees as N/A for years 1-3 of the contract. If the vendor is proposing a project implementation with go live to occur sooner than 36 months, can the vendor start charging license fees prior to year 4 of the contract? For example, if go live is scheduled to occur after 18 months, can the vendor start charging license fees in month 19?	Please see revised RFP Attachment 6.3. Cost Proposal, updated excel Cost Proposal Spreadsheet, and revised Pro Forma Contract Section C.3.b. Payment Methodology in RFP 33501-231005 Release # 2.
	26	In the cost table, page 115 of the RFP, the evaluation factor for all monthly fees is 12. How should the vendor present cost for a scenario where go live occurs midyear and the monthly fee is only applicable for let's say 6 months of the year?	The respondent should complete the Cost Proposal understanding the requirements of the State and the services the respondent can provide.
	27	If a vendor decides to subcontract a portion of work on this project, should all references be from the prime contractor's customers, or can some	References should be for the respondent that has a contract with the state.

		references come from the subcontractor's customers?	Please see Section D.7. of the Contract regarding Assignment and Subcontracting.
	28	Can TDCI provide a copy of the RFP and all attachments in Word format to allow vendors to respond to all requirements more easily?	No. Please reference RFP Section 3.1. Response Form.
	29	The requirement 6"4.2 Notify Entity of Award of Authorization (NO)" is in Attachment 6.6, but not in Attachment 6.2. Should vendors assume that this requirement should be addressed with the other items in C.2?	Yes
	30	Are vendors expected to respond to every item within Attachment 6.6 in detail, or is TDCI expecting only a high-level overview of C.1 through C.24?	Respond as described in the RFP.
	31	As it is located within Attachment 6.2, are vendors expected to respond to any item(s) within Section D: Oral Presentation, or should technical responses be limited to Attachment 6.2, Sections A, B, and C?	The respondent should use items listed in Section D to inform them on responses to Sections A, B, and C, but the respondent does not need to submit a completed Section D as that will be completed by an evaluator during the presentations.
	32	Page 26, Requirement C.2 has a requirement that the licensing and permitting system perform "Automatic Verification". Can the State provide an expanded description of "Automatic Verification"? Does this refer to automating verification of licensure in other states for reciprocity applications?	System will verify that entered information passes all defined/configured data integrity checks.
	33	Page 49, Requirement PR0-SC-0170 reads, "The system shall provide the ability to display warning messages for incompatible role combinations." Can the State provide more details on the scenario that they expect would prompt this warning message so that Vendors can provide a clear response?	Users may be assigned multiple roles each having requirements. The system would flag cases where reequipments from different roles are in conflict or not otherwise compatible.
	34	Page 85, Requirement PR7-OF-0010 reads, "The system shall configure screens to include complex tables and charts." Can the State provide examples of the types of tables and charts to be configured?	The State desires the ability to enter large amounts of information in table format. The terms "chart" and "table" are interchangeable in the RFP.
	35	Page 90, Requirement DAR-0200 states, "The system shall integrate with the State's enterprise single sign on vendor for user access to the system." What is the State's enterprise SSO vendor?	The State declines to provide this information for security reasons, the information will be provided upon Contract execution. The State will require a SSO or MFA.

		36	Page 90, Requirement DAR-0220 states, "The system shall integrate with applications via SQL server reporting services (SSRS)." Can the State enumerate the applications that require integration through SSRS?	At this time, reporting is used for permits purchased on a daily basis and emailed to tax assessor, power companies, and inspectors.
		37	Page 102 of the RFP states, "The Cloud System shall use monitoring systems to provide high level of service performance and availability ensuring at least 99.9% availability." Earlier in the RFP, it is stated that 99.5% availability is required. Which benchmark constitutes TDCI's requirement?	The RFP will be amended to confirm 99.5% in both places. Please see revised Pro Forma Contract Section A.6.c.(6). language in RFP 33501-231005 Release # 2.
		38	Are you open to solving your pain points in alternative ways?	Yes.
		39	Are you seeking a customized solution or a customizable off-the-shelf solution?	Either as long as the needs of the State are met.
		40	How many active permits/licenses are associated with this project?	Approximately 643,162 active licenses or permits.
		41	What is the target go-live date?	To be established at first meeting with contractor but as stated no more than 24 months after effective date of the contract.
		42	Has the State received any demonstrations related to this opportunity? If so from whom?	The State declines to provide this information.
		43	What is the budget for this project?	Cost Proposal. Budget not set.
		44	With the contract being a potential of 7 years, what is the budget for each Year of the Contract?	Cost Proposal. Budget not set.
		45	Has a commercial-off-the-Shelf (COTS) system been selected for this project?	No.
		46	Have any COTS systems been explored as a part of the State of Tennessee's pre-RFP work?	Yes.
		47	What is the size of data to be migrated?	7.1 TB
		48	How many files are to be migrated? What is the size of the file migration?	14 million
		49	What underlying system is CORE built on in its current state?	CORE is a customized product developed with the State and the current Contractor.

