



STATE OF TENNESSEE
Department of Revenue

REQUEST FOR PROPOSALS # 34717-01017 AMENDMENT # 3 Unclaimed Vehicle Portal

DATE: February 20, 2026

RFP # 34717-01017 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 12, 2026
2. Disability Accommodation Request Deadline	2:00 p.m.	January 22, 2026
3. Pre-response Conference	1:00 p.m.	January 23, 2026
4. Notice of Intent to Respond Deadline	2:00 p.m.	January 26, 2026
5. Written "Questions & Comments" Deadline	2:00 p.m.	February 6, 2026
6. State Response to Written "Questions & Comments"		February 20, 2026
7. Response Deadline	2:00 p.m.	February 27, 2026
8. State Completion of Technical Response Evaluations (Sections A., B., and C., RFP Attachment 6.2)		March 4, 2026
9. State Schedules Respondent Oral Presentation (virtual)		March 4, 2026
10. Respondent Oral Presentation (virtual)	8 a.m. - 4:30 p.m.	March 10, 2026
11. State Completion of Technical Response Evaluations (Section D., RFP Attachment 6.2)		March 17, 2026
12. State Opening & Scoring of Cost Proposals	2:00 p.m.	March 18, 2026
13. Negotiations	4:30 p.m.	March 19 – 20, 2026

14. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	March 25, 2026
15. End of Protest Period		April 1, 2026
16. State sends contract to Contractor for signature		April 2, 2026
17. Contractor Signature Deadline	2:00 p.m.	April 8, 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.

No.	RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
1.			Do you have any vision of the system?	The State envisions a centralized, State-hosted web-based Portal that allows Authorized Users (law enforcement and garagekeepers) to post abandoned vehicle notices and enables the public to search by VIN or license plate. The system must be hosted in the State's AWS environment, operate 24/7/365, support real-time access, integrate with the State's merchant services provider for transaction-based fees, and comply with Tennessee statutory, security, and enterprise IT requirements.
2.			Does the system require a mobile app? The proposed cost shall incorporate ALL costs for services under the contract for the total contract period, including any renewals or extensions. Could you please clarify it?	Neither the RFP nor the Pro Forma Contract requires a mobile application. The documents consistently refer to a 'web-based Portal' (RFP Section 1; Contract Section A.3). If interfacing with MyTN, the application must be responsive (Contract Section A.4), but no native mobile app is mandated.
3.	1.1	1	Tower and Letter Count Estimate: Are there details about how the 100,000 letter number was derived? Since this has a major impact on the pricing structure, any additional details would be appreciated.	This initial number is based on current data of the Department's current process related to initial letter responses providing registrant and lienholder information for an abandoned vehicle.
4.	1.1	1	For example, Is the 100,000 expected to be 100,000 vehicles abandoned, or 100,000 notices sent?	The RFP states that the State anticipates approximately 100,000 transactions processed through the Portal per year following implementation (RFP Section 1, Statement of Procurement Purpose). The RFP does not provide additional methodology, vehicle counts, or breakdown of letters versus vehicles.

