



STATE OF TENNESSEE  
DEPARTMENT OF COMMERCE AND INSURANCE

**REQUEST FOR INFORMATION 33501- 2325368  
AMENDMENT # 1  
FOR MANUFACTURED HOUSING INSPECTION (MFH)  
SYSTEM**

**DATE: August 4, 2023**

**RFI # 33501- 2325368 IS AMENDED AS FOLLOWS:**

**1. This RFI Schedule of Events confirms scheduled RFI dates.**

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		June 23, 2023
2.	Written "Questions & Comments" Deadline	2:00PM	July 21, 2023
3.	State Response to Written "Questions & Comments"	2:00PM	August 4, 2023
4.	RFI Written Response Deadline	2:00PM	August 25, 2023
5.	State Completes Review of Responses and Schedules Demonstrations	4:30PM	September 8, 2023
6.	State Scheduled RFI Demonstrations	9:00-4:30PM	September 26- September 28, 2023

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

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

RFI SECTION	PAGE #	QUESTION/COMMENT	STATE RESPONSE
		1. Have you evaluated the ServiceNow platform and its capabilities? If so, which products within ServiceNow have you evaluated (e.g., ITSM, CSM, SAM Pro, HAM, SecOps, GRC)	The State seeks to learn information from the respondents regarding what products each respondent has to offer. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.

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		2. Is there an incumbent currently providing these services?	The State currently has a database that is used for storing and tracking purposes, but there is not a customer facing portal or inspection system.
		3. Have you met with ServiceNow regarding your requirements?	Please see response to question 1.
		4. Have you met with other ServiceNow partners regarding your requirements?	Please see response to question 1.
		5. Have you met with other product vendors to assess the suitability of those products for your requirements?	Please see response to question 1.
		6. Are you able to share a budget you are working within to accomplish the objectives of this opportunity?	The State seeks to learn information from the respondents regarding system capabilities and typical budget for a project of this size and scope.
		7. How are you interfacing with TBI and FBI background checks today?	Manufactured housing does not interface with TBI and FBI.
		8. How does TDCI structure enforcement post-inspection today?	Inspector sends all inspection reports to a general email account, administrative staff emails the reports to licensees. If a house fails due to an imminent safety hazard, they must respond in 24 hours to acknowledge receipt. Licensee receives inspection report, if rejected inspection, licensee has 30 days to correct and submit a POCA (Plan of Corrective Action). All inspection reports are saved, and information is entered into a database.
		9. What payment services (either internal or third-party billing services) are used today for inspection fee collection?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.

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		10. Where do installers submit permit applications and what system is used to manage, review, and process installer permit applications?	<p>Licensees submit weekly reports to the general email account. These reports contain each decal from the homes that they have installed the week prior.</p> <p>The system falls under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.</p>
		11. How do inspectors currently determine their route, and track arrival on location?	<p>The administrative staff sends out the weekly reports to the inspector dedicated to that region. The inspector receives the weekly reports and determines his/her routes based off general location.</p>
		12. Is there a need for installers to also access a customer-facing portal to submit permits, and track the status of inspections?	<p>It is the State's desire that the installers/licensees will utilize a customer facing portal to submit their weekly reports and view status of inspections.</p>
		13. How are inspections initiated, and who assigns the inspections to the inspectors?	<p>Inspections are initiated upon receipt of the weekly report. The inspection is sent to the inspector by administrative staff.</p>
		14. How many county clerks need access to a customer-facing portal?	<p>There are 95 county clerks needing access to a customer-facing portal.</p>
		15. Would you like the system to automatically notify citizens about their upcoming inspection renewal or the need for rescheduling due to the inability to complete the inspection or due to a failed inspection?	<p>No, the State does not want to communicate these items to citizens or homeowners.</p>
		16. Is there a need for a public inquiry or complaints regarding inspections, applications, or possible rule violations?	<p>No, there are already systems in place for this.</p>
		17. Is TDCI willing to consider leveraging a workflow automation tool and building the proposed solution?	<p>The State seeks to learn information from the respondents regarding workflow and other options that the respondents have to offer. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.</p>

