



STATE OF TENNESSEE
BUREAU OF INVESTIGATION

**REQUEST FOR PROPOSALS # 34800-103124
AMENDMENT # 2
FOR PROVISION OF MAINTENANCE AND SUPPORT
OF STATE'S COMPUTERIZED CRIMINAL HISTORY
SYSTEM INCLUDING ALL INTERFACES AND WEB
SERVICES**

DATE: 3/3/2025

RFP # 34800-103124 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		February 11, 2025
2. Disability Accommodation Request Deadline	2:00 p.m.	February 14, 2025
3. Notice of Intent to Respond Deadline	2:00 p.m.	February 18, 2025
4. Written "Questions & Comments" Deadline	2:00 p.m.	February 21, 2025
5. State Response to Written "Questions & Comments"		March 3, 2025
6. Response Deadline	2:00 p.m.	March 13, 2025
7. State Completion of Technical Response Evaluations		March 18, 2025
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	March 19, 2025
9. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	March 20, 2025
10. End of Protest Period		March 27, 2025
11. State sends contract to Contractor for signature		March 28, 2025
12. Contractor Signature Deadline	2:00 p.m.	March 31, 2025

- 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. Can you describe the system TBI is currently using for the Computerized Criminal History (CCH) program?	The current system is state-owned and is written in C++ language.
		2. Is the CCH system custom built or is a COTS product?	It was a custom build.
		3. When was it developed/implemented and what vendor performed the implementation?	The CCH was developed and implemented over 20 years ago. It was developed and implemented by SENT software.
		4. What vendor is currently responsible for maintenance and support?	Diverse Computing Inc.
		5. What challenges has TBI had with the data base in the past?	None.
6.2 Section C.1.	25	6. 6.2 Section C, C.1.: Does the State have a preferred type of project management (e.g. Agile, Waterfall, Critical Path, etc.)?	No, there is no preferred type of project management.
		7. What areas of the CCH have known defects?	No defects are present at this time.
		8. What is the State's expectation for resolution of known defects that are grandfathered into this RFP?	Contractor will not be held to the strict SLAs for outstanding issues that have not been resolved prior to the start of the Contract. Contractor and State will reach a mutual agreement about how quickly outstanding issues must be resolved based on the urgency of the issue.
		9. Are there known recurring critical problems that will potentially require urgent resolutions soon after the contract begins?	No.
		10. If so, are there known corrective actions that resolve these problems?	N/A
		11. Are any of the funds being used for this RFP dependent upon Federal Grant funding?	No. This is a state-funded project.
		12. What specific CCH programs, including web services, interfaces, or software, reference or depend upon NIEM models?	There is a CCH rapsheet service that builds out NIEM compliant rapsheets for out of state responses.
		13. Are all CCH web services, interfaces, and software running on state provided and maintained servers?	No. Some are on premises and some are cloud-hosted.
		14. If not, is the State willing to consider moving all web	No.

RFP SECTION N	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		services, interfaces, and software to State provided and maintained servers?	
		15. Is there existing comprehensive solutions design documentation for the CCH that Contractor will update with changes Contractor makes to the CCH?	Yes.
		16. What middleware or database software does the CCH depend upon that is not addressed in the scope of work or that is not specifically used to store and manage Criminal History records?	There is none.
		17. Will the State consider using secure online forms provided by Contractor to submit problem reports?	Yes.
		18. Is the current Computerized Criminal History (CCH) system internally developed, or is it provided by a third-party vendor? If it is vendor-provided, could you please specify the vendor name and the version of the system currently in use?	See Questions 1, 2 and 3.
		19. What is the age of your current CCH system? When was the system first implemented, and have there been significant upgrades or changes since its inception?	CCH was built and implemented more than 20 years ago. Yes, there was a major upgrade performed in 2016.
		20. Who is your current Message Bridge (switch) vendor, and how does the system interact with this provider for messaging and data exchange?	Datamaxx is the current message switch contractor. It is accessed through the message bridge.
		21. Could you provide a detailed list of the current integrations within the CCH system, including any external systems such as fingerprint providers, message switch, Department of Corrections (DOC), courts, any other third-party systems or inner agency systems ?	<p>There are a few as follows:</p> <p>ADCO – this is an app that accepts CCH record updates from NCIC through the messaging switch.</p> <p>CCH rapsheet service – this service accepts parameters and builds out a rapsheet response</p> <p>AFIS web service – this service accepts state identification and returns a rapsheet to an AFIS terminal if requested.</p> <p>Administrative User Website is used to add and remove users of the CCH and to change passwords, etc.</p>
		22. How does your current support structure for the CCH system operate? Are there daily	No. There are not daily requests.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		support requests, ongoing system enhancements, or lingering issues that need attention?	
		23. Currently who is providing your CCH support?	See Question 4.
		24. How is this support managed? Are there tickets created? Who determines the priority of support items?	Currently, support is managed through the current Contractor's ticketing system. The State will determine priority based on the defined criteria within the contract of whether the problem is critical, major or minor.
3.2.2.1 & 3.2.2.2	8	25. 3.2.2.1 and 3.2.2.2 clarification: Do responses need to be both emailed <i>and</i> submitted via disk and paper copies, or may we only email the response?	Responses may be submitted either via email or physically, they do not need to be submitted via both methods.
A.8	37	26. A. 8 Can we have access to the existing System Design Documentation in electronic form?	No. For security purposes, TBI will not release a copy of the solution design documentation.
A.23	39	27. A.23 Is the states change management process documented? If so, can it be shared?	TBI has a flexible and customizable change management practice and can build out workflows specific to CCH and Contractor. This is a TBI designed system and is an automated process. We will not share any documentation until the Contract is awarded to Contractor.
A.4	35	28. A.4. Regarding the phrase "...by a dedicated technician specifically assigned to the State". Does that mean that the technician must not have any other unrelated job duties while remaining available for CCH maintenance and support?	No. It does mean that the State must have a dedicated resource for this project so that issues with the CCH take precedence over other job duties assigned to the technician.
		29. Is the SLA for incident response and/or the requirement for an on-site support resource negotiable?	No.
		30. The RFP mentions that the Message Bridge is written in C++. What language/framework are the rap sheet web service, AFIS web service, and core CCH system written in?	The core CCH is written in C++. Visual Basic is the language used by the other services.

3. **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.