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5.	1.1	1	How many wrecker operators (garagekeepers) are you estimating will be participating in the program?	The RFP and Contract define Authorized Users and Publishers (Contract Section A.2) but do not provide an estimate of the number of participating wrecker operators or garagekeepers.
6.	A.3.a.V.(7)	2	Mailing Requirements: The RFP requires that the portal be able to send notices via mail to owners and lienholders. Is there a requirement for the type of mailing?	The Contract requires the Portal to send notices via mail to last known owners and lienholders (Contract Section A.3.a and A.3.c requirements referencing Tenn. Code Ann.§ 55-31-104). In the State's view, best practices would align with the mailing requirements currently imposed on publisher entities, which is to use a national carrier that ships with electronic tracking a document or package to its intended recipient within three business days. See T.C.A. § 55-31-301(b)(1)(B).
7.	A.3.a.V.(7)	2	For example, is three-day delivery still expected from the portal, or is Certified Mail with Electronic Tracking considered sufficient for this mailing process?	The Contract requires the Portal to send notices via mail to last known owners and lienholders (Contract Section A.3.a and A.3.c requirements referencing Tenn. Code Ann. § 55-31-104). However, the Contract does not specify the mailing type. In the State's view, best practices would align with the mailing requirements currently imposed on the majority of publisher entities, which is to use a national carrier that ships with electronic tracking a document or package to its intended recipient within three business days.
8.	A.3.a.V.(7)	2	Note that statute 66-19-103 (b)1(B) currently states that "the garagekeeper shall notify the rental vehicle company...within three (3) business days of taking possession of such vehicle or equipment using three-day delivery." Since this process does not include the portal, is the tower still responsible for this portion manually?	The Contract requires the Portal to send notices via mail to last known owners and lienholders (Contract Section A.3.a and A.3.c requirements referencing Tenn. Code Ann. § 55-31-104). This includes garagekeepers making repairs as specified in T.C.A. § 66-19-103(b)(1)(A). However, the Contract does not specify the mailing type. In the State's view, best practices would align with the mailing requirements currently imposed on the majority of publisher entities, which is to use a national carrier that ships with electronic tracking a document or package to its intended recipient within three business days. The tower has no responsibility under the statute to mail.
9.	3.1.2	6	Cost Proposal Items: What all can/should be included in the per-transaction fee on the Cost Proposal?	RFP Attachment 6.3 and Contract Section C.3 define compensation as a lump sum for Phase Two and a per-transaction fee for Publisher-posted notices. RFP Section 3.1.2.2 requires that proposed cost incorporate ALL costs for services under the total contract period, including renewals/extensions. Therefore, all

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				operational, mailing, postage, integration, and support costs must be included.
10.	3.1.2	6	For example, the portal is required to confirm ownership and send mailing notices. Are these costs included in the proposal, or would it be separate?	The Contract requires the Portal to send notices via mail to last known owners and lienholders (Contract Section A.3.a and A.3.c requirements referencing Tenn. Code Ann. §55-31-104). The Contractor's proposal should use the cost structure defined in the RFP and be mindful that no escalation clause is provided. See Section C.2. of the Contract.
11.	3.1.2	6	If included, how do we handle postage increases which occur semi-annually with the post office? Do we estimate that in our bid or does the tower pay separately somehow?	The Contract (Section C.2) states that the payment methodology constitutes the entire compensation. No escalation clause is provided. The Contract term is 60 months (Section B.1). Pricing risk, including postage or material increases, must be incorporated into the proposed pricing.
12.	3.1.2	6	Additionally, many of these costs are not stagnant (mailing materials, printing cost, postage, record access fees, credit card processing fees, etc). Is a contractor expected to estimate these over the next 5 years and factor these into their bid?	The Contract requires the Portal to send notices via mail to last known owners and lienholders (Contract Section A.3.a and A.3.c requirements referencing Tenn. Code Ann. §55-31-104). Currently it must be sent by a nationally recognized carrier. The Contract term is 60 months (Section B.1). Pricing risk, including postage or material increases, must be incorporated into the proposed pricing. Credit card processing fees are not applicable to the cost proposal. However, the Contractor would be required to make changes to the Portal to display the State's current MSP processing fee, which they charge and retain at the time of transaction. Other costs would need to be included in the proposal using the cost structure defined in the RFP.
13.	3.1.2	6	In lieu of this, would a cost-plus model be an allowable cost proposal? Meaning the cost of all the processing plus a margin added on top?	The Cost Proposal must be submitted exactly as required in RFP Attachment 6.3. RFP Section 3.1.2 and Attachment 6.3 specify a lump sum Phase Two milestone and a per-transaction fee. No alternate pricing structure or cost-plus model is permitted.
14.	3.1.2	6	Finally, who is responsible for insufficient funds and collections since the payments are going through the state MSP?	The Portal must integrate with the States designated Merchant Services Provider (Contract Section A.3.a). Funds are settled directly with the State. Contractor compensation is based on the number of publisher-posted transactions (Contract Section C.3). There is no express assignment of risk for insufficient funds, but in the State's view, credit card transactions do not give rise to insufficient funds issues. In the context of ACH transactions, both insufficient funds, and charge backs are handled by the State.