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		18. How much value would the creation of a dedicated accompanying mobile application have for TDCI?	The State seeks to learn information from the respondents regarding capabilities of a remote inspection system/module. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.
		19. What is TDCI's data retention policy for permit data?	<p>The Records Disposition Authorization (RDA) applicable to permit data is RDA 2225.</p> <p>Pursuant to RDA 2225, permit data is retained for seven (7) years.</p> <p>The State retains the information for decals installed for up to 7 years.</p> <p>The State retains the information for decals ordered until 7 years after purchase.</p>
		20. The RFI states the application must adhere to state regulations for backup and recovery. Can TDCI provide a link the specific standards?	Any RFI respondents must have the ability to follow security policies listed at the following location: <a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a>
		21. "Backup and Recovery of the system that adheres to State regulations" - And their regulations are what?	State regulations for backup and recovery are addressed in the Enterprise Information Security Policy accessible at the following location: <a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a>
		22. "...State is seeking a Software as a Service (SaaS), custom-off-the-shelf (COTS) application" - Do they have any objections to a PaaS COTS solution?	The State does not have any objections to a PaaS COTS solution.
		23. What is the current database/solution? Microsoft Access? Or is there a current vendor providing an on-prem solution? If the latter, how may we obtain copies of any incumbent contract documents?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.
		24. What costs has TDCI incurred for the initial set up, ongoing maintenance, hosting, software licensing, support, and enhancements (i.e., "change orders") over the lifetime of the current system(s) to be replaced by the new solution?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential

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		25. The requirements can be met with purchasing a core SaaS solution and add-ons while using an implementation partner; this would result in less time to Go-live but increase price. Alternatively, the TDCI could just purchase a core SaaS solution and minimal/no add-ons and rely on an implementation partner to build the rest; this would potentially decrease price but extend the timeline to Go-live. Based on budget and urgency, which approach would the TDCI lean toward?	Please see response to question 1.
		26. Who are the competitors? This will help us differentiate ourselves.	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.
		27. What is the project budget?	Please see response to question 6.
		28. What is the problem? Why are you starting the RFP process? What does the agency hope to improve?	The State seeks to find a solution to provide more efficiency for staff, licensees, and customers. The current process is mundane and requires heavy manual data entry.
		29. How will vendors be evaluated and/or scored?	The State is seeking to identify a vendor with expertise and experience in delivering solutions to manage TDCIs manufactured housing, installation, inspection, decal inventory and enforcement actions system and database. The State seeks information through this RFI, and any resulting procurement will address evaluation.
		30. What is the project timeline?	The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project. The State seeks to implement a new product by 2024.
		31. Will there be an opportunity to present? Can we get that booked; our calendars fill up quickly.	Per section 5 of the RFI, demonstrations will be held September 26-28, 2023. These demonstrations will be limited to 1 hour per vendor.

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		32. Business Needs – Item #1 - How are you currently managing the process to add, remove or manage end users, Installers?	The current solution does not provide support for end users or licensees. There are internal staff that manage adding and removing internal users.
		33. Business Needs – Item #1 - How many current installations do you have in the database?	Currently there are approximately 65,000-70,000 installations in the database.
		34. Business Needs – Item #1 - How long do retain installations in the Database once inspection is complete?	The State retains the installations in the database for 7 years.
		35. Business Needs – Item #1 - Do have a standardized inspection questionnaire template to be completed by Inspectors? If so, how many templates? Inspection Output?	Yes. There is only one template, and approximately 2,400-2,650 inspections occur annually.
		36. Business Needs – Item #1 - How are you currently managing the process to add, remove or manage system users, e.g., Installers, Clerks, etc.?	The current solution does not provide support for installers, licensees, clerks, etc. The internal users are removed or added through an internal request.
		37. Business Needs – Item #1 - Do you have a documented standard workflow for the Inspection process, e.g. list of tasks to complete, pass fail decision points and tasks based on decision points. One process or multiple based on type of inspection? How many workflows do you have?	Yes, the State currently has Standard Operating Procedures for inspections, whether pass or fail, and the workflow they must follow. There are 35 decision points on whether a home will pass or fail. There is only one type of inspection. There are 3 separate workflows depending on the result of the inspection. i.e., Pass, Fail, Fail with Imminent Safety Hazard.
		38. Business Needs – Item #1 - Are inspections once completed and passed done, or is there a requirement to reinspect a % at given intervals?	Once an inspection is passed, there are no additional requirements.

