



STATE OF TENNESSEE
DEPARTMENT OF VETERAN SERVICES

**REQUEST FOR PROPOSALS # 32300-72502
AMENDMENT # 3
FOR VETERAN SERVICES COORDINATION
PLATFORM**

DATE: NOVEMBER 20, 2024

RFP # 32300-72502 IS AMENDED AS FOLLOWS:

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

EVENT	TIME (central time zone)	DATE
1. RFP Issued		October 7, 2024
2. Disability Accommodation Request Deadline	2:00 p.m.	October 10, 2024
3. Notice of Intent to Respond Deadline	2:00 p.m.	October 11, 2024
4. Written "Questions & Comments" Deadline	2:00 p.m.	October 23, 2024
5. State Response to Written "Questions & Comments"		November 20, 2024
6. Response Deadline	2:00 p.m.	December 2, 2024
7. State Completion of Technical Response Evaluations		December 20, 2024
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	December 23, 2024
9. Negotiations		December 26, 2024 – December 27, 2024
10. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	December 30, 2024
11. End of Protest Period		January 9, 2024
12. State sends contract to Contractor for signature		January 10, 2024
13. Contractor Signature Deadline	2:00 p.m.	January 31, 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 NOT be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>1. There is mention of a \$500k initial implementation budget. Does this budget include the cost of software licenses? Additionally, is there a not to exceed budgeted cost for ongoing maintenance + support after the initial implementation?</p>	<p>The \$500,000 initial implementation budget includes all costs for initial implementation, including software licenses. For ongoing maintenance and support after implementation, costs would be vendor-specific, but the legislature has appropriated recurring funding for this system. Vendors should provide their proposed maintenance and support costs as part of their response to the RFP.</p>
		<p>2. Is there any background on overall scope or the number of integrations / other systems we would need to connect with? This helps us provide you with an accurate price for implementation as well as a timeline for project delivery.</p>	<p>The VCP requires a robust API infrastructure centered on two key integration priorities:</p> <ol style="list-style-type: none"> 1. VA Integration: The system must integrate with the VA Lighthouse API to enable veterans to securely access and share their VA data according to their preferences. 2. State Systems Integration: The system should provide API capabilities that allow: <ul style="list-style-type: none"> • Limited, secure data exchange with the TDVS Claims Management System (CMS) • Flexibility to connect with other state systems as needed to streamline service delivery • Efficient routing of veteran information (with appropriate permissions) to relevant state services <p>The emphasis is not on building numerous direct system integrations at launch, but rather on implementing a flexible, secure API architecture that can support data exchange when and where it provides clear value for veteran service delivery. This approach ensures the platform can evolve to meet future integration needs while maintaining security and data privacy standards.</p>
		<p>3. In order to incorporate the responses from the State on November 1st into our</p>	<p>Response deadline has been extended past November 8th.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		proposal, is it possible to extend the due date past November 8th?	
		<p>4. Is TDVS expecting this care coordination platform to use the same technology and platform used for claims management? Or can this solution be stand alone and integrated to the claims management solution?</p>	<p>The VCP can be a standalone solution - it does not need to use the same underlying technology platform as the Claims Management System (CMS). The key requirement is that the VCP provides robust API capabilities to enable:</p> <ul style="list-style-type: none"> • Secure, limited data exchange with the CMS where needed • Easy integration with the VA Lighthouse API • Flexibility to connect with other state systems through APIs as future service delivery needs are identified <p>The focus should be on building a platform with strong API infrastructure that enables purposeful integrations focused on improving veteran service delivery, rather than requiring specific technology alignment with existing systems.</p>
		<p>5. Are there any data conversion requirements? If so, what are the sources of data and what is the volume of data to be converted? What is the format of the source data to be converted?</p>	<p>There are no data conversion requirements for the VCP as this will be a new platform implementation. Any data entered or managed within the system will be new data created after the system goes live.</p>
		<p>6. What are the systems that TDVS wishes to integrate with and what are their functions?</p>	<p>See response to question 2</p>
		<p>7. What kind of confidential data is expected in this solution? PII, PHI, FTI, etc.</p>	<p>The VCP will handle sensitive data including:</p> <ul style="list-style-type: none"> • Protected Health Information (PHI) covered under HIPAA • Personally Identifiable Information (PII) • VA benefits and services data through Lighthouse API integration
		<p>8. What is the anticipated effective start date of this</p>	<p>Refer to the RFP Schedule of Events</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		contract?	
		<p>9. What referrals are expected to be captured and what is that workflow? Who submits a referral and where is it expected to migrate?</p>	<p>Referrals are expected to originate from three primary sources:</p> <ol style="list-style-type: none"> 1. Veterans/family members through self-service in the client portal 2. TDVS staff while assisting veterans 3. Partner organizations and service providers helping veterans <p>The VCP should support referral workflows including:</p> <ul style="list-style-type: none"> • Benefits assistance referrals • Healthcare service referrals • Housing assistance referrals • Employment/training referrals • Crisis/emergency service referrals • Other social service referrals <p>The referral workflow should allow:</p> <ul style="list-style-type: none"> • Secure submission of referral with relevant veteran information • Appropriate routing to service provider(s) • Status tracking throughout the process • Outcome documentation • Two-way communication between parties • Reporting capabilities <p>All referrals should be tracked within the system from initiation through completion, with appropriate notifications and updates provided to all involved parties. The focus is on creating an efficient, transparent process that ensures veterans are successfully connected to needed services.</p>
		<p>10. How many users are expected for this solution? And what are</p>	<p>The State prefers not to specify expected user counts or define</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>their roles/access levels?</p>	<p>access levels at this time, as these will depend on several factors including:</p> <ul style="list-style-type: none"> • The vendor's proposed solution architecture • License model and associated costs • Recommended role structures • Security and access level frameworks <p>Vendors should outline in their proposals:</p> <ul style="list-style-type: none"> • Their recommended user role framework • Suggested access level structure • Associated licensing model • Scalability considerations <p>This approach allows vendors to propose the most effective and efficient user/role structure based on their platform's capabilities while considering both technical requirements and cost implications found in the RFP.</p>
		<p>11. How many providers are expected to use this solution? And what are the providers expected to do specifically within the solution?</p>	<p>The State envisions broad participation from providers who serve veterans across Tennessee. Rather than limiting provider participation, the goal is to create an inclusive platform that encourages adoption by any organization providing services to veterans.</p> <p>Providers are expected to use the solution to:</p> <ul style="list-style-type: none"> • Collaborate with veterans and other service providers through a specialized portal • Manage their resource allocation and territory-specific services • Participate in coordinated referral networks • Track service delivery and outcomes

