STATE OF TENNESSEE
Department of Correction

REQUEST FOR PROPOSALS # 32901-31344
AMENDMENT # 1
FOR IOT Compliant Reporting

DATE: March 28, 2024

RFP # 32901-31344 IS AMENDED AS FOLLOWS:

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

EVENT	TIME (central time zone)	DATE
1. RFP Issued		February 12, 2024
2. Disability Accommodation Request Deadline	2:00 p.m.	February 15, 2024
3. Pre-response Conference	2:00 p.m.	February 20, 2024
4. Notice of Intent to Respond Deadline	2:00 p.m.	February 21, 2024
5. Written "Questions & Comments" Deadline	2:00 p.m.	February 28, 2024
6. State Response to Written "Questions & Comments"		March 28, 2024
7. "Additional Clarifications and Questions" Deadline	2:00 p.m.	April 5, 2024
8. State Response to "Additional Clarifications and Questions"		April 25, 2024
9. RFP Response Deadline	2:00 p.m.	May 17, 2024
10. State Schedules Respondent Oral Presentation		May 22, 2024
11. Respondent Oral Presentation		June 5-6, 2024
12. State Completion of Technical Response Evaluations (RFP Att 6.2., Sections B, C, D)	9 a.m. – 4 p.m.	June 19, 2024
13. State Schedules System Testing		July 9, 2024
14. State System Testing & Demonstrations		July 15-26, 2024 (Respondent 1) August 5-16, 2024 (Respondent 2) August 26-September 9, 2024 (Respondent 3)
15. State Completes Scoring of System-Testing Results (RFP Attachment 6.2., Section E)		September 13, 2024
16. State Opening & Scoring of Cost Proposals	2:00 p.m.	September 16, 2024
17. Cost Negotiations with the Central Procurement Office		September 17-September 27, 2024
18. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection		October 1, 2024
19. End of Open File Period		October 8, 2024
20. State sends contract to Contractor for signature		October 9, 2024
21. Contractor Signature Deadline		October 15, 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 <u>NOT</u> be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Staff Training		1. Will the County please identify the number locations and number of staff of staff members that will require initial training upon contract execution?	The Division of Community Supervision has a total of forty-six (46) field offices and approximately one thousand (1,000) staff members. The State will consider the facilitation of regional or district training, to condense locations. The final training plan shall be approved in writing by the State.
Active Monitoring		2. Will the County to please provide the daily average number of active offenders being monitored on the current Compliant Reporting Software?	The State tracks the average number of active offenders monthly. As of February 2024, the average number of active offenders being enrolled on the current Compliant Reporting Software is 2,906.
Current Contracted Pricing		3. Will the County please provide the current contract pricing for Compliant Reporting Software?	Please reference RFP Attachment Appendix 1: Current Contract. This document contains all current pricing information.
Proposal Due Date		4. We kindly ask the County to extend the proposal due date by two weeks after the release of all addenda(s). This will ensure all vendors have appropriate time to thoroughly review all addenda(s) and modify their proposal response accordingly.	The proposal due date as currently listed in the RFP Schedule of Events shall remain as written.
Section A, Item A.4.(c) and C.9	21	5. Would the County consider a more modern app-based approach to address these requirements, or is provision of a phone-call based IVR system a mandatory requirement?	The State will consider a modern application as a delivery solution, in addition to a phone-call-based IVR system. A phone-call-based IVR system is a mandatory requirement as referenced in RFP Attachment 6.2. Section C. item C.9. so that all participating Offenders can utilize this reporting method.