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		39. Business Needs – Item #1 - How many Installers are in the system today, and how many do you need to convert to new system? What rule will you follow to determine, e.g., all Installers in last 2 years?	There are currently no installers in the current system. There is no customer facing portal. The system only supports back-end users.
		40. Business Needs – Item #1 - How do installers and inspectors access the system today? Do you require Mobile app capabilities for installers? Inspectors?	Installers nor inspectors access the current system. Admin and managers take the information provided and relay it to the system.  The State seeks to learn information from the respondents regarding capabilities of a remote inspection system/module/app that must be mobile responsive. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.
		41. Business Needs – Item #1 - How do you currently handle the payment processing of the application \$45 decal fee?	The county clerk sends a check to the State for decals sold. The payment is entered into the State's payment processing system which will be an integration requirement.
		42. Business Needs – Item #2 How many current regions do you have? How are they defined, e.g., counties, zip codes, etc.?	We have 6 regions, and they are defined by counties.
		43. Business Needs – Item # 2 - How are inspectors assigned to regions today? Can they be assigned to multiple regions	The inspectors are assigned based off their home location. The only time an inspector would be assigned to multiple regions is if there was a shortage of staff.
		44. Business Needs – Item # 2 - Who manages the restructuring and reassignments of regions today? How often does it happen?	The Director of Manufactured Housing handles all restructuring and reassignment of regions.
		45. Business Needs – Item # 2 - Do inspectors have their own equipment or do you have requirements to manage and assign out inspection equipment?	The State owns the equipment that the inspectors utilize. The State also manages and assigns the equipment.

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		46. Business Needs – Item # 2 - Do inspectors have their own equipment or do you have requirements to manage and assign out inspection equipment?	See response to question 45.
		47. Business Needs – Item # 3 - How are routes optimized today, based on inspector location and inspection locations (driving time, and inspection time) or are other factors such as inspection skill set, or inspection type used?	Routes are based off inspector location and inspection location. The inspector determines the route based off the inspections that need to be completed in an allotted time frame. The inspector will view the weekly reports to plan their route for the week.
		48. Business Needs – Item # 4- Are decal numbers generated today and printed from system or are decals pre-printed with Numbers assigned? Explain in more detail the current process?	The decals are pre- printed with numbers assigned. The State purchases decals from a vendor. Once the decals are received, they are input into a system, and that system is utilized to keep track of the decals in numerical order.
		49. Business Needs – Item # 4- How many years back do you store and plan to store decals?	The Records Disposition Authorization (RDA) applicable to installation decals is RDA 2225.  Pursuant to RDA 2225, installation decal information is retained for seven (7) years.
		50. Business Needs – Item # 5 - do clerks have access to all decals and inspector or is there an assignment process	No, the State provides up to 100 decals at a time based off the request of County Clerks. Licensees purchase decals from the County Clerks for each home installed and place decal on home upon completion of installation. The licensee will then provide the information on the weekly report to the State and the administrative staff will send the weekly report to the inspector with the decal information.
		51. Business Needs – Item # 5 - Are all interactions between clerk, inspectors and installers done via the portal or do you have other channel requirements such as email, voice, SMS, Computer Telephone Integration (CTI)? Which ones and for what use cases?	Most interactions occur via email. The weekly reports are emailed in from both the licensees and the inspectors.
		52. Business Needs – Item # 5 - How is remittance of fees to state handled and explain the process? Are the fees expected to be collected as part of the Customer Facing Portal or is it intended that this portal would only reflect fee/payment information that would be provided by another system? If the former, do you have a current relationship with a payment processor and if so, which one(s)?	The State receives payment from the court clerks in check form. The Fiscal department then sends the county court clerk report, paper receipt, and the check to the Manufactured Housing team. It is then stored for record retention purposes.  It is the intention of the State for the fees to be collected through the portal and the selected vendor will need to provide integration with the State's payment portal.



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		If not, are we asking for recommendations that we have used?	<p>The State currently has a state-wide payment processor that must be used.</p> <p>Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.</p>
		53. Business Needs – Item # 6 - Explain how the commissioners receipt occurs of the inspector's report, do they review and approve and then it is inspection eligible? Do they not approve but review? Could they reject and send back? What is the process for selection of the 5% manufactured homes that are selected for inspection each year?	<p>The State reviews the weekly report for accuracy. If there are issues, the report is rejected and sent back for resubmittal.</p> <p>The State completes the inspections based off location, workload, staffing, etc.</p>
		54. Business Needs – Item # 7 - Explain the types of corrective actions and what triggers? What is the process for notifying identified users of any past due items: email? via the portal? Printed and mailed?	<p>There are 2 types of corrective action. There is a standard plan of corrective action with codes violations, and there is an imminent safety hazard violation that consists of life safety violations.</p> <p>The State currently notifies licensees via email.</p>
		55. Business Needs – Item # 7 - Are corrective actions for Installers to complete before reinspection's? Are those actions managed in the system for installer to complete one by one or once complete they ask for reinspection in the system?	<p>Yes, Plans of Corrective Action must be completed prior to reinspection.</p> <p>No, these actions are not managed in the system.</p> <p>Reinspection is requested through the new weekly report and Plan of Corrective Action that is sent it by licensee.</p>
		56. Business Needs – Item # 8 - Can you provide list of reports and dashboards you have today whether system generated or manually from the data and frequency they are run along with summary purpose of each?	<p>The current reports include but are NOT limited to: County Court Clerk Report-Monthly All the decals that have been purchased by licensees</p> <p>Weekly Report-Daily/Quarterly A report to show when a decal has been placed in a home.</p> <p>Imminent Safety Hazard Report-Daily/Quarterly A rejected inspection that contains imminent safety hazard violations.</p> <p>Code Violation Report- Daily/Quarterly A rejected inspection that contains code violations.</p> <p>Approved Report-Daily/Quarterly A passed inspection report.</p> <p>Past Due Report- Daily/Quarterly A report of POCAs that have exceeded 30 days.</p>