Att 6.6 Configure Data Store	50	50	What are the audit and tracking requirements for user access and actions within the system?	User Access as in login and data transactions actions should be stored in perpetuity.
Att 6.6 Configure Data Store	51	51	Can you please explain the requirement PR0-DS-0260 - "The system shall allow for the configuration and maintenance of alternate data to search the database, for example, the credentialed party's federal tax ID."	The ability to add data elements that represent alternate keys to access data.
Att 6.6 Data Store Configuratio n (PRO-DS)	50	52	For the start and end date specifications for list values (PR0-DS-0170 & PR0-DS-0180), could you provide use cases or examples where this would be applicable?	The selected date could by definition be required within a license or permit's term.
License Profile Configuratio n (PRO-LP)	51-57	53	Can you provide more details on the renewal process for credentials and the specific parameters for numbering related to credentials, inspections, files, and applications?	Respondents should propose methods to embed information in numbering within the system in some format going forward.
Att 6.6 Modifier and Credential Configuratio n	55	54	For PR0-LP-0300 to PR0-LP-0340: Can you detail the hierarchical relationship expected between credential types, statuses, and modifier types?	Hypothetical example in Real Estate  A Firm needs a Principle Broker An Affiliate Broker needs a Principle Broker  Therefore, it might be viewed as: <ul style="list-style-type: none"> <li>• Firm <ul style="list-style-type: none"> <li>○ Principle Broker <ul style="list-style-type: none"> <li>▪ Affiliate Broker</li> </ul> </li> </ul> </li> </ul>
Att 6.6 -- Configure License Processing Workflows and Assignment Queues (WF)	58	55	PR0-WF-060: What are the requirements for defining work queues and assigning workflow transactions to staff members? How do you expect the system to manage workload distribution across various staff members?	Respondent should propose methods.
6.7 Pro Forma Contract	97	56	Would the State consider the use of a pre-negotiated contract to which the State is already a party to, such as the NASPO Cloud Services Contract?	No.
General		57	Does the State have an organizational change management team and methodology? If so, how has the State structured the process for awareness building and enablement for end-users (back-end and internal processes), and external users of the new systems and portals? And if not, would the State be open to recommendations for organizational change management and user enablement in addition to training?	This is not within the scope of the RFP.



General		58	Will the State consider the use of vendor offshore development services as long as all data remains onshore within the United States?	IT systems, solutions, services and staff should be US based.
Section A.4	20	59	Does the State have a standard template for credit references and if so, can you please provide?	No. Per RFP Attachment 6.2. – Section A, Item A.4. “written in the form of standard business letters, signed, and dated within the past three (3) months”.
Section B	22	60	If the prime contractor elects utilize a subcontractor, will we need to provide any of the Section B requested information (such as credit references, bank statements, and other documentation) for the subcontractor with our response?	No, only the Respondent needs to submit the Section B requested information.
General		61	Can you please provide an estimated project start date?	The Schedule of Events identifies July 16, 2024, as the deadline for the contractor to sign the Contract. The State will need an additional 30 days for approval.
Sample Contract A.20	113	62	What will be the warranty duration after Go-Live?	The duration of the Contract term.
ATTACHMENT 6.3	35	63	There is no placeholder for pricing assumptions in cost proposal. Can you please let us know where to list these?	Assumptions are not permitted the Cost Proposal should be filled out exactly as provided by the State. Please reference RFP Section 3.1.2. and Section 3.1.2.1.
C.5 Invoice Requirements	117	64	In how many days after receipt of an invoice will the State make payment to the vendor?	45 days to enable multilevel approval
Attachment 6.6	62	65	Requirement PR0-BP-0500 lists out the need for a chatbot. Is the State looking for a solution with a chatbot/digital assistant?	The State is looking for system that utilizes multi-modal communication for sending reminder letters, such as SMS, chat bot, online portal notice, and email. A chat bot is not required if the proposed system can meet that requirement without a chat bot.
General		66	Is the State looking for a solution with a permit/license wizard/guide?	Not at this time.
Attachment 6.6	90	67	DAR-0160- DAR-0250 mentions several systems the State wishes to integrate to in the solution. Could the State provide a list of the names of all desired integrations?	Listed integrations are complete at this time. Others may be required based on selected Respondents solution and over time.
Attachment 6.2; B.15	24	68	In respect to diversity requirements, we shall be able to provide approx. gender percentages only. The disclosure of ethnicity details is voluntary for employees, and we do not exert any obligation on them to so, and hence we will not be able to share exact percentages. Please confirm that this will suffice.	Yes, this will suffice.

