



**STATE OF TENNESSEE**  
**Tennessee Emergency Management Agency (TEMA)**

**REQUEST FOR INFORMATION**  
**FOR**  
**Incident Management System**

**RFI # 34101-25001**  
**January 21, 2025**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, Tennessee Emergency Management Agency (TEMA) issues this Request for Information ("RFI") for the purpose of seeking a replacement solution for the current Incident Management System. We appreciate your input and participation in this process.

**2. BACKGROUND:**

Tennessee Emergency Management Agency (TEMA) issues this request for the purpose of procuring a solution that will replace the current Incident Management System that supports emergency management processes and functions. The Incident Management System will provide real time coordination and information for ongoing and historical events and incidents. The system is required to provide reporting, mapping, geospatial, and up to the minute details for all incidents being monitored or responded to by TEMA and its Emergency Management partners in government and private sector.

**3. COMMUNICATIONS:**

3.1. Please submit your response to this RFI to:

Andrew Bates  
Tennessee Emergency Management Agency  
3041 Sidco Drive Nashville, TN 37204  
Work: 865-209-5575  
[Andrew.Bates@tn.gov](mailto:Andrew.Bates@tn.gov)

3.2. Please feel free to contact the Tennessee Emergency Management Agency (TEMA) with any questions regarding this RFI. The main point of contact will be:

Andrew Bates  
Tennessee Emergency Management Agency  
3041 Sidco Drive Nashville, TN 37204  
Work:865-209-5575  
[Andrew.Bates@tn.gov](mailto:Andrew.Bates@tn.gov)

3.3. Please reference RFI #34101-25001 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		1/21/25
2.	RFI Response Deadline	2pm CST	2/13/25
3.	State Completes Review of Responses and Schedules Demonstrations		2/28/25
4.	RFI Demonstration		3/3/25-3/14/25

**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:

RFI #34101-25001

**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 system's functionality to integrate with Environmental Systems Research Institute Inc. (ESRI), and other software providers?

5. Describe your system's functionality to integrate with external partners like local government, state government, federal government, private sector, volunteers, citizens, & non-governmental organization stakeholders?

6. Describe your system's functionality to sort, view, export data efficiently. For example, download data in excel, pdf etc.

7. Describe your system's mobile app functionality.

8. Describe your system's dashboards that allow us to layer data as needed to utilize data more effectively.

9. Describe your system's functionality to integrate with Integrated Public Alert & Warning System (IPAWS)?

10. Describe your system's functionality to generate reports such as a daily, weekly, yearly summary, on-demand, and custom reports.

11. Describe your system's functionality to capture and archive user login records for every incident/activation.

12. Describe your system's file management system.

13. Describe your system's functionality that can customize views by account profiles.

14. Describe your system's ability to request, track and fulfill resource request.

15. Describe your system's basic functionality and end user's ability to create customizable boards.

16. Describe your system's functionality for hosting (on-prem, cloud, hybrid).

17. Describe your user management and user licensing methodology.

18. Describe your preferred approach to system implementation and provide potential timeframes for implementations you have done in the past.

19. Describe your preferred approach to support that is provided during implementation.

20. Describe your preferred approach for on-going support including assistance during disaster response.

#### **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 startup costs and recurring costs.

4. Describe the user licensing cost model.

#### **ADDITIONAL CONSIDERATIONS**

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