Section A, Item A.4 (c2)	28	6. Can the County specify which OMS is in use and/or what API's or interfaces would be made available for integration?	The current OMS in usage by the State known as TOMIS, is a mainframe system with that is currently in usage by the current Complaint Reporting vendor. There are two (2) interfaces between the current OMS (TOMIS, mainframe system). 1. The OMS creates one text file each day containing all offenders who are under Community Supervision (Probation and Parole). There is one fixed-length record for each offender, containing offender demographic as well as supervision information. This file is placed on the State enterprise SFTP server and is consumed by the compliant reporting vendor. 2. The Compliant Reporting vendor places two text files on the State enterprise SFTP server: a. Offender Notes: this file contains information regarding appointments that have been scheduled, text messages sent to the offender by the vendor system and details about contacts the offender has made with the vendor system by telephone, etc. This file is consumed by the OMS and populates the Contact Notes screen in the current OMS. b. Offender Address and Telephone number changes: The current OMS consumes this information and updates the offender demographic attributes screen(s) in the current OMS.
Section C, Item C.14	29	7. Will any other means of delivering these automated reminders be considered, other than phone call or text message?	Yes, the State will consider other means of delivering automated reminders in conjunction with phone call or text message so that all participating Offenders can utilize this reporting method.
		8. Attachment 6.2, C.9 states, "Provide a narrative that illustrates how the Respondent will provide a dedicated landline telephone option for Offenders without cellular phones or applicable cellular service across LTE networks." *Will the State accept a phone loan program to provide smartphones in lieu of a landline telephone option?*	It is the State's preference that the delivery solution be utilized on Offender-owned devices. Respondents may include a description and cost of a device-loan program in their proposals. The administering of a phone loan program will be reviewed by the State on a case-by-case basis.

		9. Attachment 6.2, C. 14 states, "Provide a narrative that illustrates how the proposed solution will provide alerts to include: 1. Automated call-back." *Can the State provide insight into the purpose of the automated call back?*	The purpose of the automated call back is to remind Offenders to call into the system if they missed a call-in date.
		10. Attachment 6.2, C.21 states, "Provide a narrative that illustrates how the proposed solution will be designed to select and notify enrolled Offenders to include but not limited to the below: 1. Random drug screens, 2. Trac status of drug screens, 3. Receive test results of drug screens of all offenders." *Will the State provide details on their definition of random?*	The State considers random screens to be computer-generated lists of selected offenders to be drug screened on a prescribed schedule.

| Attachment 6.2 Section A Technical Response & Evaluation Guide, A.4.c.c. | 21 | 11. *A.4. Provide a statement that includes a maximum of one (1) page that includes the following information:* *(a). Confirmation that the Respondent can supply a web-based program to be accessible from all State-approved web browsers to include Microsoft Edge, Google Chrome and Firefox that is currently in use by other government agencies (Federal, State, or Local entities)* *(b). Confirmation that the Respondent can supply a web-based program that contains features for Offenders deemed Limited English Proficient (LEP).* *(c). Confirmation that the Respondent can supply a dedicated phone number for Offenders utilizing a land-line telephone to capture all voice responses.* *(c.). Confirmation that the Respondent can provide two-way communication between the State's Offender Management System (OMS) and the Respondent's software including information such as Offender profiles, data, and case notes, etc.* a. Will the State please provide a list of fields that need to be integrated going from the Contractor system to the State system and a list of fields that need to be integrated going from the State system to the Contractor system. If the future integration points are not determined, please provide a list of the current fields that are integrated. | The current integration fields include offender identification, such as offender number, offender contacts, supervision levels, contact notes, and other key activities as defined by the State. Any fields adopted in a future OMS have yet to be defined by the State and will work with the awarded Contractor upon the rollout of a future OMS to design any future integration fields. |

		12. Sample Contract, D.32. Insurance: We have several questions regarding insurance: a. The first paragraph states, "Any deductible or self insured retention ("SIR") over fifty thousand dollars ($50,000) must be approved by the State." *Will the state consider amending or removing this requirement?* b. The second paragraph states, "…Contractor shall provide a copy of the umbrella insurance policy documents to ensure that no aggregate limit applies to the umbrella policy for that coverage area." *Will the State consider removing this language?* c. The third paragraph states, "The State reserves the right to require complete copies of all required insurance policies, including endorsements required by these specifications, at any time." *Will the State consider removing this requirement?* d. D. Technology Professional Liability (Errors & Omissions)/Cyber Liability Insurance, 1), states, "The Contractor shall maintain technology professional liability (errors & omissions)/cyber liability insurance appropriate to the Contractor's profession in an amount not less than ten million dollars ($10,000,000) per	The State will not consider removing or lowering any requirements as currently written.