E. Special Terms and Conditions E.2.	12	69	We shall be able to share TIER 2 reports. Please confirm if this meets the requirements. Incase we are not using any staff from diverse vendors/suppliers, Tier-2 reports will not be applicable. State to confirm.	TIER 2 reports will be acceptable.
Sample Contract A.3		70	Will the State confirm whether vendor can add a non-solicitation clause to the contract?	No, such a clause will not be added.
Sample Contract A.3	100	71	It's mentioned in RFP that "'No less than thirty-six (36) months after the effective date of this Contract, user acceptance testing shall be complete. The State shall have no less than three hundred sixty-five (365) days to completely test the system."  Please confirm if State will need 365 days for performing UAT?	Solution should be implemented in no more than 24 months. State will determine full UAT schedule after working through implementation based on what sections are off the shelf with configuration and what are customized.  Please see revised Pro Forma Contract Section A.3. language in RFP 33501-231005 Release # 2.
Sample Contract A.3	101	72	It's mentioned in RFP that "No less than thirty-six (36) months after the effective date of this Contract, the System shall go-live."  Can vendor provide an approach with Go-Live in less than 36 months?	It should be no more than 24 months. Please see revised Pro Forma Contract Section A.3. language in RFP 33501-231005 Release # 2.
Sample Contract A.3	101	73	It's mentioned in RFP that "Support and maintenance shall be provided for the entire term of this Contract at no additional cost to the State."  It is our understanding that after warranty completion, the State wants support and maintenance without any cost to the State. Please confirm our understanding.	See State's response to question #20 above.
ATTACHMENT 6.3 - Cost Proposal	36	74	Please let us know why Implementation, Data and document Migration cost is N/A in year 1 and 3? If vendor is proposing multiple years of implementation, then corresponding cost should come in every year of Implementation and Data and document Migration.	See State's response to Question #25 above.
ATTACHMENT 6.3 - Cost Proposal	36	75	Can you please let us know why the Base License Fee for Back-office, Online Portal and Mobile Inspection is N/A in year 1,2 and 3?	See State's response to Question #25 above.
ATTACHMENT 6.3 - Cost Proposal	37	76	Please let us know why change orders hourly rates are N/A from year 2 till year 7 since there is always some inflation every year?	See State's response to Question #25 above...

Section D Mandatory Requirements D.32	8	77	Our global liability policies are organized in India and our insurance is provided by private insurers for use globally. None of our private insurers are financially rated by A.M Best. The insurance companies in India are regulated by Insurance Regulatory & Development Authority of India (IRDA) which is the Indian insurance regulator, and the insurers need to maintain solvency margins as stipulated by IRDA . Our Insurer carries an "[ICRA]AAA (stable)" rating from ICRA and Our Global Crime Insurance carries a "CRISIL AAA/Stable" rating from CRISIL. These policies are in use by our organization globally for all of our commercial and public sector customers. Can that State please confirm if this is acceptable?	All insurance companies providing coverage must be: (a) acceptable to the State; (b) authorized by the Tennessee Department of Commerce and Insurance ("TDCI"); and (c) rated A- / VII or better by A.M. Best. All coverage must be on a primary basis and noncontributory with any other insurance or self-insurance.
Section D Mandatory Requirements D.32	10	78	As an internal policy, we typically do not share copies of insurance policies with customers as they contain confidential information. However, Certificates of Insurance can be shared and this contains the relevant information that state requires. Can that State please confirm if this is acceptable?	Contractor shall provide the State a Certificate Of Insurance ("COI") evidencing the coverages and amounts specified in the Contract. COI must be on the ACORD form. The COI must list each insurer's National Association of Insurance Commissioners (NAIC) number and be signed by an authorized representative of the insurer. The COI must list the State of Tennessee – CPO Risk Manager, 312 Rosa L. Parks Ave., 3 <sup>rd</sup> floor Central Procurement Office, Nashville, TN 37243 as the Certificate Holder.
Section D Mandatory Requirements D.32	10	79	The Certificate of insurance would be on standard format issued by the broker. Can the state to confirm that this is acceptable?	COI must be on the ACORD form.
General		80	Can you specify the average volume and types of transactions the system is expected to handle on a daily basis?	1430 Applications processed per day 20 Complaints processed per day 881 Inspections processed per day
General		81	Can you define the scalability expectations for the system in terms of user growth and data volume?	Approximately 10% annually
		82	The RFP references multiple systems that need to be integrated into the CORE system. For offerors to develop an appropriate solution, and for the State to receive comparative proposals, would the State please clarify the number of integrations that will be required?	Listed integrations are complete at this time. Others may be required based on selected Respondents solution and over time.