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<ul style="list-style-type: none"> • Gain insights into resource utilization and service impact • Engage in interagency collaboration to provide comprehensive veteran support • Contribute to a unified network of veteran services <p>The VCP should be designed to scale and accommodate providers of varying sizes and types, from large healthcare systems to local community organizations, with the ultimate goal of creating a comprehensive network of veteran support services.</p>
		<p>12. Who will use the care coordination platform and what will they use it for? Will veterans use it for self service functions? Will TDVS workers have to use it for something? Will third party groups/providers use it for functionality?</p>	<p>The VCP is designed to support three primary user groups: veterans and their families, Tennessee Department of Veterans Services staff, and third-party providers.</p> <ol style="list-style-type: none"> 1. Veterans and Families: Veterans can use the VCP for self-service functions, like creating a personalized profile to access tailored support resources and manage well-being independently. The platform allows them to navigate an extensive directory of services, including health, employment, and community support, as well as manage referrals securely and efficiently. 2. TDVS Staff: TDVS workers will use the platform to streamline resource delivery and enhance collaboration among state agencies and providers. With the VCP, staff can monitor service requests and case statuses, gain insights from data-driven reports, and help veterans navigate and utilize resources more effectively. 3. Third-Party Providers: External providers, such as community organizations and

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>healthcare providers, will have dedicated access to manage client referrals, communicate with other agencies, and provide services within an integrated network. This enhances coordination, allowing providers to track case statuses, manage workloads, and ensure veterans receive the right services at the right time.</p>
		<p>13. TDVS is expecting the initial implementation to be less than or equal to 500k, but what is the expected annual cost of the maintenance and operations years?</p>	<p>See response to question 1</p>
		<p>14. Who are the service providers that will use this solution and what will they specifically do in the solution? Which services are they providing?</p>	<p>See response to question 11</p>
		<p>15. How many benefit types is TDVS looking to support in this care coordination tool? What are they and who provides them?</p>	<p>The Veteran Coordination Platform (VCP) will support a wide range of benefits and services for veterans, including but not limited to healthcare, housing assistance, mental health services, employment resources, financial aid, and legal support. These benefits are provided through partnerships with federal agencies like the VA, state-run programs, and numerous community organizations. The platform integrates resources from multiple providers and coordinates service delivery across agencies, ensuring veterans can access tailored support that aligns with their unique needs and eligibility</p>
		<p>16. Requirement A.9 and A.11, refer to claims processing, which was the intention of the previous RFP released by TDVS for a CMS. Is there an expectation that the Care Coordination platform also processes claims? What is the difference between the claims mentioned in this RFP vs the previous Claims Management RFP?</p>	<p>Please review Items 4 and 5 below for updated language to the RFP.</p> <p>Our intention with the Veteran Coordination Platform (VCP) is to provide a centralized case management and resource coordination tool for veterans accessing services and benefits, without duplicating the claims processing capabilities of the Claims Management System (CMS). The</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			VCP will assist veterans in connecting with resources, initiating referrals, and managing service interactions, while the CMS will remain the dedicated system for processing claims, including submissions, tracking, and case outcomes.
		17. The budget of five hundred thousand dollars (\$500,000.00), does this also include the license cost?	See response to question 1
		18. Considering the budget for implementation is capped at five hundred thousand dollars (\$500,000.00), can we propose a combination of onshore and offshore resources where offshore resources will not have access to data?	A.15 of the pro forma contract specifies that all contractor and subcontractor staff must be U.S.-based (onshore). Offshore resources cannot be included in any capacity for this project.
		19. The state response to the clarification date is close to the response submission date. Does the state consider providing an extension to the response submission date? If yes, please give the revised submission date.	Solicitation Schedule of Events is subject to change and will be communicated via email notification to identified respondents and posted on the public website. Please refer to the most recent amendment posted for the updated Response Deadline.
		20. Could you please provide more information about the "unlimited user license"?	The 'unlimited user license' in A.8. requires the Contractor to provide an enterprise software license to the State that has no limit/cap on the number of users.
		21. Could you please let us know the total number of users who will be accessing the application and the roles required for considering licenses?	See response to question 10
		22. You have requested to provide 5 client references that are similar to the scope and size of the state. Could you please confirm if this is a mandatory requirement resulting in the selection of a vendor?	The State requests 5 references per attachment 6.4. This is not a mandatory requirement, though strongly recommended.
		23. Is it mandatory to provide 5 client references? What is the minimum number of client references required to qualify us as a vendor?	Please see answer to Question #22
		24. What is the kind of traffic that is going to be handled by the implemented solution?	The implemented VCP solution will handle traffic primarily from veterans, TDVS staff, and third-party providers.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			Expected traffic includes frequent logins for profile management, resource searches, referral submissions, case status updates, and inter-agency communications. Given the broad user base, the platform should support concurrent sessions for thousands of users and be capable of managing significant data queries and transactions related to service coordination and referral processing. Specific traffic volume projections will depend on statewide engagement rates and veteran support needs.
		25. Is there any existing coordination system in place? If so, could you provide more details on existing system and provide an architecture for our reference?	The VCP will be a new system for the State.
		26. Could you please provide a list of legacy systems/custom applications that are to be integrated into the proposed solution with priority details and timelines?	See response to question 2
		27. Could you please provide details on the data source that needs to be migrated to the proposed system and the size of the data?	See response to question 5
Question C.5 and Scope A.5., 1 and 4		28. Can the State share a list of essential tools and software solutions used by key service providers and government agencies that the Veterans Coordination Platform (VCP) will be required to integrate with via interoperability/APIs and data exchange?? Does the State have an operating system(s) that the VCP will be required to integrate with?	See response to question 2
Question C.13		29. Does the State have a data warehouse and/or business intelligence tool of its own currently in use or in scope for this project?	The State currently has access to Power BI and Tableau for business intelligence needs.
		30. Is the State's vision for the VCP to be a solution that is solely veteran-facing? Or will there be end users (i.e. Social Workers, Community Health Workers, etc) making referrals to social care resources on veterans' behalf? If so, what	See response to question 12

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		are those users' workflows?	
		31. Would the State be able to provide a roster of qualified veterans to be ingested into the VCP?	See response to question 5
Scope A.4, 1 and 3		32. Can the State list the types of resources it would like to be listed in the VCP for Resource Mapping and for tracking progress and outcomes on referrals to these resources?	See response to question 15
1.1.2		33. Is \$500,000 the total budget for the project or just the budget for implementation?	See response to question 1
1.1.2		34. What is the expected breakdown or budgeted estimate of costs between implementation, licensing, and ongoing support?	See response to question 1
		35. Is there an ongoing budget to support this on an annual basis?	See response to question 1
		36. Do you currently have a vendor doing this work?	See response to question 25
1.1		37. The statement of purpose says "The platform will serve as a centralized hub for veterans, their families, and service providers, facilitating seamless access to a wide range of services and resources." Does the State desire a public-facing network site to support self-navigation in addition to a staff-facing network site in support of the hub model?	Yes, the State envisions a public-facing portal to enable veterans and their families to self-navigate available resources, alongside a secure, staff-facing site to support coordination, case management, and interagency communication within the VCP hub model.
Attachment 6.2 – Section C		38. There are no references to question C.9. and C.11. Affirming that respondents should skip these numbers in the technical response.	Please see below for corrected numbering for RFP Attachment 6.2 – Section C.
Attachment 6.6. – General and Section A		39. If a Contractor is selected to provide its standard service to the State, is the State amenable to reviewing the Contractor's government specific terms for the service and remove provisions that may not be applicable to the service?	Per 5.3.5, the State may, at its sole discretion, entertain limited terms and conditions or pricing negotiations prior to Contract signing. Revision of terms and conditions or performance requirements shall not materially affect the basis of response evaluations or negatively impact the

