



STATE OF TENNESSEE
DEPARTMENT OF HUMAN RESOURCES

REQUEST FOR INFORMATION
FOR
EMPLOYMENT AND INCOME VERIFICATION SOFTWARE

RFI # 31902-00991-1
January 23, 2025

1. STATEMENT OF PURPOSE:

The State of Tennessee, DEPARTMENT OF HUMAN RESOURCES (DOHR) issues this Request for Information ("RFI") for the purpose of discovering a no-cost automated employment and income verification software for State of Tennessee employees. We appreciate your input and participation in this process.

Through this RFI, DOHR seeks information on software solutions that currently exist in a cloud-based production environment to support an enterprise-wide employment and income verification process. DOHR will review responses to questions contained within this RFI and may request to observe the functionality of the vendor solutions in up to four (4) demonstrations. Vendors will be selected based on their ability to meet more than half of the requirements outlined in Table 2.1 below. In planning its future procurement strategy, DOHR will consider all options available which meet the current and future needs of the employee verification software.

BACKGROUND:

DOHR's mission is to guide people solutions to attract, grow, and keep top talent. DOHR supports approximately 38,000 Tennessee State Government employees and executive branch agency human resources offices. The Human Resource Business Solutions (HRBS) division provides comprehensive human resource and talent management services to state agencies, boards, and commissions. As strategic partners and trusted advisors, HRBS drives employee engagement, develops talent, ensures policy compliance, and delivers solutions to enhance workforce performance and retention. The HRBS team alone processes approximately 100 employment verifications per month and estimates the entire enterprise processes 5,000 employment and income verifications per year. An excellent employee experience is imperative as DOHR seeks to automate employment and income verification. DOHR expects the cloud-based solution to improve the employee experience, lessen human resource office workload, and reduce legal risk by authenticating the requestor and providing accurate information. The solution must integrate with the State's enterprise resource planning (ERP) and human capital management (HCM) software.

- 2. PROPOSED SOLUTIONS:** DOHR is requesting to review cloud-based software applications available to meet the needs addressed in the Statement of Purpose above and List of Business Needs (Table 2.1) below.

Table 2.1: List of Business Needs

#	REQUIREMENT DESCRIPTION
<p><i>Abstract: The State is seeking an application that will automate requests for employment and income verification to support an employee's various financial and government benefit activities.</i></p>	
<p>EMPLOYMENT AND INCOME VERIFICATION</p>	
1	Provides secure portal for State employees (Applicants) to validate their employment and income information and (DOHR) for monitoring application progress
2	Employee portal allows submission of application to request employment and income verification
3	Employee portal allows employee to consent to credentialed verifier requests
4	Employee portal allows employee to download and print verification document/report
5	Employee portal allows employee to upload any necessary document/report
6	Employee can upload and/or draw official signature
7	Employee can request completion of Federal Public Service Loan Forgiveness (PLSF) certification and application form
8	Provides secure portal for Human Resource personnel to view, monitor and manage process stages
9	Provides secure portal for credentialed verifiers (lenders, government agencies, etc.) for application management and updates
10	Verifiers can apply via secure portal to become credentialed
11	Credentialed verifiers may create multiple logins for their employees
12	Ability to provide update notifications on the stage of application process to all relevant parties via SMS/Text or Email
13	Received employment and income information for current and past State employees from the State's ERP system through secure file transfer protocol (SFTP) or other secure method ensuring data is encrypted in transit and at rest
14	SFTP or other secure transfer method should be synced with the State's payroll cycle
<p>AUDIT AND SECURITY</p>	
15	Security that meets all the requirements listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html

16	Backup and recovery of the system that adheres to State regulations
17	Audit trail, for changes in the system, including timestamp and user associated with the change
18	Online tool designed to view audit trails
19	History tables that maintain change information related to verification activity
20	Date and time synchronization, which supports multiple time zones
21	Confidential data encrypted at rest and in transit, using the current version of Federal Information Process Standard (“FIPS”) 140-3 or higher, specifically designed to safeguard Personal Identifiable Information (PII)
22	Provide a minimum of five days’ notice prior to expiration of password
23	Automatically deactivate user account upon System Administrator defined time of inactivity (days/weeks)
24	Provide ability to restrict access by IP address
25	Ability to generate security reports reflecting authorized use, security breaches or attempts
26	Ability to provide role-based access control and option for multi-factor authentication for employer and requester access
COMPATIBILITY	
27	Works with all major internet browsers running the latest version (<i>i.e.</i> , Edge, Chrome, Firefox, Safari)
28	Mobile friendly and responsive interface with no degradation of features or capabilities
29	Allows integration of State Branding
30	Scalability to support large scale data operations (<i>e.g.</i> , multiple requests daily)
31	Provides integration with Microsoft Office applications, supporting 'cut and paste' functionality between Office application and system applications/modules
INTERFACES	
32	Ability to interface (both incoming and outgoing data) with the State's ERP system.
33	Ability to create custom data feeds using API
DASHBOARDS AND REPORTING	
34	Ability for users within a specific group to view a shared dashboard, including requested employment, income, public student loan forgiveness by employee, by agency, and by date
35	Native low-code/no-code reporting with the ability to identify specific fields and filters
36	Dashboard for key metrics like average processing time and number of verifications (in each stage of their process)
DOCUMENT SOLUTIONS	
37	Ability to store documents requested by agency
38	Ability to retain and destroy documents per records disposition authorization
39	Ability to upload/download documents of multiple file types

