



STATE OF TENNESSEE  
Department of Correction

**REQUEST FOR PROPOSALS # 32901-31344  
AMENDMENT # 12  
FOR IOT Compliant Reporting**

DATE: October 9, 2024

RFP # 32901-31344 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		February 12, 2024
2. Disability Accommodation Request Deadline	2:00 p.m.	February 15, 2024
3. Pre-response Conference	2:00 p.m.	February 20, 2024
4. Notice of Intent to Respond Deadline	2:00 p.m.	February 21, 2024
5. Written "Questions & Comments" Deadline	2:00 p.m.	February 28, 2024
6. State Response to Written "Questions & Comments"		March 28, 2024
7. "Additional Clarifications and Questions" Deadline	2:00 p.m.	April 5, 2024
8. State Response to "Additional Clarifications and Questions"		April 25, 2024
9. RFP Response Deadline	2:00 p.m.	May 17, 2024
10. State Schedules Respondent Oral Presentation		May 24, 2024
11. Respondent Oral Presentation	9 a.m. – 4 p.m.	June 11-20, 2024
12. State Completion of Technical Response Evaluations (RFP Att 6.2., Sections B, C, D)		June 26, 2024
13. State Schedules System Testing		July 9, 2024
14. State System Testing & Demonstrations		July 22-August 2, 2024 (Respondent 1)  August 6-17, 2024 (Respondent 2)  August 26-September 6, 2024 (Respondent 3)
15. State Completes Scoring of System-Testing Results (RFP Attachment 6.2., Section E)		September 13, 2024
16. Resubmission of Cost Proposals		October 2, 2024
17. State Opening & Scoring of Cost Proposals	2:00 p.m.	October 3, 2024
18. Cost Negotiations with the Central Procurement Office		October 4-October 8, 2024
19. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection		October 16, 2024
20. End of Open File Period		October 23, 2024
21. State sends contract to Contractor for signature		October 24, 2024
22. Contractor Signature Deadline		October 31, 2024

2. RFP Attachment 6.2 Section C is deleted in its entirety and replaced with the following (any sentence or paragraph containing revised or new text is highlighted):

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 an executive summary of the Respondent’s offer. The executive summary must be no more than four (4) pages in type no smaller than ten (10) point font and must provide a concise summarization of the products and services being proposed that illustrates the Respondent’s understanding of the State’s requirements and project schedule, the planned approach to providing the services and accomplishing the State’s objectives, and documentation as to why the software and services being proposed are the best value for the State.		10	
	C.2.	Provide a narrative that describes the methodology and approach to managing the project. The narrative must illustrate how the Respondent will manage the project, ensure completion of the scope of services, and accomplish required objectives within the State’s project methodology.		10	
	C.3.	Provide a narrative with diagrams that illustrates and describes the web-based application, communications, and any other components of the proposed system.		20	
	C.4.	Provide a drafted project work plan for the delivery of services that includes tasks, duration estimates, resources, milestones, deliverables, and any other information or data to demonstrate the Respondent’s understanding of the work required to successfully provide services to the State.		20	
	C.5.	Provide a narrative that illustrates how the proposed solution will serve as a form of electronic supervision.		30	
	C.6.	Provide a narrative that illustrates how the Respondent will provide a system utilizing voice recognition technology to validate the identity of assigned Offenders. Respondents may propose additional technological features such as facial recognition in addition to voice recognition.		30	
	C.7.	Provide a narrative that illustrates how the Offender will be enrolled and assign an Offender-specific PIN.		30	
	C.8.	Provide a narrative that illustrates how the proposed solution will incorporate State-defined reporting question content.		30	
	C.9.	Provide a narrative that illustrates how the Respondent will provide a dedicated landline telephone option for Offenders without cellular		30	