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			competitive nature of the RFP and contractor selection process.
Pro Forma A.5.4		<p>40. The State indicates it seeks an interoperable system that can exchange data with systems used by key service providers and government agencies.</p> <p>Would the state be able to provide an existing list of current and ongoing systems that it would expect interoperability with?</p>	See response to question 2
		<p>41. Can you clarify the critical requirements for this project as outlined in the RFP? What are the specific outcomes you expect the platform to deliver?</p>	See response to question 12
		<p>42. What potential challenges or risks do you anticipate in meeting these requirements, and how does the committee recommend we approach them to ensure success?</p>	<p>Potential challenges in meeting VCP requirements may include:</p> <ol style="list-style-type: none"> 1. Data Security and Privacy: Ensuring secure handling of sensitive veteran data across multiple user groups is critical. The committee recommends strict adherence to state data privacy standards, encryption protocols, and continuous monitoring to mitigate this risk. 2. Interagency Coordination: Achieving seamless collaboration between TDVS, third-party providers, and federal agencies may require robust interoperability features. The committee advises prioritizing strong API integrations and regular communication with partner agencies. 3. User Engagement and Adoption: Engaging veterans to use the platform's self-service features may present challenges. To address this, the committee suggests focusing on user-friendly design, comprehensive training, and outreach to encourage adoption.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>4. Scalability and Performance: As the VCP scales, the platform must handle increasing traffic and data volumes efficiently. The committee recommends choosing flexible, scalable technologies and conducting performance testing.</p>
		<p>43. How does the committee envision the timeline for the project's key milestones and deliverables? Are there any deadlines we should be especially mindful of other than the overall 180-day completion?</p>	<p>The VCP's 180-day project timeline includes milestone payments as outlined in Section C.3.c. of the pro forma contract:</p> <ol style="list-style-type: none"> 1. Project Initiation (5%): Contract signing and submission of an initial project plan. 2. Design and Development (25%): Completion of VCP design, development, and internal testing. 3. Data Integration and Training (20%): Integration of data analytics and initial training for State staff. 4. Deployment and Testing (25%): Full VCP deployment, acceptance testing, and issue resolution. 5. Operational Support and Comprehensive Training (15%): Go-live support and final comprehensive training. 6. Post-Launch Evaluation (10%): Performance review and assessment of user satisfaction. <p>These milestone-based payments are tied to the completion and approval of each deliverable within the 180-day period.</p>
		<p>44. How does the committee plan to monitor progress throughout the project, and what mechanisms will be in place for adjusting timelines or deliverables if necessary?</p>	<p>The State will monitor project progress through milestone-based reviews, aligned with the payment schedule in Section C.3.c. of the contract. Regular performance reports from the contractor will track</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>development, identify risks, and confirm adherence to timelines.</p> <p>If adjustments to timelines or deliverables are necessary, the State will follow a structured change management process. This will involve submitting and approving change orders, as outlined in Section A.16, to address any required modifications in scope or schedule, ensuring these align with project objectives while maintaining accountability.</p>
		<p>45. Will the platform need to support modular enhancements or future functionality additions? If so, what specific future needs should we anticipate?</p>	<p>Yes, the RFP and proforma specify the need for a modular design to support future scalability and functionality enhancements. Specifically, they mention that the VCP must include adaptable workflow management, extensive automation capabilities, and data integration support, allowing for streamlined process adjustments and future enhancements as the platform evolves. This requirement emphasizes the State's intent to ensure long-term adaptability and modular expansion options for the VCP, highlight any capabilities in modular design, scalability, and flexible integration that can support this vision.</p>
		<p>46. Can you share examples of similar projects that have successfully implemented modular frameworks? What worked well, and what didn't?</p>	<p>The VCP is a new system, so we encourage vendors to draw on their own expertise and examples of successful modular framework implementations. Vendors should propose their ideas and capabilities for a scalable, adaptable solution, outlining specific strategies that have worked well in past projects, as well as lessons learned, to inform the VCP's modular design and future growth potential.</p>
		<p>47. Most software allows for scalable solutions—what future enhancements or expansions does the committee foresee for the platform? Should we design the system with future application modules or custom</p>	<p>Future enhancements for the VCP should align with the needs outlined in the RFP and the responses provided in this document. Vendors should determine the best approach for a</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		apps in mind?	scalable, modular design that can support potential future functionalities, such as advanced analytics, additional service integrations, and custom applications. We encourage vendors to propose solutions that offer flexibility for future expansions.
		48. How necessary is customization for your platform? Are there particular workflows, automations, or infrastructure components that the system must uniquely tailored to the State's needs?	<p>Customization of the VCP is essential to meet the specific needs outlined in the RFP, especially for referral workflows and data management. Key areas requiring tailored configurations include:</p> <ul style="list-style-type: none"> • Referral Workflows: The system should support specific referral types, as described, including benefits, healthcare, housing, employment, crisis services, and other social services, with the ability to track status and facilitate two-way communication. • Automations: Automated notifications, outcome tracking, and status updates are crucial to streamline referrals and ensure transparency across all stages of service delivery. • Data and Reporting: Customizable data management and reporting features are necessary to monitor referral outcomes, service utilization, and to support compliance with State-specific privacy and security requirements. <p>We encourage vendors to propose flexible solutions that can be tailored to these workflows and functions, ensuring alignment with the State's requirements for efficient, transparent service coordination.</p>
		49. What level of flexibility do you expect to adjust workflows and automations as the platform evolves?	See response to question 9 & 48