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15.	C.4	23	Contractor Site Hosting and Separation of Contractor's Product: This section (and others) asks if the contractor has a system already built if it can incorporate the TN requirements into its core system. However, in the Contract (section A.3: b on page 2), it states that hosting has to be done through the state's AWS service.	Contract Section A.3.b expressly requires that the Portal be State-hosted in the State AWS cloud tenant and comply with State security standards. Production hosting in a contractor environment is not permitted.
16.	C.4	23	Is the portal able to be a core product from the contractor with TN-specific enhancements (living in the contractor environment), or must it be standalone and hosted on the state's AWS?	Contract Section A.3.b expressly requires that the Portal be State-hosted in the State AWS cloud tenant and comply with State security standards. Production hosting in a contractor environment is not permitted.
17.	C.4	23	Example: The customer-facing website hosted by TN, but all inputs and information feed back to our environment for account management, ownership records, mailings, etc.	Contract Section A.3.b expressly requires that the Portal be State-hosted in the State AWS cloud tenant and comply with State security standards. Production hosting in a Contractor environment is not permitted.
18.	C.4	23	Example: section calls for the outward-facing design to include verbiage and images affirming its association with the state. Can this design also include association with the contractor's services as a conduit to accessing the information, or must it appear as only TN-Owned? (Such as "Abandoned Vehicle Portal powered by ADD/CarLocate" or a rebranding of the CarLocate website to include TN imagery).	Contract Section A.3.b states the outward-facing design must affirm association with the State and include State verbiage and imagery. The Portal must clearly present as a Tennessee State-associated system and comply with the State's branding design requirements. However, the Contractor is not expressly prohibited from including design elements associated with the Contractor.
19.	C.4	23	Similarly, section 3.3.3 says alternative goods cannot be proposed. What constitutes a proposal of alternate goods and services? Is it permissible to incorporate the design of previous or existing projects as long as these projects meet the requirements of the RFP?	Contract Section A.3.b states the outward-facing design must affirm association with the State and include State verbiage and imagery. The prohibition on proposals of alternative goods and services is meant to exclude proposals that do not align with the stated requirements for the Solution. In the event a previous project design aligns with the requirements for the State's solution, the Contractor could propose a similar design for this Solution. The Portal must clearly present as a Tennessee State-associated system. However, the Contractor is not expressly prohibited from including design elements associated with the Contractor.
20.	A.3.d.i	3	Customer Support and Response Time Expectations: Is there an expectation of what is considered sufficient for support in regards to 24/7/365 support? What is the expected response time?	Contract Section A.3.d requires 24/7/365 operational support and maintenance for the Portal. Additionally, the Contractor must respond within 24 hours to State inquiries. The Contract does not specify business versus calendar days, implying calendar days.