| | | | occurrence or claim and ten million dollars ($10,000,000) annual aggregate, covering all acts, claims, errors, omissions, negligence, infringement of intellectual property (including copyright, patent and trade secret)…" *Will the State consider changing the $10 million requirement to $5 million? Also, will the State consider removing the text "infringement of intellectual property (including copyright, patent and trade secret)?* | |

e. E. Crime Insurance, 1), states, "The Contractor shall maintain crime insurance, which shall be written on a "loss sustained form" or "loss discovered form" providing coverage for third party fidelity, including cyber theft and extortion. The policy must allow for reporting of circumstances or incidents that may give rise to future claims, include an extended reporting period of no less than two (2) years with respect to events which occurred but were not reported during the term of the policy, and not contain a condition requiring an arrest or conviction." *Will the State consider omitting the requirement for tail coverage?*

f. E. Crime Insurance, 2), states, "Any crime

		insurance policy shall have a limit not less than one million dollars ($1,000,000) per claim and one million dollars ($1,000,000) in the aggregate. Any crime insurance policy shall contain a Social Engineering Fraud Endorsement with a limit of not less than two hundred and fifty thousand dollars ($250,000). This insurance may be written on a claims-made basis, but in the event that coverage is cancelled or non-renewed, the Contractor shall purchase an extended reporting or "tail coverage" of at least two (2) years after the Term." *Will the State consider lowering the sublimit to $100,000 from $250,000?*	
Attachment 6.2 Section C Technical Response & Evaluation Guide, C.14	27	13. *C.14. Provide a narrative that illustrates how the Respondent will provide unlimited talk, text, videoconferencing, and video chat services within the proposed solution.* a. Please elaborate on the parties to be included in this specification, i.e.: Officer to Client, Client to Officer, Officer to Officer, Officer to Contractor Monitoring Center, Client to Contractor Monitoring Center. b. Please indicate the frequency that each communication type occurred in the last year and the average length of communication by type for Talk and Video Conference.	A. "Client" is referred to the Offender being supervised on the officer's caseload. The parties as listed: Officer to Client, Client to Officer, and Officer to Officer are the parties that are to be included. B. Currently, the set frequency for Offender contact is one (1) time per month. Offenders are required to call in on a specific day of the month. There are no automatic reminders which could be daily, weekly, or monthly. The average length of a call is four (4) to six (6) minutes.

Attachment 6.2 Section A Technical Response & Evaluation Guide, C. 15	28	14. *C.15 Provide a narrative that illustrates how the proposed solution will provide alerts to include:* *1. automated call-back* *2. text messages to offenders who fail to call-in as required (in the form of late reminders)* a. Can the State provide an example of an alert on an automated call back?.	The State intends to have an alert process for officers for any offender who did not report (call in) on the day assigned. When the offender misses the assigned call-in date, the system should automatically call the offender. If the offender does not respond, the officer must be notified with an automatic alert via email, push notification, or other alert system as proposed by the Respondent and approved by the State.
Attachment 6.2 Section C Technical Response & Evaluation Guide, C.21	29	15. *C.21 Provide a narrative that illustrates how the proposed solution will be designed to select and notify enrolled Offenders to include but not limited to the below:* *1. random drug screens* *2. track status of drug screens* *3. receive test results of drug screens of all Offenders* a. Will the State clarify that it wants the vendor of this RFP to generate the schedule for Offenders to be drug tested or does the Contractor only need to notify the offender of a schedule coming from a different source? b. Will the State clarify what 'status of drugs screen' is being tracked, is this the status if the offender complied with taking the screen or the status of the results? c. Will the State clarify the format and frequency that the test results are being provided to the Contractor to receive and record, are these individual Offender results being sent by multiple labs, is this an aggregated result coming from a State case management system, is it digital or hard copy, is the vendor expected to manually enter any data?	A. The vendor shall be responsible for notifying the Offender to report for a drug screen and notify the State if the Offender reported as required or missed the report in date. B. This means whether the drug screen result was negative or positive or other results such as adulterated. C. The frequency of drug screens is set by the State's defined supervision levels. The State contracts with one vendor who provides all drug screen results. The State shall receive the drug test results from the contracted vendor and enter the results in the OMS.

| Attachment 6.2 Section E Technical Response & Evaluation Guide, E. 1 | 34 | 16. *The Respondent's proposed solution is designed with the ability to onboard/enroll Offenders via a State-approved internet browser as referenced in section A.5.f. of the Pro Forma contract. The solution must also be able to discharge identified offenders.*
a. Please describe the process and anything needed to discharge identified offenders.
b. Will Contractor personnel need to perform any interaction or is this specification referring to the Contractor's system having the framework for State personnel to perform the discharge? | A. Offenders are discharged from supervision for various reasons (i.e. successful discharge, revocations, death, change of supervision level, or other reasons).