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>50. Could you give me more details on the systems and platforms of the Veteran Services Coordination Platform?</p>	<p>The specific systems and platforms underlying the Veteran Services Coordination Platform are up to the vendor to propose, based on their technical expertise and the requirements outlined in the RFP. We expect the vendor to design or utilize an existing platform that meets the functional, security, and interoperability standards specified, ensuring compatibility with state infrastructure and the flexibility to support the VCP's evolving needs.</p>
		<p>51. Are there specific platforms or services with which the Veteran Services Coordination Platform will need to integrate via APIs? How critical are these integrations to the system's overall functionality?</p>	<p>See response to question 2</p>
		<p>52. ServiceNow offers robust API capabilities—can you share any examples of past API integrations with state systems or third-party services that the platform will need to interface with?</p>	<p>The State cannot provide examples of past integrations with its systems. Vendors are responsible for understanding their chosen platform's API capabilities, including potential for integration with third-party services, based on the information available from their platform providers.</p>
		<p>53. How does the committee plan to manage and prioritize these API integrations, and is there a preferred format or technology stack for this purpose?</p>	<p>The State will manage and prioritize API integrations using accepted project management and development methodologies, in coordination with the Strategic Technology Solutions (STS) team, Tennessee's IT department. STS will guide the integration approach, including any preferred formats or technology stacks, ensuring compatibility with state systems and alignment with security and interoperability standards.</p>
		<p>54. Can you share your experience with past integrations, especially where the State required data exchange between platforms?</p>	<p>The State's Strategic Technology Solutions (STS) team oversees integrations and data exchanges across platforms, applying standard methodologies to ensure secure, efficient interoperability. For the VCP, STS will leverage this expertise to support required data exchanges,</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>prioritizing compliance with state security and data governance standards.</p>
		<p>55. In addition to encryption at rest and in transit, what are the highest-priority security protocols that need to be embedded within the platform, particularly regarding HIPAA, NIST, or SOC 2 compliance?</p>	<p>The Pro Forma Contract includes strict requirements for data management and compliance, as outlined below:</p> <ol style="list-style-type: none"> 1. Data Privacy and Compliance (Section E.7, Personally Identifiable Information): The Contractor must comply with HIPAA, GLBA, and applicable Privacy Laws. PII and Confidential State Data must be encrypted at rest and in transit using FIPS 140-2 or 140-3 standards and stored on U.S.-based servers (Section E.8.a.2). 2. Access Controls and Breach Response (Section E.7): Access to PII is restricted to necessary uses only. Any unauthorized access or data breach must be reported within 24 hours, and the Contractor must provide affected individuals with credit monitoring and notifications at no cost. 3. Audit and Certification Requirements (Section E.8.a.3 and Section C.3): The Contractor must comply with ISO 27001, FedRAMP, or SOC Type II audit standards, perform annual vulnerability assessments and penetration testing, and submit corrective action plans for any audit issues within 30 days. Additionally, Section C.3.c requires audits by the Tennessee Comptroller of the Treasury with a 30-day corrective action plan if issues are identified. 4. Data Handling upon Contract Termination (Section E.8.a.6): All Confidential State Data

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>must be destroyed per NIST 800-88 standards within 10 business days after contract termination, with written confirmation provided to the State.</p> <p>5. Business Continuity and Disaster Recovery (Section D.25, Section E.8.d): The Contractor must maintain a Business Continuity Plan and conduct an annual Disaster Recovery Test meeting a 24-hour Recovery Point Objective (RPO) and Recovery Time Objective (RTO). Proof of FedRAMP certification is required annually (Section E.8.d.3).</p> <p>6. Compliance with State Security Policies (Section E.8.b): The Contractor must adhere to Tennessee’s Enterprise Information Security Policies, keeping all systems and software versions current and secure.</p> <p>These requirements establish comprehensive data security, continuity, and compliance protocols for the VCP project.</p>
		<p>56. How does the committee envision balancing ease of use for veterans and ensuring robust security features such as CSRF protection, clickjack protection, and user authentication?</p>	<p>The State envisions a platform that maintains a high level of security while providing a user-friendly experience for veterans. To balance these goals, the VCP should implement robust security features, including CSRF (Cross-Site Request Forgery) protection, clickjacking defenses, and multi-factor authentication (MFA) as core components. At the same time, the platform should use an intuitive interface, streamlined navigation, and accessible design to support ease of use.</p> <p>We encourage vendors to propose solutions that integrate these security features seamlessly into the user experience, ensuring both secure access and a straightforward</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			experience for veterans.
		<p>57. We are planning to propose a solution built on ServiceNow. ServiceNow maintains robust testing, procedures, and protocols for RTO, RPO, SOC 2, overall platform security, penetration testing, disaster recovery testing, etc. Is it sufficient to have ServiceNow as the platform as a service solution provider fulfill the State's requirements for SOC 2 certification and other security related components OR must the implementation and ongoing support/maintenance provider have their own SOC 2 Type 2 certification?</p>	<p>The Pro Forma Contract specifies in Section E.8.a.3 that the Contractor's environment handling Confidential State Data must meet SOC 2 Type II standards or comparable certifications, such as ISO 27001 or FedRAMP authorization. This applies to both the primary platform provider (e.g., ServiceNow) and any subcontractors managing State data or production environments. If the implementation or support provider has access to sensitive data or operates in the State's production environment, they must also maintain their own SOC 2 Type II certification or equivalent security standards.</p>
		<p>58. Can you share your vision for the platform's user experience? Should the system accommodate specific accessibility standards or user roles?</p>	<p>Our vision for the VCP's user experience focuses on creating a secure, intuitive platform that empowers veterans and military families to manage well-being independently and access vital resources. Key design elements include:</p> <ol style="list-style-type: none"> 1. Personalized Experience: Veterans can create and maintain personalized profiles, allowing the system to deliver targeted support and resources suited to their unique needs. 2. User-Centric and Accessible Design: The client portal will prioritize ease of use, featuring an intuitive layout to enhance engagement. The platform will comply fully with Nondiscrimination on the Basis of Disability standards, ensuring adherence to WCAG and other accessibility requirements for state and local government entities. 3. Robust Security and Verification: Veteran verification protocols will be in place to safeguard sensitive data, maintaining

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>confidentiality and secure access to critical services.</p> <p>4. Role-Based Access: The platform will incorporate role-based access to provide veterans, TDVS staff, and service providers with the appropriate tools and information for their roles.</p> <p>This approach ensures a compliant, supportive, and accessible user experience that meets the diverse needs of veterans and their families.</p>
		<p>59. What features are most important to ensure the platform is user-friendly and efficient for veterans and service providers?</p>	<p>To ensure the platform is user-friendly and efficient for both veterans and service providers, key features will include:</p> <ol style="list-style-type: none"> 1. Intuitive Navigation and Design: A clear, user-centric interface enables veterans to easily locate and access resources, improving engagement and reducing learning time for all users. 2. Personalized Profiles and Resource Recommendations: Veterans can build personalized profiles to receive tailored support resources, streamlining the process of finding relevant services. 3. Veteran Verification and Secure Access: Robust, user-friendly verification processes will maintain confidentiality, providing secure yet accessible entry points for veterans to manage sensitive information. 4. Streamlined Referral and Case Management: Service providers benefit from integrated referral workflows and case management tools, ensuring seamless coordination and tracking of veteran services. 5. Accessibility and Compliance with Standards: Compliance

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>with accessibility standards (e.g., WCAG and Nondiscrimination on the Basis of Disability) ensures veterans of all abilities can navigate the platform.</p> <p>6. Two-Way Communication: Built-in messaging allows veterans, providers, and TDVS staff to communicate directly within the platform, facilitating real-time updates and follow-ups.</p> <p>These features support a user-friendly experience that meets veterans' needs efficiently and fosters effective collaboration among service providers.</p>
		<p>60. How does the committee envision the platform's user experience, particularly for veterans and service providers?</p>	<p>See response to question 12</p>
		<p>61. What are the specific user personas the system needs to support? (I.e., veterans, different service provider groups, each different State user group)</p>	<p>See response to question 12</p>
		<p>62. Will we need to develop custom user portals by each user persona to enhance ease of use and accessibility?</p>	<p>See response to question 12</p>
		<p>63. How does the State plan to use real-time data and advanced analytics for decision-making?</p>	<p>The State envisions using the VCP's real-time data and analytics capabilities in several key ways:</p> <p>Service Delivery Monitoring:</p> <ul style="list-style-type: none"> • Track referral outcomes and completion rates • Monitor service provider response times and capacity • Identify patterns in resource utilization and demand <p>Decision Support:</p> <ul style="list-style-type: none"> • Generate insights to guide resource allocation