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21.	A.3.d.i	4	For example, for overnight hours is an inbox with confirmation of receipt and expectation of response time allowable or the ability to leave a phone message?	Yes.
22.	A.3.d.iii	4	Additionally, section iii asks for response to state inquiries within 24 hours. Is 1 business day acceptable?	Yes.
23.			Out-Of-State Vehicles: Please clarify how out-of-state (vehicles not titled in Tennessee but that are towed in Tennessee) are handled. Is a NMVTIS check to determine the state of origin required? Will the portal have to determine ownership and send notices to the owner if they are outside of the state?	Contract Section A.3 requires capability to compare input information with vehicle registration and ownership data and to send notices to owners and lienholders. The documents do not specifically reference NMVTIS but require ownership determination functionality. The State assumes that the portal would need to utilize NMVTIS search functionality to determine ownership.
24.	A.3.c	3	Project Timeline: Many sections of the RFP reference integrations which might not be fully within the contractor's control (State MSP, TNGov, etc) and the timeline is tight. What are the penalties if the October 1, 2026 deadline isn't met due to these causes or other circumstances?	The Portal must integrate with the State's designated Merchant Services Provider (Contract Section A.3.a). Funds are settled directly to the State. Contractor compensation is based on the number of Publisher-posted transactions (Contract Section C.3). The State's deadline is imposed by statute. The lump sum payment upon completion of implementation is conditioned on fulfillment by the deadline.
25.			Enforcement and Security: What is participation enforcement going to look like for the program? For example, the law allows 90 days for towers to begin to comply after the portal is live. After that time, which entity will be enforcing compliance with posting notices versus sending manually?	The RFP and Contract define Authorized Users and Publisher enrollment (Contract Section A.2) but do not assign regulatory enforcement authority to the Contractor. The Agency will set the guidelines.
26.			Additionally, Who is liable for ensuring lawful usage of the product and what rights or obligations does the contractor have for limiting access for a user?	The Agency will set the guidelines for limiting access.
27.			For example, if it is found that a customer is breaking the law, misusing the data, or violating the terms of the contract, what recourse does the contractor have to disable them?	The Contractor would contact the Agency for review in this situation.
28.	A.2.c	1	Additionally, section A.2.c in the contract requires every publisher for the portal to undergo an annual certification. Who is responsible for collecting and grading these certifications?	The annual certification will be a Publisher confirmation of their Authorized User eligibility. The State would require this confirmation on an annual basis, with an electronic record of the certification retained for the year following such certification. The certification should be accomplished through electronic processes in the Portal. Grading of the

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				certification is not necessary, the State is only needing completion.
29.	3.3.7	8	Subcontractor Exclusion and Definition: It says a prime contractor cannot permit another respondent to list them as a subcontractor. Is there a way that a prime contractor can indicate in their bid, or through email communication, that they are explicitly disallowing another bidder from listing them as a subcontractor to prevent them from being named without their knowledge?	The RFP requires that any proposed subcontractor must expressly assent to being included (Attachment 6.2, Section B.14), and Section 3.3.7 prohibits a Respondent from submitting as a prime while permitting another to list them as a subcontractor. Therefore, a company cannot properly be listed without its knowledge and agreement. While no formal opt-out process is described, a company may notify the Solicitation Coordinator in writing that it does not consent to being named as a subcontractor.
30.	3.3.8	8	Additionally, is there a threshold for what is considered a subcontractor for this purpose? For example, is a mailing service (a service which prints and puts mail into the mailstream) considered a subcontractor for the purposes of this RFP?	The RFP does not define a monetary or scope threshold for what qualifies as a subcontractor. RFP Attachment 6.2, Section B.14 requires Respondents to identify any subcontractor that will perform a portion of the goods or services under the Contract. Therefore, if a mailing service is performing part of the required Contract scope (e.g., printing and mailing statutory notices), it would generally be considered a subcontractor and should be disclosed in the response. A national delivery carrier performing mailing services would not be considered a subcontractor if the carrier is performing its services within its normal course of business.
31.	3.3.9	8	Additionally, is there any guidance on if a subcontractor can also subcontract out parts of their work?	The RFP does not contemplate that a subcontractor may subcontract performance.
32.	1.4.5	2	Digital Bid Submissions: This section encourages respondents to submit bids digitally, but other sections (3.2.2) require a physically delivered option. Is there any valid process for a digital submission?	The Contractor is responsible for using the response methods detailed in Section 3.2.