B. The Contractor's system will need to have the framework to perform the discharge. |

| Attachment 6.6 Pro-Forma Contract, A.4.1.c | 3 | 17. *A.4.1. The Contractor shall have the capability of allowing for an expansion of the Compliant Reporting System for an unlimited number of Offenders and staff at the State's request.*
a. The Contractor shall provide to the State a mobile application of the designated CR software for designated State staff usage from any state-issued mobile device.
b. The Contractor shall make available, at no cost to the State, any and all new technological features or enhancements to the services outlined in this Scope for integration.
c. The Contractor shall work with the State, including STS, to assure that mobile application development incorporates appropriate branding, design, technologies, and integrations with the State's web portal. The Contractor shall ensure that the Contractor's mobile application is compatible with the all supported versions of Apple's iOS.
d. The Contractor shall ensure that the Contractor's mobile application is compatible with Apple's iPhone and iPad.
Page 3
e. The Contractor shall deliver deployable mobile application packages to the State Enterprise Development Solutions team for publishing on the State's section of Apple's App Store.
a. Please clarify that the State wants to incorporate branding that is visible to the Offender in the mobile | The State requires all branding be consistent with TN.gov and the MyTN application suite.

If the Respondent's intent is to publish the mobile application into the Apple store under the State of Tennessee account, then STS's Enterprise Shared Solutions Team will need to build and release the mobile app into the respective app store. The source code must be provided to the State to be able to build the mobile app.

If the Respondent's intent is to publish the mobile application into the Apple store under the Respondent's current functionality, then the mobile application can be downloaded as it is currently designed by the Respondent as long as it meets Apple iOS operating system standards set forth by the State. |

Attachment 6.6 Pro-Forma Contract, A.5.9.	3	18. *The Contractor shall ensure that the CR System notifies the Offender if a call is seven (7) or more days after their scheduled reporting date. The Contractor shall ensure that the CR System instructs Offenders to call on the same day of each month as their date of birth. The Contractor shall ensure that the if an Offender calls seven (7) or more days late, the supervising officer shall be notified at the supervising officer's next system log-in.* a. Does the State assume that Offenders born on the 30th or 31st call in on the last day of the month if the call in month has less days than the birthday method allows, ie Calls in February?	Enrolled Offenders call on the calendar date that corresponds with their birth month. For example, individuals born in January call in on the 1st of the month, and individuals born in December call on the 12th of the month.
Attachment 6.6 Pro-Forma Contract, A.5.16.	6	19. *The Contractor shall ensure that the CR Tracking System collects and records the following data when an Offender calls in to report:* *a. Name;* *b. TOMIS (or any OMS adopted by the State) identification number;* *c. Change of address;* *d. Change in phone number;* *e. Change in employment;* *f. Whether the Offender has had law enforcement contact;* *g. Any significant issues that may need to be reported by the Offender;* *h. Whether the Offender needs to speak with their supervising officer; and* *i. Whether the Offender is current on their fees.* a. Will the State clarify the method for the Contractor to know if the Offender is current on their fees? Is this part of the integration package from the State case management system to the Contractor?	The State's OMS contains information on Offender fee payment status. This information is part of the integration package between the State's OMS and the Contractor's system.
Attachment 6.6 Pro-Forma Contract, A.5.23	7	20. *Contractor shall ensure that the CR System generates reminders to agents for auditing case status or special conditions and/or payment status.* a. Please specify if Contractor personnel need to manually enter a rule structure for reminders or if the system needs to house a rule structure for the State to maintain?	The Contractor needs to create the structure based on the criteria set forth by the State. The Contractor's system needs to house the rule once created for continuous automation.