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<ul style="list-style-type: none"> • Support data-driven policy and program decisions • Identify gaps in service coverage or accessibility <p>Performance Measurement:</p> <ul style="list-style-type: none"> • Track key performance indicators (KPIs) for veteran services • Measure program effectiveness and outcomes • Monitor system usage and engagement metrics <p>The State has access to Power BI and Tableau for business intelligence needs. The VCP should provide robust data export capabilities and APIs to support integration with these tools, enabling comprehensive analytics and reporting while maintaining data security and privacy standards.</p> <p>Vendors should outline their platform's data analytics capabilities and how they can support these objectives through secure, real-time data collection and analysis.</p>
		<p>64. What are the key metrics or outcomes that are critical to track from day one?</p>	<p>Key metrics critical to track from day one include:</p> <ul style="list-style-type: none"> • User engagement (veteran portal/service provider access and usage) • Referral volumes and completion rates • Service provider response times • Resource utilization rates • System availability and performance • User satisfaction metrics • Number of veterans served • Service categories accessed • Geographic distribution of service delivery

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>65. Would the committee please provide examples of data-driven insights or reports that are especially valuable for your department?</p>	<p>See response to question 64 regarding the types of metrics tracked. Additionally, valuable reports should include:</p> <ul style="list-style-type: none"> • Service delivery trends and patterns • Resource availability and gaps by region • Referral outcomes and bottlenecks • Provider performance metrics • Crisis response effectiveness • Program utilization rates • Veteran needs assessment data
		<p>66. How would the committee like to approach system deployment, particularly regarding gap analysis and incorporating feedback from end users?</p>	<p>The system deployment approach should align with the milestone payment structure outlined in Section C.3.c of the pro forma contract, which includes:</p> <ul style="list-style-type: none"> • Initial gap analysis during Project Initiation phase to identify potential challenges • Agile development methodology to incorporate user feedback throughout the process • Regular testing and validation with end users • Structured training sessions for staff and providers • Post-deployment evaluation to ensure system effectiveness • Continuous improvement based on user feedback and performance metrics <p>This approach ensures systematic deployment while maintaining focus on user needs and system effectiveness.</p>
		<p>67. Does the committee have experience with agile development methodologies,</p>	<p>The State has experience with agile development methodologies through</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		and if so, what has been most influential in previous projects?	various technology projects. However, rather than prescribing specific approaches, we encourage vendors to propose their recommended methodology based on the requirements outlined in the RFP and pro forma contract. The focus should be on meeting milestone deliverables while maintaining flexibility to incorporate feedback throughout the development process.
		68. What kind of training and support does the committee expect throughout the implementation process and beyond? Do you prefer specific materials or formats (e.g., in-person, digital, ongoing support)?	The training and support requirements are detailed in Sections A.10 and A.12 of the pro forma contract. The State requires comprehensive initial training for staff within 180 days of the Effective Date, followed by ongoing technical support and maintenance. Vendors should propose a mix of training formats that effectively support user adoption and system proficiency, including options for both initial and continued learning opportunities.
		69. How many resources do we need to map to veterans? What are the specific resources the state requires that need to be mapped to veterans? Does the system need to maintain history of legacy resources that the veteran previously utilized? What is the State's definition for "comprehensive mapping"?	<p>See responses to questions 11 and 15 regarding service providers and benefit types. Regarding comprehensive mapping, the State defines this as the ability to create and maintain an accurate, up-to-date directory of available veteran services that includes:</p> <ul style="list-style-type: none"> • Current service availability and eligibility criteria • Geographic service areas and access points • Provider capacity and response capabilities • Service categories and specializations • Referral requirements and processes <p>The system should maintain historical data about veteran service utilization to support continuity of care and service delivery tracking. The emphasis is on creating a dynamic, user-friendly resource directory that</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>facilitates effective service matching and referrals.</p>
		<p>70. For Electronic Referrals, what APIs, Systems and Protocols are leveraged to submit referrals to providers? Is there a single interface that supports multiple service providers? If not, how many interfaces need to be created for Electronic Referrals? To what specific systems do interfaces need to be created and for each what is the integration method (API Type, published existing interface, etc.)?</p>	<p>See response to question 2 regarding core API and integration requirements. For Electronic Referrals specifically, the VCP should provide a standardized referral interface that supports multiple service providers through the platform, rather than requiring separate direct integrations with each provider's system. The focus should be on building a flexible, secure API infrastructure that can:</p> <ul style="list-style-type: none"> • Support standardized referral submissions and tracking • Enable secure data exchange with the VA Lighthouse API • Facilitate limited integration with the TDVS Claims Management System • Allow for future integrations as service delivery needs evolve <p>The emphasis is not on creating numerous point-to-point integrations, but rather on implementing a robust platform that can serve as a central coordination hub for referrals and service delivery.</p>
		<p>71. What is the State's definition of "sophisticated veteran record management?"</p>	<p>Sophisticated veteran record management refers to a system that provides:</p> <ul style="list-style-type: none"> • Secure storage and access to veteran profiles and service history • Role-based permissions for data access and modification • Ability to track service interactions and outcomes • Support for document management and secure communications • Comprehensive audit trails for all record activities

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<ul style="list-style-type: none"> • Integration with relevant data privacy and security controls • Capability to support coordinated service delivery across providers <p>The focus is on maintaining accurate, accessible records while ensuring appropriate security and privacy protections.</p>
		<p>72. For Case Management, does the State have existing case management process flow diagrams? Would the State be able to provide them to respondents? If process flow diagrams do not exist, would you please describe the typical case process flow?</p>	<p>Within the VCP, a typical case flow for service referrals should follow these general stages:</p> <p>Case Initiation</p> <ul style="list-style-type: none"> • Veteran, family member, or authorized representative submits service request • TDVS staff or partner organization initiates referral on veteran's behalf • Initial needs assessment and eligibility verification completed <p>Service Coordination</p> <ul style="list-style-type: none"> • System matches veteran with appropriate service provider(s) • Referral routed to selected provider • Provider receives notification and accepts case • Secure sharing of relevant veteran information <p>Case Progress</p> <ul style="list-style-type: none"> • Provider updates status as service delivery proceeds • System tracks key milestones and deadlines • Automated notifications keep all parties informed • Two-way communication capability between participants <p>4. Case Resolution</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<ul style="list-style-type: none"> • Provider documents service completion • Outcome recorded and verified • Case closed or referred for additional services • Satisfaction feedback collected <p>While the State does not have existing process flow diagrams to share, vendors should propose solutions that support this general workflow while maintaining flexibility to accommodate various service types and provider requirements.</p>
		<p>73. For Case Management, does the State have existing case management process flow diagrams? Would the State be able to provide them to respondents? If process flow diagrams do not exist, would you please describe the typical case process flow?</p>	<p>See response to question 72</p>
		<p>74. What is the State's definition of progress tracking under Case Management? Is it tracking of the veteran's progress in obtaining the requested services? Is it tracking of service providers in meeting veteran needs? Are there other use cases that require progress tracking?</p>	<p>Progress tracking in the VCP context encompasses multiple aspects:</p> <ul style="list-style-type: none"> • Tracking veterans' progress through service referral completion • Monitoring provider responsiveness and service delivery status • Following up on incomplete or stalled referrals • Documenting outcomes and service effectiveness • Identifying patterns in service delivery challenges or delays •
		<p>75. How many different alerts, messages, and reminders does the State anticipate needing?</p>	<p>See response to question 9 regarding referral workflows. The alert system should support essential notifications related to:</p> <ul style="list-style-type: none"> • Referral status changes • Service delivery updates

