



STATE OF TENNESSEE
TENNESSEE DEPARTMENT OF CORRECTION

REQUEST FOR INFORMATION
FOR
COMPLIANT REPORTING SOFTWARE

RFI # 32901-31314
OCTOBER 27, 2022

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Correction issues this Request for Information (“RFI”) for the purpose of surveying the market to ascertain whether vendor pool can provide a technology-based delivery of offender voice tracking and identification as a form of supervision for minimum risk offenders. We appreciate your input and participation in this process.

2. BACKGROUND:

TDOC is seeking to enhance the current supervision tools for those offenders scored as a minimum risk. Currently, the agency utilizes an interactive voice tracking tool for mandatory reporting for minimum risk offenders and as a form of sanctioning for various other offenders. The agency is issuing an RFI to survey the market to ascertain what technology-based enhancements or tools are available to provide this option as a form of supervision.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:
ARIEL EVANS, CONTRACT ADMINISTRATOR
TENNESSEE DEPARTMENT OF CORRECTION
320 6TH AVENUE NORTH,
NASHVILLE, TN 37243
615-253-8106
Email: Ariel.Evans@tn.gov

3.2. Please feel free to contact the TENNESSEE DEPARTMENT OF CORRECTION with any questions regarding this RFI. The main point of contact will be:
ARIEL EVANS
TENNESSEE DEPARTMENT OF CORRECTION
320 6TH AVENUE NORTH
NASHVILLE, TN 37243
615-253-8106
Email: Ariel.Evans@tn.gov

3.3. Please reference RFI # 32901-31314 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		OCTOBER 27, 2022
2.	RFI Response Deadline		NOVEMBER 15, 2022

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms:

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TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:

Name, Title:

Address:

Phone Number:

Email:

3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS

4. What is your experience in providing voice recognition software in the correctional industry? If currently servicing other governmental entities, please list the current entities.

5. What is the proposed technological-based delivery method? (i.e. internet, cloud-based by way of electronic device, etc?)

6. What devices can offenders and staff utilize to access the delivery method?

7. What forms of verification are embedded within the software? (2-step or 3-step, photo, voice, etc?)

8. What type of underpinning (base platform) is the network currently running on?

9. What are the minimum and maximum capacities for the proposed platform?

10. Is the platform expandable?

11. Does the delivery method offer a biometric verification system? If so, please describe the biometrics utilized/required for access?

12. Does the delivery method offer a GPS tool to confirm offender location?

13. If so, are the intervals adjustable?

14. Does the delivery method have the capability to customize reports? If so, what format can the reports be created and downloaded? (Excel, PDF, etc.)?

15. Does the delivery method possess the functionality to send alerts for random drug screens?

16. Does the delivery method possess the functionality for push notifications?

17. If so, what types of push notifications are available?

18. Does the delivery method possess the functionality for mass notifications?

19. If so, is it automated or manually driven?

20. Can the delivery method be integrated with other systems, such as an offender management system for record keeping purposes?

21. Does the delivery method possess the functionality to receive and upload documents and photos?

22. If so, what document format type is acceptable? (JPEG, TIF, PDF, etc)?
23. Does the delivery method possess electronic signature capability?
24. If so, does the existing information remain embedded within the photos for active location purposes?
25. Is the delivery method customizable to deliver services to clients deemed Limited English Proficient (LEP)?
26. Does the delivery method interact with TTY devices and Video Relay Systems (VRS) for those deemed blind, deaf or hard of hearing?
27. Does the delivery method offer the ability to conduct video conference or video chatting into a single party or group setting?
28. What type of technical support does your company provide? What are the operating hours?
29. Does the delivery method possess the ability to send text messages? Can it send single and group text messages?
30. What does the client enrollment process consist of?
31. Which web browsers can the delivery method be accessed from?
32. Does the delivery method possess a calendar application for scheduling and reminders for both staff and offenders?
33. Does the delivery method possess a comprehensive dashboard to display statistics and provide tasks for officers to complete?

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. Describe the typical price range for similar services or goods
3. Does the vendor supply the devices? If so, is it agency pay or offender pay?
4. Is the cost per offender/per day or per offender/per month?
5. What lines should be on the contract in order to meet all of the State's requirements? Keep in mind ALL costs should be included in the contractor's bid price.

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