



**STATE OF TENNESSEE
DEPARTMENT OF HEALTH**

**REQUEST FOR INFORMATION
FOR
SOFTWARE AND LICENSING TO PROVIDE PERMITTING AND MOBILE INSPECTIONS FOR
ENVIRONMENTAL HEALTH**

**RFI # 34339-19226
June 1, 2026**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Health issues this Request for Information (“RFI”) for the purpose of providing software and licensing to provide permitting and mobile inspections for Environmental Health. We appreciate your input and participation in this process.

2. BACKGROUND:

The State is seeking information from vendors that provide digital solutions to support public health, environmental health, and regulatory program management. The State is exploring options for a modern, configurable platform capable of streamlining how inspections, permits, investigations, and compliance activities are created, tracked, and reported across multiple programs.

The overall goals of the solution include:

- Improving efficiency and consistency in regulatory workflows
- Reducing reliance on manual or paper-based processes
- Increasing data accuracy and accessibility
- Enhancing reporting, analytics, and transparency
- Modernizing or replacing existing legacy systems
- Supporting both field and office staff with user-friendly tools
- Enabling payment acceptance for permits and ensuring compatibility with existing State financial systems and operational processes

The scope of information sought includes software platforms and related services such as configuration, workflow customization, data migration, training, system integrations, hosting, and long-term technical support. Solutions may also include mobile applications for fieldwork, public-facing portals, or modules tailored to specific environmental or public-health programs.

The State anticipates deploying a solution at a statewide or departmentwide level and requires alignment with State standards, security and privacy requirements, accessibility guidelines, and relevant regulatory frameworks. Additional considerations include scalability, role-based access controls, audit logging, Application Programming Interface (API) availability, and the ability to support future program expansion.

3. COMMUNICATIONS:

- 3.1. Please submit your response and any questions to this RFI to:

Jessica Taylor, Competitive Procurement Director
 Department of Health, Procurement Management Office
 Andrew Johnson Tower, 6th Floor
 710 James Robertson Parkway
 Nashville, Tennessee 37243
 615-532-7560
 Jessica.Lynn.Taylor@tn.gov

- 3.2. Please reference 34339-19226 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

	EVENT	TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		June 1, 2026
2.	Written Questions and Comments Deadline	2:00 p.m.	June 5, 2026
3.	State's Responses to Written Questions and Comments		June 10, 2026
4.	RFI Response Deadline	2:00 p.m.	June 15, 2026

5. GENERAL INFORMATION:

- 5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.
- 5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.
- 5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

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

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TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS
4.	Describe your methodology and validation for migrating a client organization's existing data into your platform during that organization's implementation.
5.	Is your system a cloud-based system?
6.	Please describe how your system delivers completed inspection reports to the cloud.
7.	What confirmation or tracking does your system provide to show that an inspection report was successfully delivered?
8.	How does your system handle errors or failed deliveries, and how are users notified?
9.	What are the capabilities to store data should there be no service or WIFI, and can uploads occur later?
10.	What is the pricing model for overall service?
11.	What customer support options do you offer (e.g., phone, email, ticketing system), and what are your standard support hours?
12.	Please outline your typical response times for support requests and any service-level commitments you provide.
13.	What ongoing maintenance services are included with your solution (such as updates, bug fixes, hosting, or routine system checks)?
14.	What training resources or documentation are available for new and existing users?
15.	Please describe how system upgrades are handled and how often they typically occur.
16.	What is your approach to communicating changes, updates, or new features to customer organizations?
17.	If workflow or system changes require coordinated communication across multiple departments, how do you support that process?
18.	Can your software generate reports and perform statistical analysis of inspection data?
19.	Does your software provide data validation to prevent errors?
20.	Is your system ADA Compliant?
21.	Able to collaborate with state agencies to get permit system updates in real time to display accurate data to our staff?
22.	Describe how an organization would gain direct access to its data from the application database and describe how you would work with a client organization to ingest its data into its data repository
23.	Does your system have bulk invoicing?
24.	Will your system be capable of creating Mass/Bulk email/text messaging invoice capabilities?

25. Does your system have a permit payment portal for owners/operators? If so, please describe (example: proprietary payment system; compatibility with third-party payment processing systems).
26. When changes are made on record, is there a tracking system to record changes made? a. Can the list of changes be altered after finalization? b. Does it record who performed the change?
27. Does your software provide a range of user permissions based on job title?
28. What are your security/password requirements?
29. What rights, if any, do you retain for data created by the Department and other state agencies?
30. Does your system have capabilities to perform inspections on iPads?
31. Are Follow-ups inspection data automatically generated?
32. Does system have the ability flag or send automated alerts or notifications for items due or overdue for inspection?
33. What file types are supported and can be added to inspection reports?
34. Does the software track repeat violations?
35. Can the software issue a notification to a permit holder if a repeat violation is noted?
36. If one LLC owns multiple locations, can one owner be linked to multiple permits?
37. Does your company comply with NIST 800-53?

COST INFORMATIONAL FORM

1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. Describe the typical price range for similar services or goods

ADDITIONAL CONSIDERATIONS

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