		83	How many systems are involved in getting the data from the backend systems to build this solution?	Six
		84	Please provide details of the systems involved (for example mainframe, SAP, databases, custom applications etc.)	The State declines to provide this information for security reasons, the information will be provided upon Contract execution.
		85	Are you planning to build any APIs to provide the data to both internal and external stakeholders (for example, other agencies)?	Yes
		86	Are there any limitations or other factors that would require part of the solution to be on-premise in your data center or your private cloud?	The solution does not have to be on premises, but it has to be connectable to on-premises infrastructure.
		87	What is the total number of annual mobile inspections?	Less than 500,000
		88	Are inspections distributed evenly throughout the year or is there seasonality (i.e. spring tends to be busier than the fall)?	Relatively even throughout the year
		89	How many inspection regions or territories are there?	Geographically by inspector for some and others are by County or ZIP code. Different for each TDCI Division.
		90	Please describe how scheduling works. Is this done centrally through the system in an automated manner? Or is this done in a more distributed manner, regionally or by profession?	Automated
		91	Should mobile inspectors have the option to plan their own schedules and routes using the solution?	Automated assignments and some can plan routes and timing
		92	Please provide the number of users involved in the scheduling of mobile inspections (i.e. dispatchers).	Less than 50
		93	What devices will mobile inspectors be using?	Mobile application should run on at least iOS and Android devices
		94	Are there emergency inspections? If so, how are they handled presently?	Yes. Assigned by supervisory staff.
		95	How much data and capability do inspectors require while working offline? Is it sufficient for them to be able to see and update those inspections, routes, and related transactions assigned for the current day?	They need all data required to complete the inspection.
		96	There are several references to using SQL in the technical qualifications, such as PR0-GS-0010 Maintain SQL Rule. Is the state open to alternative	The State would consider a configuration method that does not record raw SQL if it handles all cases.

		means to achieve the same functionality (in this case governing the behavior of fees and checklist components) such as the visual or no-code creation of business logic?	
General -- User Groups	97	How many unique visitors to the customer portal per month?	No more than 250,000
General - User Groups	98	How many users only need access to reports?	No more than 500
General - User Groups	99	What are the personas/users and their user counts for training scope?	All user roles will need to be trained at least to the train-the-trainer level.
Mobile Inspection(Paper Work)	100	As per Requirement " <b>The inspector shall be able to scan and attach the paper copy used during the inspection to the electronic inspection record</b> ". Are we expecting Paperwork in new solution?	The State desires a mobile scanning solution to enable electronic documents.
Mobile Inspection	101	Is there an expectation that a native mobile application is provided given the requirement for offline support? Would mobile first experiences (with a dependency on connectivity) suffice?	The desire is for an offline application as many areas of Tennessee remain rural without good broadband or mobile service.
Licenses	102	How many different or distinct license application types will be supported in this solution? Please provide a comprehensive list.	Approximately 2,136 distinct transactions.  Please see attached Question #102 License Application Types Listing provided in the Amendment 3 email communication. It will also be provided on the CPO website within the documents for this solicitation.
Integration	103	What is the existing payment gateway that the client is using? Does it need to be integrated with the new solution?	The State declines to name the existing gateway for security reasons, but the solution will need to be integrated with the payment processing systems.
Integration	104	How many current integrations connect to internal systems and third party systems? Please provide the list of integrations.	There are approximately 10 systems that the State connects with, however, the State declines to name them for security reasons. These systems provide information relating to licensees status, such as required continuing education hours and reporting examination scores and reporting.
Functional - Renewals	105	How does the department handle renewals, updates, and amendments to existing licenses? Are there any specific compliance or regulatory requirements that the system must adhere to?	Online and office staff based on how received. Almost every transaction is governed by Statute, Rule and/or policy.