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			<p>Decal Audit- Daily/Quarterly Allows State to audit licensees, a report of all requested decals and submitted decals.</p> <p>First Inspection Report- Daily/Quarterly A list of licensees that a derived from the weekly report and need a first inspection completed.</p> <p>20 Day Compliance Report- Daily/Quarterly A report ensures that nothing is inspected beyond 20 days of receipt of the weekly report.</p> <p>5% Statutory Report- Daily/Quarterly A report of inspections vs. Weekly reports.</p> <p>Distressed County- Daily/Quarterly Any weekly submitted within a distressed county.</p> <p>Distressed County Inspection Report- Daily/Quarterly Any inspection performed within a distressed county.</p>
		57. Business Needs – Item # 13-18 – How many years of historical data do you need to migrate? What is the current system that houses information? How many tables? How many records?	The State seeks to migrate data from 7 years prior to migration occurring.
		58. Business Needs – Item # 13-18 – 13-18.2 For reporting discussed in 8-12 is that all anticipated to be in the new system? What specific data and reports need to be pushed to State Tableau system? Is this a data feed or a connection required to the new system for data access?	<p>Please see response to question 56.</p> <p>If hosted by the vendor, they must utilize B2B VPN tunnel setup to establish connection to vendor solution and State Tableau system.</p>
		59. Business Needs – Item # 20 -21 – What AD System do you currently use? On-Prem or Cloud? Do inspectors use this to login or would new system need to manage their access?	<p>Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.</p> <p>The State utilizes on- prem but is synced to cloud.</p> <p>There is currently not a solution for the inspectors to log into.</p>
		60. Business Needs – Item #21 – Are all 400 of the users updating the information in the system or is there a number of these that just require only view access?	<p>There are approximately 10 administrative staff users that will update information in the system.</p> <p>The external users utilizing the customer facing portal, including licensees and clerks, will need the ability to submit forms and make changes.</p>

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		61. Overall Question: is new system English only or multi language? Which languages?	The State is only looking for a system in the English language.
		62. What is the existing contract value and is the budget approved for this initiative?	The State seeks to learn information from the respondents regarding system capabilities and typical budget for a project of this size and scope. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.
		63. Where does the new MFH system rank in priority? Are there are initiatives that could deprioritize the MFH system?	The MFH system is a top priority. At this time, there are no initiatives that could deprioritize selecting a system.
		64. Is TDCI working toward a specific decision date to select vendor?	Please see response to question 30.
		65. Is there a desired go-live date?	Please see response to question 30.
		66. If this RFI greenlights a solicitation, what is the estimated timeframe for procurement?	Please see response to question 65.
		67. If this engagement develops into an RFP, when does TDCI anticipate the issue of one?	Please see response to question 65.
		68. What type of ROI is TDCI hoping to see from this change? How will TDCI measure success?	<p>The States seeks to decrease cost by saving labor hours, increase efficiency and automation, and increase customer satisfaction.</p> <p>The State will measure this by analyzing conducting time studies on employees to measure labor hours saved. Periodic surveys will also be conducted to gauge customer satisfaction and ease of use.</p>