3. COMMUNICATIONS:

- 3.1. Please submit your response to this RFI to:

Cherie L. Graves, Contract Manager
 Tennessee Tower, 17th, Floor
 312 Rosa L. Parks Ave, Nashville, TN 37243
 (615) 253-2275
Cherie.L.Graves@tn.gov

- 3.2. Please feel free to contact DOHR with any questions regarding this RFI. The main point of contact will be:

Cherie L. Graves, Contract Manager
 Tennessee Tower, 17th, Floor
 312 Rosa L. Parks Ave, Nashville, TN 37243
 (615) 253-2275
Cherie.L.Graves@tn.gov

- 3.3. Please reference RFI # 31902-00991-1 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		January 23, 2025
2.	Written Questions & Comments Deadline	2:00 p.m.	January 27, 2025
3.	State Response to Written Questions & Comments		February 3, 2025
4.	RFI Response Deadline	2:00 p.m.	February 10, 2025
5.	State Completes Review of Responses and Schedules Demonstrations, if applicable		February 24, 2025
6.	Demonstrations for Selected Vendors, if applicable	8:00 a.m. – 4:30 p.m.	March 3-4, 2025

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 RFI Coordinator will invite up to four (4) Respondents, who are apparently responsive and responsible, to provide a demonstration of relevant functionality. Vendors will be selected based on their ability to meet more than half of the requirements outlined in Table 2.1 below. Presentations will be held according to the Schedule of Events in Section 4 above via a Microsoft Teams virtual meeting.
- 5.4. Demonstrations provide an opportunity for Respondents to explain and clarify their responses. Respondent pricing shall not be discussed during demonstration presentations.
- 5.5. RFI Responses become property of DOHR and shall remain confidential unless a formal solicitation is completed. If a formal solicitation is completed, all RFI response materials will become part of the procurement file and will be available for public inspection.
- 5.6. The RFI Coordinator will schedule Respondent presentations during the period indicated by the RFI Schedule of Events in Section 4 above. When the Respondent presentation schedule has been determined, the RFI Coordinator will contact Respondents with the relevant information during the period indicated by the RFI Schedule of Events in Section 4 above.
- 5.7. DOHR may invite up to four (4) vendors for demonstration. Vendors will be selected based on their ability to meet more than half of the requirements outlined in Table 2.1 below. Demonstrations will be limited to 1 hour 45 minutes and will follow the agenda outlined below:

ITEM	TIME
Presentation set-up	5 minutes
<p data-bbox="352 1465 516 1497">Introduction:</p> <p data-bbox="352 1528 902 1623">Respondent background information, including description of projects completed in similar scope and size.</p>	10 minutes
<p data-bbox="352 1684 654 1715">List of Business Needs:</p> <p data-bbox="352 1747 902 1862">Tailor a demonstration to DOHR business practices showing how the Respondent meets the most significant business needs described in Table 2.1. Ensure this demonstration</p>	40 Minutes

follows the entire employment and verification process.	
Break	10 minutes
<p>System Security, Best-in-class solutions, Product Support:</p> <p>Demonstrate how the system meets the audit and security requirements of the state and how the Respondent's solution sets the software application apart from others in the industry. Discuss product support method and strategy.</p>	25 minutes
<p>Questions & Answers:</p> <p>DOHR and Strategic Technology Solutions ("STS") will present any questions based on the demonstration.</p>	20 minutes

5.8. 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. Business needs assessment:

a) Provide a detailed analysis of the critical business needs identified by this RFI.

b) Clearly outline how the proposed solution addresses each identified business need in Table 2.1 above.

5. Risk mitigation:

a) Identify potential risks or challenges associated with implementing the proposed solution.

b) Present strategies or measures to mitigate these risks and ensure successful deployment and adoption.