Attachment 6.6 Pro-Forma Contract, A.5.26	7	21. *The Contractor shall ensure that the CR System generates random drug test notification to the Offender via text message and telephone calls with confirmation to supervising officer submitted through text message or email.* a. Please specify if the Contractor is generating the schedule based on rules outlined by the state or generating a drug test notification based on a schedule generated by the state and passed to the vendor	The random drug screen schedule will be based on rules outlined and generated by the State and will be passed to the Contractor. The Contractor shall be responsible for the notification of the drug screen to the Offender to report and notify the State if the Offender reported as required. The State will receive the drug test results from the contracted drug test vendor and will enter them into the OMS.
Attachment 6.6 Pro-Forma Contract, A.7.14	10	22. *The Contractor shall be responsible for ensuring that all systems and applications are compatible with and fully functional with all Microsoft-supported versions of Microsoft Internet Explorer using the latest State approved TLS)* a. Microsoft retired Explorer 11 on 6/15/2022 and it is no longer supported. Will the State please update this to "all Microsoft-supported versions of a web browser using the latest State approved TLS"?	The State will accept the requested language change and Pro Forma Contract Section A.7.14. will be amended to state: ***"The Contractor shall be responsible for ensuring that all systems and applications are compatible with and fully functional with all Microsoft-supported versions of a web browser using the latest State-approved TLS."***

Attachment 6.6 Pro-Forma Contract, A.8.b.	11	23. *A.8. DATA SECURITY, DATA ARCHIVING AND REMOVAL REQUIREMENTS* *a. The Contractor shall submit to the State no later than thirty (30) calendar days upon Contract effective date a data security, archiving and removal plan which ensures confidentiality of all data and Offender identification with limited access to records. that shall be subject to review and approval by the State's Chief Information Officer or their designee.* *b. The Contractor shall host the CR system on a cloud-based server specific to the State. The server shall only include data from the Tennessee Department of Correction. The Contractor shall not host any other agency's data and associated materials on the State of Tennessee's dedicated server.* a. We respectfully request that the State change the requirement to "either a cloud-based server that is specific to the State or a cloud-based server that allows multiple entities' data but has protection so that the State's data is only visible to personnel authorized by the State".	The requirement shall remain as written.

| Attachment 6.6 Pro-Forma Contract, A.8.2.3. and A.8.2.4. | 11 | 24. *A.8.2.3. The Contractor shall remove Offender files and data from the CR Offender Tracking System and return them to the State as requested by the State if the Offender:* *a. successfully completes supervision under the program or;* *b. has not reported as required or violated other State supervision conditions or;* *c. Under the above or any other condition defined by the State, the Offender data and files shall be returned to the State in an acceptable format and in a timeframe determined by the State.* *A.8.2.4. The Contractor shall follow all protocols determined by the State regarding how data on Offenders closed out of the Contractor system shall be handled and stored, including data for diversion Offenders whose records are to be expunged.* a. If the Contractor removes all Offender data and files from the contractor maintained system, this will also remove all referenceable information that supports the bill to the State in case the State chooses to audit bills for older portions of the contract. Can the State describe the process of maintaining auditable bills | The Offender's information is no longer in the vendor's solution upon removal, but the State's OMS will still house and maintain all notes, reports, and referenceable information for documentation and auditing purposes. In addition, the Offender's data file returned to the State from the vendor will serve as a backup source for auditing purposes. |
| Attachment 6.6 Pro-Forma Contract, A.9.1. | 11 | 25. *A.9.1. The Contractor shall provide the following automated functions to current and future enrolled Offenders:* *a. calendar reminders by telephone call or text;* *b. messages regarding:* *i. Reporting;* *ii. Programming;* *iii. Behavioral health specialists;* *iv. Psychosexualevaluation;* *Page 5* *v. treatment;* *vi. court appearance and* *vii. risk and needs assessment (RNA), and other individualized appointments.* a. Will the State please describe how the events are given to the Contractor to be delivered to the Offender? | The State will have State-assigned personnel to enter the reminder dates and purpose of the event. |

Attachment 6.6 Pro-Forma Contract, A.9.2.	12	26. *The Contractor shall ensure that the CR System calls the Offender five (5) business days prior to the appointment and again three (3) business days before the appointment, followed by a same day text reminder. The Contractor shall ensure that the CR system generates OMS codes to document the contacts and flag any contact that indicates in the system as not received by the Offender.* a. Some systems are built so that a supervising person can set up multiple reminders for an upcoming event. Is the expectation that the Contractor will enter the reminders or will State personnel enter the reminders?	State staff determine when the reminders need to be sent. The Contractor's system shall deliver all set reminders as specified by the State.

3. **Delete Pro Forma Contract Section A.7.14. in its entirety and insert the following in its place** (any sentence or paragraph containing revised or new text is highlighted):

A.7.14. The Contractor shall be responsible for ensuring that all systems and applications are compatible with and fully functional with all Microsoft-supported versions of a web browser using the latest State-approved TLS.

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.