Functional-Reports		106 Are there any key performance indicators (KPIs) or metrics that you want to monitor?	Yes, at this time, they are monitored using external reports. State is open to reviewing other methodologies if they provide more accurate time value-added insights.
Functional-Continuing Education		107 How does the system track and manage continuing education credits for license renewal?	Some are managed internal to CORE and others are handled by CE Broker, the State's current continuing education vendor. Please see Process Requirements (9.0.) and DAR 0230-0250,
Functional-Continuing Education		108 How does the system handle exam scheduling and registration for licensing candidates?	Most are scheduled using external Contractors. TDCI typically approves them sitting for a test and awaits the results.
User Training		109 How many Staff Internal users will be using the new system?	No more than 1,000.
User Training		110 How many external portal users will be using the new system?	Approximately 600,000 licensees, permit holders and complainants will use the system.
Data Migration		111 Can you provide more information about the existing SQL database and any specific challenges or considerations that may arise during the data migration process?	<p>The current database schema is highly normalized and intended to accommodate a wide range of custom use cases across many different professions.</p> <p>During the last migration, effectively linking the large amount of documents back to the parent records was challenging.</p> <p>Designing the networking infrastructure to work well with existing on-premises systems can be a challenge due to security policy and on-prem network infrastructure.</p>
Data Migration		112 What is the total Data Volume and Size which needs to be migrated in the new solution? Can you please provide following details: 1. Application, Case Volume - per month/annum, 2. Expected annual growth - case volume 3. Number of tables in the Database	<p>1. Approximately 43,000 Applications per month.</p> <p>600 Complaints per month (some of which convert to cases) and 27,000 Inspections per month.</p> <p>2. About 10% per year.</p> <p>3. About 830 with the current schemas.</p>
Data Migration		113 What are the different sources of data that will be migrated to the new system. Example: SQL, Excel etc.	Databases and document storage.
Data Migration		114 How many years of legacy data will be migrated to the new system?	Thirty years of data will be migrated.

Data Migration		115	Can you please confirm that “Will the state take care of the Data Cleansing activities for the Data migration process”	The awarded respondent will need to review, propose, and conduct data cleansing as the data is being migrated.
Technical		116	Requirements says-“ <b>The system is capable of migrating data from a relational database management system as it relates to objects such as licenses, applications, complaints, and enforcement actions</b> ”. Please share count – Applications per year, Cases, Number of Inspections/Enforcements	Approximately 43,000 Applications per month, 600 Complaints per month (some of which convert to cases), and 27,000 Inspections per month.
		117	Is there any existing document management system that we need to integrate with, or are we to propose a new document management system?	No, the State does not have external document management system and a separate document management system is not required for the proposal. A respondent’s proposed solution must meet the document management functionality as set forth in RFP attachment 6.6.
Technical		118	Please provide an approximate number of standard email/letter templates (if the email templates are needed to be supporting multiple languages)	Approximately 1,225
Technical		119	How many notifications are sent on any given day using the notification/communication channels mentioned in the RFP?	+/- 1000 apps per day +/- 1000 inspection per day +/- 2000 general correspondence +/- 4000-5000 per day System wide
Technical		120	What all different languages are in scope? Please specify (if any)	Please provide clarification on this question during ROUND 2 Written “Questions & Comments”.
Integrations/ Interfaces		121	Can you please give a list of application with which the Tennessee future licensing system will share data	Integrations as known today are listed in the RFP.
Integrations/ Interfaces		122	Can you please provide the number of interfaces for education details or getting credentials?	Integrations as known today are listed in the RFP.
Integrations/ Interfaces		123	Is there any existing toolset that the state is currently using for integrations or interfaces	Current Contractor solution
Integrations/ Interfaces		124	Can you please provide the volume of each interface mentioned in the RFP document	Please provide clarification on this question during ROUND 2 Written “Questions & Comments”.
Technical		125	Can the state please confirm if OCR capabilities are needed in the future system	No, this is not a requirement.

3. **Delete RFP # 33501-231005, in its entirety, and replace it with RFP # 33501-231005, Release # 2, attached to this amendment.** Revisions of the original RFP document are emphasized within the new release. **Any sentence or paragraph containing revised or new text is highlighted.**
4. **RFP Amendment Effective Date.** 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.