



STATE OF TENNESSEE
SAFETY AND HOMELAND SECURITY

**REQUEST FOR INFORMATION # 34901-01549
AMENDMENT # 1
FOR CASE AND DOCKET MANAGEMENT SYSTEM**

DATE: December 4, 2024

RFI # 3401-01549 IS AMENDED AS FOLLOWS:

1. This RFI Schedule of Events updates and confirms scheduled RFI dates. Any event, time, or date containing revised or new text is highlighted.

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		November 20, 2024
2.	Written Questions and Comments Deadline	2:00 pm	November 27, 2024
3.	State Responds to Questions and Comments	4:00 pm	December 4, 2024
4.	RFI Response Deadline	2:00 pm	December 20, 2024
5.	State Schedules Demonstrations		January 7, 2025
6.	Demonstrations (performed via Microsoft Teams)		January 14-22, 2025

2. State responses to questions and comments in the table below amend and clarify this RFI.

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

Q #	Question	Response
1	How many users will require access to the system?	It's estimated that we will require 30 to 40 users.
2	Can you identify all systems the new application needs to integrate with as well as the number of transactions per interface (e.g. import, export, both)?	Pitney Bowes, JD Power (NADA), Filenet (State's system), Microsoft Office products. The number of transactions cannot be determined at this time.
3	What is the number of system named users?	Please see response to number 1.
4	Please provide the description of the legacy CMS to be converted, i.e., vendor name, database type, etc.	We are unable to share the vendor name, but it is a SQL server.

5	Please provide the description of the legacy documents to be converted, i.e, TIF, PDF, etc.	Documents in the current system would need to be maintained if there is a new system, but not necessarily converted.
6	What is the expected user count for the desired solution?	Please see response to number 1.
7	Can the division provide a breakdown of the prospective system users?	Administrative Users, regular users with read/write capabilities, read only users
8	Can the division share the incumbent solution?	No
9	Can the division provide examples for what it is seeking in desired functionality #3 "Scheduling cases to a docket date and placing the cases on a single docket"?	During an RFI, the State expects the respondent to showcase their system and it's potential capabilities.
10	Roughly how many unique reports is the office responsible for providing the state?	At the current time, there are 3 to 4 monthly reports and at least 2 annual reports and several ad hoc reports.
11	How many templated forms, including notices, does the office maintain/use?	Currently, the office maintains and uses 10 to 15 templated forms. We would like the ability to add more forms.
12	Can the division provide an estimate of the data migration size and whether the data is indexed/formatted?	Approximately 173 GB
13	Will this system be required to send or receive data to any external/3rd party systems?	Please see response to number 2 and the State would like the ability to receive data from/to another State agency's case management system.
14	Since we are an Indian company but also registered in the USA, I wanted to check if, after the RFI is awarded, we would be able to work remotely or if there would be any onsite requirements if this leads to a RFP.	The State cannot guarantee that the work could be completed remotely or there would be no onsite requirements.
15	At what point in the RFI process will demonstrations of the software be required?	Please refer to the Schedule of Events.
16	What is the budget for this project?	Not determined at this time.
17	How many total named users will be using the software?	Please see response to number 1.
18	When will answers to these questions be supplied?	Please refer to the Schedule of Events.
19	Will all questions and answers from all vendors be shared?	Yes.
20	Will you extend the due date?	No

21	Does the State wish leverage the existing document management system (iManage) or acquire one as part of this procurement?	This State is not yet at the procurement stage. The purpose of the RFI is to learn and evaluate what is available in the market place for the type of system being sought. Respondents are expected to show their system and it's capabilities.
22	For cloud solutions does the State have a preferred cloud environment such as AWS GovCloud or Microsoft Azure GovCloud?	The State prefers AWS but the agency is currently utilizing Azure.
23	Have you evaluated or viewed any other vendor's products? If yes, please provide details.	Please see question 22.
24	Will preference be given to browser-based applications?	Please see question 22.
25	Are solutions that utilize VDI technology (Citrix, RDP, VMware View) acceptable?	Please see question 22.
26	Will any users be accessing the system via VPN? If yes, please provide technical requirements.	Please see question 22.
27	If planning on migrating data to the new system what sample data, record layouts, schema, ERD, etc. from the current system is available for analysis?	Please see question 22.
28	What is the desired timeframe for implementation?	Please see question 22.
29	Will any consultant be assisting with product selection or implementation? If a consultant is involved please identify them. If assisting with the implementation, what systems have they had experience with in the past?	Please see question 22.
30	Will the state require Microsoft Office integration including Outlook?	Please see question 22.
31	What other systems will be integrated into the new case management system? For each provide functional and technical requirements.	Please see question 2.
32	What is being used for file room/records management to track physical paper-based files? Is the desire to replace or integrate with it?	Please see question 22.
33	Does the State wish to create and maintain court rules internally or to use a third-party service?	Please see question 22.
34	Is legal hold functionality a requirement?	Please see question 22.

35	Can you provide an approximate number of internal users? Internal users are Safety & Homeland and other TN State Employees signing into the system	Please see question 1.
36	Will any of the stakeholders listed in the RFI (i.e. lienholders, law enforcement) require access to the system via a portal or other medium? If so, how many of these external users will you have?	At this time, the State does not grant access to any of the identified stakeholders. However, if your system has this capability, please demonstrate it during the RFI.
37	What other systems will this new solution need to integrate with?	Please see question 2.
38	Could you please share a detailed technical diagram and documentation for the current case flow system?	No
39	Is there a requirement for data migration from legacy systems to the proposed new system? If yes, please provide details.	Please see question 22.
40	What specific system enhancements or improvements are envisioned?	Please see question 22.
41	Is the system to be installed on-premise, on the cloud, or as a hybrid deployment?	Cloud based solution
42	Could you elaborate on the features and technologies of the current 'Paperless Office System'? Would an API be required for integration? If necessary, we can provide an alternate system to replace 'FileNet'.	Please see question 22.
43	Please specify the required monthly and annual reports. Are there any sample templates or formats you can share?	An example of the annual report is located on our website https://www.tn.gov/safety/stats/asset_forfeiture_reports.html . We are not able to provide a sample template/form.
44	At which stages will the application require the ability to run defined queries? If possible, kindly share a sample set of queries.	Please see question 22.
45	What specific tracking details are required for managing legal cases from start to finish? Our current system supports workflow-defined case tracking, as per client requirements.	Please see question 22.
46	Will the templates for autogenerated hearings and notices be provided by the department?	Not at this time.
47	Should multiple trials scheduled for a particular date be grouped into a single docket? Will hearings for such cases be scheduled on the same date and with the same judiciary?	Please refer to the RFI.
48	How should hearings be scheduled? Should the process be automated or remain manual?	Please see question 22.

49	Will the Pitney Bowes mailing system be provided by the vendor, or will an existing system (with API support) be used?	An existing system will be used.
50	Could you share detailed requirements and the channels currently used for the mailing system?	Not at this time.
51	Should notices and messages follow predefined templates, or allow for custom drafts? Additionally, what are the preferred delivery channels?	Notices and messages should both predefined templates and allow for custom drafts. As a respondent, you should demonstrate what delivery channels your system provides.

3. **RFI Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFI not expressly amended herein shall remain in full force and effect.