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33.	3.1.1.2	6	Permissible Exhibits: Exhibits are referenced here as being permissible and allows for larger sizes than 8 ½ X 11. Is there any guidance on what can be included in an exhibit (such as images or workflows from previous relevant projects or portals)?	Images, charts, text, etc. are permissible.
34.	5.2.1.5	15	Oral Presentation Timing: This section says that the Oral Presentation will be the top 3 respondents after the technical response is scored. However, Amendment 1 shows that the oral presentation will be scheduled on March 4, while the technical grading does not occur until March 17. Is there any specific rubric which will determine the top 3 since the grading occurs after oral presentations?	Section A is Pass/Fail based on completion of all required items. If the Respondent passes Section A, then Section B & C will be utilized to determine the top three Respondents. The Technical Responses are not completed until Section D is scored which occurs after Oral Presentations. Please reference RFP Attachment 6.2. - Section A, B, and C for the rubric on grading.
35.	5.2.1.5.1	15	Field Test Definition: This section references the Oral Presentation or "field test" – can more information be provided regarding what constitutes a field test? Are demonstrations of previous relevant projects permissible and considered a "field test" of services?	This RFP only requires an Oral Presentation. See Amendment Item 4 below for revisions to RFP Section 5.2.1.5.1.
36.	A.3.	19	Verified Credit Report Definition: Is there a definition of a "verified" credit report? Additionally, does the credit report have to be provided directly from one of the big three, or would a secondary company like Dunn and Bradstreet or Creditsafe be valid?	There is not a definition for verified credit report. The State requires verification indicating compliance with FCRA requirements. There is no express requirement that the verification be made by the top three credit reporting agencies.
37.	B.6.	20	Mergers and Acquisition Definition: Do you need information regarding only which mergers and acquisitions have changed the control of the respondent, or should any merger and acquisition related to the respondent be detailed?	Any merger, acquisition, or change of control should be detailed. This includes changes in control that may or may not result from a merger or acquisition.
38.	A.3.a.v.(5)	2	Requirements for Reports: Is there a summary or expectation of the type of information required to be submitted and accessible by the state in those required detailed reports? Will the reports include images, or just text?	T.C.A. § 55-31-104(c)(5) requires that the Portal "allow and enable a towing company to submit detailed reports." The State would expect that functionality to include uploading of images or pdf documents or other free form statements related to the vehicle's status. There are not required data fields for these reports,

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				but rather the Portal should accommodate variable forms that may be utilized by towing companies or other Authorized Users. The solution must have functionality that enables Portal users to view the items uploaded by Publishers.
39.	A.3.a.v.(8)	2	Endpoints and Connections: Is there an expectation of what type of data will be extracted from the endpoint? Is there any expected criteria for the process by which a third-party, including the contractor, may link with the system?	Contract Section A.3.a.v.(5) describes the additional capabilities required by the system in 1-9. Section B goes on to describe the Portal will be State hosted in a State AWS cloud tenant, support multiple user interface touchpoints.
40.	A.3.b.ii	3	Additionally, section A.3.b.ii requires development of outbound interfaces with external systems. Are these additional connections required as part of the 10/1 "Go Live" date, or will these be subsequent enhancements with additional programming costs?	Interfaces with external systems are required to be operational as of the October 1, 2026 implementation deadline.
41.	A.4.a	4	MyTN.Gov Integration and Timeline: What all does this potential entail and could this be a requirement to integrate prior to go live or will it be a subsequent requirement subject to additional cost for programming?	Interface with MyTN.Gov is required to be operational upon implementation. Compensation for the interface is included in the lump sum payment provided upon completion of implementation.
42.	A.4.a	4	If it is required for go live, will you fast-track any setup with MyTN and the MSP in order to assist with meeting timelines?	The State will make every effort to fast-track integration initiatives with other State systems and vendors.
43.	A.4.a	4	For the SAML/SSO requirements or OAuth2 requirement in section (2), will the web applications be the identity provider? Will there be a single named IdP to use for federated access, or will the system need to support any numbers of IdPs?	No, the application will not need to be an IdP. There is a single, state-owned identity provider.
44.	4.9.1	11	The RFP at point 4.9.1 said: "After contract award, the Contractor who is awarded the contract must submit appropriate documentation with the Department of Finance and Administration, Division of Accounts.". Could you please list the documents that should be submitted?	There is not a specific list, but the Respondent will need to set up appropriate accounts with the Department of Finance and Administration in order to receive payments for contract work. Upon setting up such accounts the Respondent will need to submit appropriate documentation required by the Dept. of Finance and Administration for contract payments at that time. The Department of Finance will make the Respondent aware of such documentation at the time, and will likely require the Respondent to complete certain tax forms
45.	A.5	4	How long should the Warranty period be?	Section A.5. provides that the warranty term is the greater of the term of the contract (5 years) or any other warranty generally offered by the Contractor.
46.	A.6	4 & 5	How will defects outside of warranty period and future improvements be	The warranty period runs for the duration of the Contract Term, at minimum.