6. Infrastructure and Technology:

a) Describe the recommended cloud computing service for your technology.

b) Does the cloud computing service meet the International Standards Organization (ISO) 27001 or Federal Risk and Authorization Management Program (FedRAMP)? If yes, please detail requirements.

c) Does the vendor engage in an annual System and Organization Controls (SOC) Type II audit?

d) Describe how your system(s) meets security requirements listed at the following location: <https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html>

e) Describe the process for Penetration Tests and Vulnerability Assessments against its Processing Environment.

f) Describe the audit process within the product, including disaster recovery testing.

g) Describe how Personally Identifiable Information (PII) is secured.

<p>h) Is the data encrypted at rest and in transit?</p> <p>i) What is the encryption level?</p>
<p>7. Provide promotional and other materials, which include details on the software, including, but not limited to, key features, screenshots, workflows, and information flow diagrams.</p>
<p>8. Describe your project management methodology, including resources necessary for an implementation of this scope and size. Will you use business partners and/or subcontractors during implementation? Provide an example of an implementation plan. Describe how milestones will be established and typical timeframes for each.</p>
<p>9. Describe your User Acceptance Testing (UAT) and training approach, including resources necessary for an implementation of this scope and size. What are the recommended State resources needed to assist in UAT and training?</p>
<p>10. How do you make sure business operations are not impacted during roll-out of the solution?</p>
<p>11. Describe your methods and strategy in providing maintenance and support of the solution.</p>
<p>12. Describe your release management process for updates, current releases, maintenance, and customizations required for compliance with federal and state law. What are your communication methods for maintenance, support, and system updates? Will you use business partners for maintenance and support?</p>
<p>13. Describe your approach to the sustainability and ongoing maintenance of your solution.</p>
<p>14. Describe how you approach organizational change management for a solution of this type.</p>
<p>15. Describe any resources, capabilities, or features not included in Table 2.1 that differentiate you from others who provide a similar service.</p>
<p>16. Do you have a partnership with a public sector cooperative purchasing organization (e.g., NASPO, GSA, OMNIA, etc.)?</p>

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.
3. Describe the typical price range for implementation.
4. Describe the typical price range for annual maintenance and support.
5. Describe the typical price range for SaaS cloud hosting.
6. Describe the typical price range for hourly/daily services outside the scope of implementation, maintenance, and support,
 - i) Describe which services are billed hourly/daily (e.g., project change requests, customizations, configuration management)
 - ii) Describe the typical range for hourly/daily rates by resource (e.g., database administrator, business analyst, project manager).
7. Outline your tiered pricing for services and support, including specific information provided in each tier.
8. If the solution is provided at no cost to the State or its employees, provide cost model charged to third parties.
9. Describe any alternate payment methodology for the solution.

ADDITIONAL CONSIDERATIONS

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

GLOSSARY

TERM	DEFINITION
DOHR	State of Tennessee Department of Human Resources
ERP	Enterprise Resource Planning. A system that integrates enterprise-wide information including human resources, financials, manufacturing, and distribution as well as connects the organization to its customers and suppliers.
FedRAMP	Federal Risk and Authorization Management Program. A government-wide program that promotes the adoption of secure cloud services across the federal government by providing a standardized approach to security and risk assessment for cloud technologies and federal agencies.
FIPS	Federal Information Processing Standard. A standard for adoption and use by federal departments and agencies that has been developed within the Information Technology Laboratory and published by NIST, a part of the U.S. Department of Commerce. A FIPS covers some topic in information technology to achieve a common level of quality or some level of interoperability.
HCM	Human Capital Management tools used to manage an organization's employees
HRBS	Human Resources Business Solutions, a division of DOHR
ISO	Security standards by the International Standards Organization (ISO) 27001. Maintaining ongoing awareness of information security, vulnerabilities, and threats to support organizational risk management decisions.
PII	Personally Identifiable Information. Any representation of information that permits the identity of an individual to whom the information

	applies to be reasonably inferred by either direct or indirect means.
PSLF	Public Service Loan Forgiveness, a federal program that forgives the remaining balance of federal student loans for eligible borrowers
RFI	Request for Information
SaaS	Software as a service. The capability provided to the consumer is to use the provider's applications running on a cloud infrastructure. The applications are accessible from various client devices through either a thin client interface, such as a web browser (e.g., web-based email), or a program interface. The consumer does not manage or control the underlying cloud infrastructure including network, servers, operating systems, storage, or even individual application capabilities, with the possible exception of limited user-specific application configuration settings.
SFTP	Secure File Transfer Protocol. A network protocol that enables secure and encrypted file transfers between a client and a server.
SMS	Short message service. A cellular network facility that allows users to send and receive text messages of up to 160 alphanumeric characters on their handset.
SOC	System and Organization Controls. A suite of service offerings provided in connection with system-level controls of a service organization.
State	State of Tennessee, including all agencies involved with this RFI and RFP
STS	Strategic Technology Solutions, a division of the Tennessee Department of Finance & Administration.