		phones or applicable cellular service across LTE networks.			
	C.10.	Provide a narrative that illustrates how the proposed solution can be scaled and have the capacity to enroll a minimum of one thousand (1,000) offenders with an unlimited offender capacity at the State's discretion.		30	
	C.11.	Provide a narrative that illustrates how the proposed solution can be accessed from a variety of platforms by officers and offenders such as cell phones, tablets, PCs and/or other devices for State staff.		30	
	C.12.	Provide a narrative that illustrates how the proposed solution will utilize role-based security profiles and have the capability to connect to the State's active directory environment.		30	
	C.13.	Provide a narrative that illustrates how the proposed solution will incorporate the Standards of Supervision (SOS), which must be configurable, as set forth in Attachment Two, TDOC Policy #704.01 into the software.		30	
	C.14.	Provide a narrative that illustrates how the Respondent will provide unlimited talk, text, videoconferencing, and video chat services within the proposed solution.		30	
	C.15.	Provide a narrative that illustrates how the proposed solution will provide alerts to include: 1. automated call-back 2. text messages to offenders who fail to call-in as required (in the form of late reminders)		30	
	C.16.	Provide a narrative that illustrates how the Respondent will comply with the State's data storage regulations <a href="https://www.tn.gov/finance/strategictechnology-solutions/strategictechnology-solutions/sts-securitypolicies.html">https://www.tn.gov/finance/strategictechnology-solutions/strategictechnology-solutions/sts-securitypolicies.html</a> to capture and store recordings of video conferences, uploaded documents, Offender call-ins, and text messages. Respondent's solution must be hosted at the Contractor's dedicated location and must pass the State's Vulnerability Management Team assessment and meet one of the three certifications: FEDRAMP, SOC 2 Type II or ISO.		30	
	C.17.	Provide a narrative that illustrates how the proposed solution will allow designated State staff to listen to vendor-saved recorded calls and view uploaded documents from enrolled offenders.		20	
	C.18.	Provide a narrative that illustrates how the proposed solution will transmit data between the State's Offender Management System ("OMS") and the Respondent's system in an encrypted format acceptable to the State to meet all applicable State security requirements.		30	
	C.19.	Provide a narrative that illustrates how the proposed solution will provide automated calendar reminders by way of telephone call or text message for upcoming appointments which can be tracked in the proposed solution and the offender management system, To include but not		30	

		be limited to: 1. mandatory reporting 2. treatment services 3. court appearances 4. Programming			
	C.20.	Provide a narrative that illustrates how the proposed solution will possess the ability to upload and retain documents to include paycheck stubs and other various documents for compliance purposes as determined by the State.		20	
	C21.	Provide a narrative that illustrates how the proposed solution will provide State staff with ability to monitor Offender special conditions including alerts for completion of special conditions and other conditions as designated by the State.		30	
	C22.	Provide a narrative that illustrates how the proposed solution will be designed to select and notify enrolled Offenders to include but not limited to the below: 1. random drug screens 2. track status of drug screens 3. receive test results of drug screens of all Offenders.		30	
	C.23.	Provide a narrative that illustrates how the proposed solution will provide services to those deemed Limited English Proficient (LEP). Include a sample quick reference guide and PIN card.		20	
	C.24.	Provide a narrative that illustrates how the Respondent will report at a minimum enrollment number of one thousand (1,000), to-do lists, complete vs incomplete requirements for Offenders.		20	
	C.25.	. Provide a narrative that illustrates how the proposed solution can provide reports in a variety of electronic formats to include, but not be limited, to Excel or pdf.		30	
	C.26.	Provide a narrative that illustrates how the proposed solution can generate ad hoc reports.		20	
	C.27.	Provide a narrative that illustrates how the proposed solution will autogenerate State approved forms such as enrollment forms in pdf and Microsoft Word format.		20	
	C.28.	Provide a narrative that illustrates how the proposed solution will be designed to provide the State with comprehensive statistical dashboards including but not limited to outstanding tasks to be completed by State staff and Offenders.		20	
	C.29.	Provide a narrative that illustrates how the Respondent will notify the State prior to any planned system downtime or maintenance.		30	
	C.30.	Provide a narrative that illustrates how the Respondent will provide technical support when contacted by the State and on-site assistance at the appropriate State office as needed by the State.		20	
	C.31.	Provide a training plan and timeline to train State staff regarding the proposed solution's enrollment process including refresher training, new employee training, and any other applicable training necessary because of system enhancements and updates.		20	

	C.32.	Provide an implementation plan detailing how the Respondent will work with the State to implement the requirements as outlined the scope of services of the Pro Forma Contract in RFP ATTACHMENT 6.6. within a minimum of sixty (60) days after contract execution. The plan must include a timeline/schedule detailing how the Respondent will onboard enrolled Offenders within a maximum of ninety (90) days after contract implementation in accordance with TDOC Policy # 704.01.1, as referenced in Attachment Two to utilize the required features as a tool of supervision for minimum risk Offenders.		20	
Total Raw Weighted Score / Maximum Possible Raw Weighted Score (i.e., 5 x the sum of item weights above) x 120 (maximum section score) = SCORE:					
State Use – Evaluator Identification:					
State Use – Solicitation Coordinator Signature, Printed Name & Date					

3. **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.