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			charged? Will it be at no additional charge or will the vendor be able to charge for additional improvements and defects outside of the Warranty period?	
47.	A.3.ii	2	What is the State's designated merchant services provider? Which company is providing such services to the State?	The State's current merchant services provider is Worldpay.
48.			Which roles should the system have?	The Solution should have Publisher and Account Administrator roles, as well as functionality suited to the members of the general public that will use the Portal to search for unclaimed vehicles.
49.			Who will grant or assign roles - our identity provider or the State's identity provider?	The Contractor will be responsible for assigning appropriate roles to the various user types.
50.	A.4.(2)	4	The RFP mentioned SAML and OAuth2. Does it mean that the portal should integrate with a State-owned identity server?	Yes. The application will need to integrate with a State-owned identity provider.
51.	C.11	24	Could you please provide comprehensive information about fees handling and transactions handling? About it told in C.11	Publishers incur a transaction fee per posting on the Portal. The Solution should be designed such that transaction fees are charged to the Publisher, with payment required prior to posting. Payment should be remitted by the Publisher to the Contractor through the Portal. The Solution must be integrated with the State's merchant services providers such that the payment flows through the Portal to the State's MSP, which shall process the payment and settle remitted funds to the State. The Contractor shall be compensated by the State from the settled funds.
52.	C.12	24	C.12 says "Provide a narrative that describes how the Respondent's product can operate in real-time with updates for law enforcement, other users, and the public.". What do you mean - API, WebHooks, Notifications?	This question seeks detail about how the Contractor's proposed Solution will accomplish the requirement imposed by T.C.A. § 55-4-104(c)(1) that the Portal "provide the public with real-time access to locate motor vehicles that have been towed pursuant to this chapter." If the Contractor anticipates utilizing API, WebHooks, or Notifications to achieve the statutory objective, the Contractor should explain how those tools will assist in confirming the real-time access described.
53.	C.8	24	Could you please provide a comprehensive description of the billing process?	Each Publisher notice incurs a transaction fee. The fee is paid by the Publisher through the Portal. Through integration with the State MSP, the Solution shall direct transaction fees through the MSP and enable the MSP to process fee charges and to settle all resulting funds directly to the State. State compensation of the vendor occurs separately as defined in Section C.3.c. of the pro forma.

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54.	A.2.d	1	Point A.2.d: What is annual certification? How is it conducted?	The annual certification will be a Publisher confirmation of their Authorized User eligibility. The State would require this confirmation on an annual basis, with an electronic record of the certification retained for the year following such certification. The certification should be accomplished through electronic processes in the Portal.
55.	A.3.a.iii	2	A.3.a.iii: what is suggested way to validate that the user is authorized to enroll during automated enrolment process. Is there a possibility to use SSO functionality with the State supported digital identity provider service?	Authorized Users will complete an electronic certification confirming their eligibility to publish on the Portal. Confirmation is also required that the fee contemplated by T.C.A. § 55-31-104(b) has been paid. The State is agreeable to automation of these processes to the extent feasible. The Agency is not aware that a digital identity provider service is currently available to use for this purpose.
56.	A.3.a.ii	1	Could the State clarify the expected billing functionality related to the general public? The RFP indicates that public searches are to be provided at no cost; however, it also references outstanding towing, storage, recovery, and administrative fees. Does the State anticipate that vehicle owners will remit these fees through the new Unclaimed Vehicle Portal, rather than paying the Publisher or towing company directly?	T.C.A. § 55-31-104(c)(3) requires that the Portal "Provide the fee amounts and payment methods for motor vehicles that have been towed pursuant to this chapter." The State does not expect that the Portal will facilitate payments from the general public to towing companies or garagekeepers but rather will provide information about the payment methods available.
57.	A.3.a.ii	2	Could the State please clarify the expected functionality of the State Merchant Services Provider (State MSP)? Specifically, does the State MSP offer billing and invoice-generation services, or does it function solely as the payment gateway for online transactions? Furthermore, should the proposed solution transmit transaction-fee files for each Publisher to the State MSP for billing purposes, or is the solution expected to generate and distribute monthly invoices to Publishers and provide a means for them to review and remit payment through an integration with the State MSP?	The Solution is expected to charge Publishers on a per transaction basis prior to posting and provide a means for them to remit payment through the integration with the State MSP. The State MSP functions solely as the payment gateway for online transactions.
58.	A.3.a.v	2	It appears that in the past the publishers/towing companies were responsible to send the notices to owners and lienholders via certified mail. This RFP appears to be requesting that the publishers be able to request the solution to generate the notices on behalf of the publishers. Does the State have a print facility that can accept FTP of data or PDFs to generate and send out the notices for	Printing and mailing will be the Contractor's responsibilities. Certified mail is not required. In the State's view, best practices would align with the mailing requirements currently imposed on Publisher entities, which is to use a national carrier that ships with electronic tracking a document or package to its intended recipient within three business days. See T.C.A. § 55-31-301(b)(1)(B).