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<ul style="list-style-type: none"> • Required actions or approvals • Deadline reminders • System maintenance notifications • Security or privacy-related alerts •
		76. What are the typical counts for key record types such as veterans, providers, services, resources, access points, cases per year, need assessments, referrals, etc.?	See responses to questions 10 and 11 regarding user volumes.
3.2		77. Recommend that RFP response should or can be submitted exclusively by email.	Please see 3.2. for Email submission instructions. RFP responses can be submitted exclusively by email. Respondents must submit as specified below.
Cost Proposal	25	78. Recommend DVS should leverage existing systems as much as possible – for example, creating a new website would come with hosting costs or Microsoft licenses you already incur.	See response to question 2 regarding integration priorities.
		79. Is the Tennessee Department of Veteran Services seeking a capability that integrates and or connects across all state functions relevant to veterans or just those administered by DVS? If others, can you please specify which federal, state, and local agencies, offices, and functions?	See response to question 2 regarding integration priorities.
	1	80. You have provided an implementation maximum budget. What is the maximum annual software licensing budget after implementation?	See response to question 1.
3.2		81. Please confirm that proposal submissions can be either digitally (e.g. USB, CD-ROM) or via email, i.e., that you don't need to request both?	Submissions can be either digital or via email. You do not have to send both.
C	23	82. Beyond execution from within 180 days of award, what are the state's project schedule and milestones as referenced	See response to question 43 regarding project milestones and the

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		on Page 23?	payment schedule outlined in Section C.3.c of the pro forma contract.
C.5	23	83. In terms of interoperability, how are users identified across platforms?	User identification and authentication must align with security requirements detailed in Section E.8 of the pro forma contract. The platform should support secure user verification while maintaining compliance with VA standards, including: <ul style="list-style-type: none"> • Integration with VA Single Sign-on (SSOi) where appropriate • Integration with ID.me for veteran identity verification • OAuth flow for PHI/PII data access • Secure token-based authorization
C.5	23	84. Will the proposed solution be responsible for identifying users across platforms?	See response to question 83.
C.5	23	85. Describe your common authentication service please. If you do not have a common authentication service, please describe how you use information matching.	See response to question 83.
C.5	23	86. Does the system need to be responsible for secure storage and transmission of personal information?	Yes. See response to question 55 regarding comprehensive security requirements, including encryption standards and data protection protocols specified in the Pro Forma Contract.
C.14	24	87. Are the key metrics that need monitoring usage metrics like website analytics or the tracking of a case within the system? Our assumption is that TN requires real time data pushes into MS Dynamics and that routine batch pushes are not acceptable.	See responses to questions 63 and 74 regarding tracking requirements. The VCP should support both system usage analytics and case tracking capabilities. The State has not specified Microsoft Dynamics integration as a requirement.
C.7	24	88. We are proposing a solution that holds all veteran data within Microsoft Dynamics – does your Microsoft security environment meet the security requirements in section C.7? Are we correct in assuming	While Microsoft Dynamics may offer robust security features, the vendor solution must independently meet all security requirements specified in Section E.8 of the pro forma contract,

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		Encryption at rest and In Transit is a requirement?	including encryption at rest and in transit using FIPS 140-2 or 140-3 validated encryption technologies. See response to question 55 for detailed security requirements.
	25-26	89. You have provided an implementation maximum budget. What is the maximum annual software licensing budget after implementation?	See response to question 1.
		90. What is the annual Enterprise Software Licensing budget?	See response to question 1.
		91. What is the annual Maintenance and Support budget?	See response to question 1.
		92. What is the annual budget for Change Orders?	See response to question 1.
		93. We would like to propose add-on tools (for example, AI tools) that are not directly related to the requirement but would be beneficial to the government.	For add-on tools or enhancements not directly related to the RFP requirements, vendors should include these as optional components within their proposal, highlighting their potential benefits to the government. See Section 3.6, Additional Services, of the RFP.
		94. For specific OPTIONAL Cost Items, how should we incorporate them into the cost proposal?	A Respondent must not propose any additional cost amounts or rates for additional goods or services. Regardless of any additional services offered in a response, the Respondent's Cost Proposal must only record the proposed cost as required in this RFP and must not record any other rates, amounts, or information. See Section 3.6.
		95. In case additional hosting costs or license costs are required (however minimal) how should we include those ongoing expenses into the cost proposal?	Any anticipated ongoing expenses, such as additional hosting or license costs, should be included in the cost proposal as part of the vendor's projected maintenance and support costs. See response to question 1 for guidance on budgeting for ongoing expenses.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.3	35	96. How many cases does Tennessee Department of Veterans Services (TN DVS) currently handle annually?	See responses to questions 10 and 11 regarding user volumes and system capacity.
		97. How many of this number include Nashville Department of Veteran Services cases?	See responses to questions 10 and 11 regarding user volumes and system capacity.
		98. How many Veterans does TN DVS seek to handle in the system?	See responses to questions 10 and 11 regarding user volumes and system capacity.
		99. How many cases on average does each TN VSO handle?	See responses to questions 10 and 11 regarding user volumes and system capacity.
		100. What is the total anticipated caseload for TN to handle on the VCP in the first year?	See responses to questions 10 and 11 regarding user volumes and system capacity.
		101. How many individual employee users does TN DVS anticipate on the system?	See responses to questions 10 and 11 regarding user volumes and system capacity.
		102. Are we correct in assuming that any solution must be able to handle hundreds of thousands or millions of requests concurrently?	<p>The system should be designed to handle significant concurrent users and requests effectively, though specifying "millions" may overstate actual requirements. Vendors should propose solutions that:</p> <ul style="list-style-type: none"> • Support thousands of concurrent sessions • Maintain performance under heavy load • Scale resources dynamically as needed • Ensure consistent response times • Meet the Recovery Time Objective (RTO) and Recovery Point Objective (RPO) requirements specified in Section E.8.d of the pro forma contract <p>The focus should be on providing reliable, responsive service that can grow with platform adoption.</p>
		103. What Microsoft products does TN DVS currently use?	The State does not share detailed information about internal systems and licensing. Vendors should

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			<p>propose solutions based on the requirements outlined in the RFP and pro forma contract, ensuring their proposed platform can:</p> <ul style="list-style-type: none"> • Meet all technical requirements specified • Support necessary integrations (See response to question 2) • Maintain required security standards (See response to question 55) • Function effectively within state infrastructure • Scale to meet service delivery needs <p>Vendors are encouraged to detail how their proposed solution will meet these requirements, regardless of the underlying technology stack.</p>
		<p>104. What Microsoft 365 licenses does TN DVS have?</p>	<p>The State does not share detailed information about internal systems and licensing. Vendors should propose solutions based on the requirements outlined in the RFP and pro forma contract, ensuring their proposed platform can:</p> <ul style="list-style-type: none"> • Meet all technical requirements specified • Support necessary integrations (See response to question 2) • Maintain required security standards (See response to question 55) • Function effectively within state infrastructure • Scale to meet service delivery needs <p>Vendors are encouraged to detail how their proposed solution will meet these requirements, regardless of the underlying technology stack.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		<p>105. Does TN DVS use Microsoft Dynamics (also on subsequent page Scope A.4.)</p>	<p>The State does not share detailed information about internal systems and licensing. Vendors should propose solutions based on the requirements outlined in the RFP and pro forma contract, ensuring their proposed platform can:</p> <ul style="list-style-type: none"> • Meet all technical requirements specified • Support necessary integrations (See response to question 2) • Maintain required security standards (See response to question 55) • Function effectively within state infrastructure • Scale to meet service delivery needs <p>Vendors are encouraged to detail how their proposed solution will meet these requirements, regardless of the underlying technology stack.</p>
		<p>106. What internal IT department(s) approval(s) will be required within the 180-day period of performance?</p> <p>Note: In our experience working with governments, internal approval and governance processes are often the rate-limiting step for implementation projects.</p> <p>Please explain how long those processes take and whether the 180-day period is sufficient to gain those approvals?</p> <p>Will completion of the VCP during the 180-day period be sufficient even if full internal approvals have not been gained?</p>	<p>The State's Strategic Technology Solutions (STS) team and internal IT governance bodies are involved in overseeing project compliance and security standards. However, vendors should plan and propose their solutions to fully meet the 180-day implementation period as outlined in the contract. Both the State and the selected vendor are expected to adhere to this timeline, with the State prioritizing any necessary internal approvals to avoid delays.</p> <p>Vendors are encouraged to focus on presenting a solution that meets all RFP requirements and timeline expectations, while the State will work internally to ensure timely approvals within the defined project period.</p>
A.4	36	<p>107. Does the state currently maintain Veterans records?</p> <p>If so, in what format and what</p>	<p>See response to question 5. No data migration is required for the VCP, as this will be a new platform implementation.</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		specific data fields are contained in those records?	
		108. What Customer Relationship Management (CRM) systems does TN DVS use today? What types of licenses does TN have for those CRMs? Please list all Microsoft or Salesforce licenses you hold	<p>The State does not share detailed information about internal systems and licensing. Vendors should propose solutions based on the requirements outlined in the RFP and pro forma contract, ensuring their proposed platform can:</p> <ul style="list-style-type: none"> • Meet all technical requirements specified • Support necessary integrations (See response to question 2) • Maintain required security standards (See response to question 55) • Function effectively within state infrastructure • Scale to meet service delivery needs <p>Vendors are encouraged to detail how their proposed solution will meet these requirements, regardless of the underlying technology stack.</p>
A.4.1	36	109. Does TN have an up-to-date list of available resources and services for Veterans? How is that list currently stored and maintained up to date? After implementation of the VCP, will DVS be responsible for ongoing resource mapping as available resources change?	<p>The State does not maintain a centralized list of all available resources and services for veterans beyond those directly provided by the Tennessee Department of Veterans Services (TDVS) and certain state-supported services. Each agency or service provider typically manages its own resources. After VCP implementation, TDVS will be responsible for ongoing resource mapping and updating available resources as they evolve, in collaboration with relevant state agencies.</p>
A.4.2	36	110. In what format will Electronic Referrals be?	<p>Electronic referrals will follow a standardized format determined by the VCP to enable secure, consistent submission and tracking across all service providers. The platform should support structured referral</p>

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			data and enable interoperability with other systems via API.
		111. We anticipate service providers have different templates, is a list of templates available?	There is no centralized list of referral templates from service providers. The VCP should be flexible enough to accommodate diverse data fields and formats used by providers, either through standardized fields or configurable templates or structured APIs.
A.4.3	36	112. What specific services will DVS seek to monitor service utilization?	Services to be monitored for utilization include benefits assistance, healthcare, housing support, employment, crisis services, and social services. The system should track resource utilization, referral outcomes, and service effectiveness to ensure veterans receive the intended support.
A.4.4	36	113. Does the state currently maintain Veterans records? If so, in what format and what specific data fields are contained in those records?	There are no existing data migration requirements for the VCP, as it is a new implementation. All data entered will be new, eliminating the need to incorporate pre-existing veteran records from another system.
A.5.1	36	114. What specific state infrastructure systems does the VCP need to be compatible with?	The VCP must be compatible with the operating systems of Tennessee's IT infrastructure, specifically Windows 10 and 11, and support secure API-based integration with systems such as the VA Lighthouse API for secure data exchange.
A.5.4	36	115. Is there a definitive list of relevant systems used by key service providers and government agencies? If not, please provide the most current list available. If so, please provide the full list.	There is no detailed list of systems provided. The VCP should support a flexible API architecture to facilitate integration with both existing and future systems that may be required for veteran service coordination.
		116. Does DVS anticipate that service providers that are not part of the TN government will need access to the system? If so, please list the names of a few key service providers that may require access and why?	Yes, third-party providers, including community organizations and healthcare providers, will need access to the VCP. These providers will use the platform to manage referrals, track service delivery, and collaborate