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			the solution? Will those be via certified mail?	
59.	3.2	7	The response delivery mentions only sealed paper and digital copies on USB. Is there an option to email the responses also?	No, at this time we are only accepting mailed and hand delivered submissions.
60.			Is there an existing portal from which migration of content and data needs to happen?	No, there is not an existing portal or migration of content or data that will need to occur.
61.	A.3a.iii	2	Which vendor is currently supporting "State's designated merchant services provider (State MSP)"	The current designated merchant services provider is Worldpay.
62.	C.1	5	The RFP does not mention the maximum liability amount. Can the state share the maximum liability amount?	We are unable to predict a precise maximum liability, as vendor compensation will be driven by transaction volume and depends in part on the cost model proposal that is selected. However, a lump sum payment is planned for initial implementation and transaction volume is anticipate to be approximately 100,000 annually.
63.	C.4	6	Does the State except any project related travel?	The Contract does not contemplate on-site travel. The Oral Presentations are to be held virtually (RFP Section 5.2.1.5.1), and the Portal must be State-hosted in AWS.
64.	C.3	23	We have credentials in the commercial sector for similar work but not with state agencies or government agency. Is that reason for disqualification?	No. The RFP does not require prior experience specifically with State or government agencies. However, experience with similar projects— particularly state-level implementations— is evaluated under the Technical Qualifications and Experience criteria (RFP Attachment 6.2, Section C). Lack of government experience is not automatic grounds for disqualification, but it may affect scoring under the evaluation criteria.

3. Delete *Pro Forma Contract Section A.3.b.iv.* in its entirety and insert the following in its place (Any sentence or paragraph containing revised or new text is highlighted):

The Portal shall be designed to support a transaction-based service structure, under which Portal fees associated with each Publisher posting are assessed on a per-transaction basis. All transaction-based Portal fees shall be assessed, collected, and settled directly to the State and shall be used to compensate the Contractor, in accordance with Section C.3. for portal operational support and maintenance. All Portal transaction fee processing shall be conducted through the State's statewide merchant services provider for credit/debit card transactions, or via an ACH debit file that adheres to NACHA guidelines to be given to the State and processed through our Treasury department with the State's depository bank.

4. **Delete RFP Section 5.2.1.5.1 in its entirety and insert the following in its place** (Any sentence or paragraph containing revised or new text is highlighted):

The Oral Presentations are mandatory. The Solicitation Coordinator will schedule Respondent Presentations during the period indicated by the RFP Section 2, Schedule of Events. The Oral Presentations will be for a duration of two (2) hours and zero (0) minutes. Respondents should leave time for potential questions from evaluators. The Oral Presentations will be held virtually. Any additional details regarding the Oral Presentation ~~or Field Test~~ will be provided by the Solicitation Coordinator at the time of scheduling. The Solicitation Coordinator will make every effort to accommodate each Respondent's schedules. When the Respondent Presentation schedule has been determined, the Solicitation Coordinator will contact Respondents with the relevant information as indicated by RFP Section 2, Schedule of Events.

5. **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.