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
			with other agencies to provide comprehensive veteran support.
		117. Reference questionnaires are included as part of the RFP but are not listed as mandatory requirements or included as part of the evaluation criteria. Please confirm if reference questionnaires are required as part of proposal submissions, or if they are optional.	See response to question 22. Reference questionnaires are not mandatory but are strongly recommended to support the evaluation process.
		118. The Federal Government uses a formal contract review system called CPARs. May we provide a CPARs report for federal contracts, in lieu of the questionnaire as the information provided in a CPARs report is more detailed than the TN government questionnaire?	Vendors may submit a CPARs report as a supplement to the State's reference questionnaire; however, it is encouraged to complete the State's reference questionnaire to align with Tennessee's evaluation process.
C.1.	23	119. Will we be required to follow the template structure when responding to questions, such as in Section C? We intend for the proposal to reference page numbers, sections, and item references, but in a more visually appealing format. Is there any objection to this if we include the same content?	The State requires adherence to the RFP template structure in Section C to ensure consistency and ease of evaluation. Vendors are encouraged to follow the specified structure even if adding visual enhancements, as long as all required content is clearly presented.
C.12	24	120. On average, how many digital signatures are utilized monthly?	The State has not specified digital signature requirements. Vendors should propose their digital signature approach based on secure authentication practices suitable for the platform's needs.
C.13 – 16	24	121. What is the monthly estimate on active users of the Veterans Services Coordination Platform from the following categories: Master Administrator TDVS Staff External Service Providers (nonprofits...etc.) End Users, such as veterans, active duty, spouses, and so on.	See response to question 10. Exact user counts and roles are not provided, as they will depend on factors like the vendor's licensing model, role framework, and the proposed solution's scalability.
	27	122. Will TDVS require data migration or data cleanup? If so, what is the volume of data needing to be cleaned or migrated? Please share a data taxonomy file, data hierarchy, and classification document.	See response to question 5. No data migration or cleanup is required, as the VCP will be a new system with newly created data records.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
A.5	36	123. Please list the software or systems used by providers and government agencies that we would need to prepare for interoperability.	See response to question 2.
A.6	36	124. Is there a known or estimated number of workflows required for this project?	See responses to questions 9 and 48.
A.6	37	125. We seek to continue our relationship after product delivery through a long-term maintenance and operations contract. This will enable TDVS to work with [Respondent] to iterate on the technology and innovate. Will TDVS be willing to continue to work with the contractor to iterate on the technology, or will the state manage the software after product delivery?	See response to question 1 regarding ongoing maintenance and support.
A.8	37	126. As our technical solution is built in Salesforce, licenses follow a "per user" cost model. Licenses are purchased in advance by estimating the size of the user base each year. Although we can always buy more licenses, we earnestly recommend being conservative with distributing licenses, as this may become costly if not thoughtfully planned. We will diligently monitor growth and cost, and aid the state in staying within the intended budget. We can also help prepare the state for scale.	See response to question 10 regarding user counts and licensing.
A.11	37	127. Does TDVS currently utilize a veteran claims software? If so, does it have an API? If not, does TDVS intend to have the contractor build a new custom claims software?	See response to question 16. TDVS currently uses a Claims Management System (CMS) for veteran claims, and the VCP is intended to complement, not replace, this system. The CMS is the primary tool for claims processing, while the VCP focuses on resource coordination and referrals.
	41	128. Who will be assigned to test products when they are ready to be tested by the state?	Testing will involve designated TDVS staff and possibly representatives from partner agencies as appropriate. Specific roles and personnel will be assigned based on the platform's testing needs and project milestones.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		129. Do you have an estimated monthly volume of training and technical support needs?	The training and support requirements are outlined in Sections A.10 and A.12 of the pro forma contract, requiring comprehensive initial training within the 180-day implementation period, followed by ongoing technical support. Vendors should propose a training and support plan tailored to ensure user proficiency and long-term system adoption.

3. Delete RFP section 6.2 – Section C in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

RFP ATTACHMENT 6.2. — SECTION C

TECHNICAL RESPONSE & EVALUATION GUIDE

SECTION C: TECHNICAL QUALIFICATIONS, EXPERIENCE & APPROACH. The Respondent must address all items (below) and provide, in sequence, the information and documentation as required (referenced with the associated item references). The Respondent must also detail the response page number for each item in the appropriate space below.

A Proposal Evaluation Team, made up of three or more State employees, will independently evaluate and score the response to each item. Each evaluator will use the following whole number, raw point scale for scoring each item:

0 = little value 1 = poor 2 = fair 3 = satisfactory 4 = good 5 = excellent

The Solicitation Coordinator will multiply the Item Score by the associated Evaluation Factor (indicating the relative emphasis of the item in the overall evaluation). The resulting product will be the item's Raw Weighted Score for purposes of calculating the section score as indicated.

RESPONDENT LEGAL ENTITY NAME:					
Response Page # (Respondent completes)	Item Ref.	Section C— Technical Qualifications, Experience & Approach Items	Item Score	Evaluation Factor	Raw Weighted Score
	C.1.	Provide a narrative that addresses the following: a. Summarize the key requirements of the project as outlined in the RFP. b. Identify potential challenges or risks associated with meeting these requirements and propose strategies for mitigating them.		1	

		c. Describe how the Respondent's proposed solution aligns with the State's project schedule, including key milestones and deliverables.			
	C.2.	Provide a narrative that addresses the following: a. Describe the Respondent's approach to completing the scope of services, including a high-level work breakdown structure. b. Explain how the proposed approach will ensure the accomplishment of required objectives. c. Provide a detailed project plan that aligns with the State's project schedule, including key activities, milestones, and dependencies. d. Describe the Respondent's process for monitoring progress against the project plan and adjusting as needed to meet the schedule.		1	
	C.3	Describe your approach to implementing a modular framework that supports scalable enhancements and the integration of new functionalities. Include examples from past projects.		10	
	C.4	Explain how your system supports the development of customizable infrastructure, including components, workflows, and automations tailored to unique needs.		5	
	C.5	Detail your system's interoperability capabilities, specifically its API integration strategies for data exchange with existing and future platforms. Describe your experience with similar integrations.		10	
	C.6	Discuss your approach to achieving seamless integration with external organizations, highlighting any customizable solutions for environments lacking standard APIs.		5	
	C.7	Provide an overview of the security protocols and compliance measures your system implements, with specific examples of adherence to standards like HIPAA, NIST, and SOC 2.		10	
	C.8	Outline the technologies and frameworks you will employ to enhance security features, including CSRF protection, clickjack protection, and user identification processes.		5	
	C.10	Describe the user-centric design principles guiding the development of your system's interface, emphasizing accessibility and efficiency. Include examples of how you cater to various user roles.		5	

	C.11	Explain how your platform will facilitate intuitive interactions, including secure signature capabilities and real-time verification processes.		1	
	C.12	Detail your approach to data management, emphasizing the construction and utilization of a data warehouse and business intelligence tools for advanced analytics.		10	
	C.13	Describe how your system will enable real-time tracking and monitoring of key metrics for data-informed decision-making. Include examples of dashboard capabilities and outcome tracking.		5	
	C.14	Outline your structured approach for system deployment, including gap analysis, agile development methodologies, and the incorporation of user feedback.		5	
	C.15	Describe the training materials and support services you will provide to ensure continuous system optimization and user assistance.		1	
<i>The Solicitation Coordinator will use this sum and the formula below to calculate the section score. All calculations will use and result in numbers rounded to two (2) places to the right of the decimal point.</i>			Total Raw Weighted Score: <i>(sum of Raw Weighted Scores above)</i>		
Total Raw Weighted Score <hr/> Maximum Possible Raw Weighted Score <i>(i.e., 5 x the sum of item weights above)</i>		X 35 <i>(maximum possible score)</i>	= SCORE:		
<i>State Use – Evaluator Identification:</i>					
<i>State Use – Solicitation Coordinator Signature, Printed Name & Date:</i>					

4. Delete RFP section 6.6 Pro Forma Contract, Clause A.9 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):
 - A.9. The Contractor shall design, develop, assemble, and implement a case management and resource coordination system within one hundred eighty (180) days of the Effective Date. This system will enable veterans across the State of Tennessee to access support services, initiate referrals, and connect with benefits and resources, but is not intended for direct claims processing. The Contractor’s system must be approved by the State.
5. Delete RFP section 6.6 Pro Forma Contract, Clause A.11 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

A.11. Within one hundred eighty (180) days of the Effective Date, the Contractor's system shall be fully operational to support case management, resource referrals, and coordination of veteran services.

6. **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.