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		69. Related to Section 3.1, please confirm that the inspector creates the inspection form.	The inspector completes the inspection form using a standard template for all inspections.
		70. Related to Section 3.6, what constitutes a distressed county? How is this managed today in the existing system?	The distressed counties are provided by the governor annually, and the list can remain fluid from year to year. It is not currently managed in the system. It is managed manually by staff.
		71. How do the 4,200-4,500 annual installations and 2,400-2,650 annual inspections breakdown per month? Are there high and low seasons or are these numbers fairly consistent per month?	The annual installations and inspections are fairly consistent monthly. Installation numbers remain around 430 per month, and inspection are approximately 230 monthly.
		72. Related to Section 3.4, are there tiers of decals or are they all one standard?	All of decals are standard and equivalent.
		73. Related to Section 3.9, can TDCI provide the number of record types and history in years that need to be accessed?	There are approximately 15-20 record types. Please see response to question 49.
		74. Related to Section 3.10, what types of records should the system check for duplicates? For example, inspection records, POCA records, decal tracking records, house records, users.	The system would need to check for duplicate decals and users.
		75. Related to Section 3.13, can TDCI provide an estimate of the volume of data that needs to be migrated to the new system? For example, number of tables, records per table, volume of files etc.	There is less than 1 gigabyte of data that needs to be migrated.  The full list of types of data will be provided to the vendor that is awarded the contract after RFP.
		76. Related to Section 3.26, some SaaS systems have a native backup feature, but we recommend a separate provider. Does TDCI want to include this type of vendor selection in the RFI?	The State expects the vendor to provide backup services.

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		77. For data conversion requirements, please inventory all data sources, file formats, and size of the current data sets to be converted and migrated into the new system.	<p>The State does not have CJIS or FTI data sources.</p> <p>The current data that will need to migrate is less than 1GB.</p>
		78. Related to Section 3.11, please clarify, or expand the definition of "alternate data" for TDCI's use case.	The State seeks an application that allows multiple parameters for search.
		79. On 3.1, does TDCI need the new system to have document generation and e-signature capabilities for permit applications and/or inspection forms?	Yes, the solution needs to provide e-signature and document generation capabilities for both weekly report submissions and inspection forms.
		80. Related to Section 3.1 and 3.3, while SaaS systems are generally COTS, some have add-on products for permitting, inspections and route optimization, which would require separate in-depth demonstrations that exceed the times allotted in Section 6.7. Would TDCI consider separate demonstrations to showcase these solutions?	No, we will not consider separate demonstrations for these solutions. The State seeks to see the best fit from the vendor for inspection services that sets the respondents apart from others.
		81. Related to Section 3.5, does TDCI currently have a preferred online payment solution? We currently collect payments on behalf of another State of Tennessee department using Stripe. Is TDC open to using Stripe for payment collection?	<p>The State currently has a state-wide payment processor that must be used.</p> <p>Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential.</p>
		82. Some SaaS systems have a native mobile application for Android/iOs. For inspections, will inspectors need "offline" functionality for areas with poor internet/cellular connectivity?	Inspectors will need offline functionality due to the rural areas that the State serves.
		83. Currently, how do installers apply for a permit? Does the new system need to provide a mechanism for online permit application and submission?	<p>The installers must visit the County Court Clerk's office to purchase decals.</p> <p>The State seeks to learn information about the respondent's capability to provide a customer facing portal for weekly report submissions from licensees and county court clerks.</p>

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		84. Related to Section 3.5, what specific information are the clerks entering into the portal? Information from the installer application?	The State's intentions are to have the clerks submit information regarding decals sold and licensee information on a customer facing portal.
		85. Related to Section 3.5, who provides the installation decals? The Commissioner?	The installation decals are ordered by the state from a vendor.
		86. Are there any federal databases the SaaS system will need to integrate with?	At this time, there is no need to integrate with a federal database.
		87. Is there a requirement for the system to integrate with TDCI's existing financial systems? If so, what are those systems?	The state is seeking a system that will integrate with an existing payment processor.  Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential
		88. Aside from a connection to the TN state network, what other integrations are required for the initial go-live?	Integration with the State payment processor will be required for initial go-live.
		89. To future-proof a solution, please identify ALL other possible systems that the new solution would need to integrate with (i.e., payment processor, other systems such as financial, etc.) along with an inventory of which interfaces will need to be, whether a one-way (import or export) or two-way data exchange?	The State has an authorized payment processor that the system would need to integrate with. The solution provided should allow for 2-way data exchange.
		90. Does the TDCI have an integration standard and/or middleware used today? If yes, what are they?	All middleware and integration points must comply to State standards. <a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a>
		91. Aside from tracking the number of decals and ensuring at least 5% of manufactured homes installed are inspected, what other key metrics does the department track now or would like to track in the future?	The state currently tracks 20-day compliance. 20 days after a home is reported on a weekly report, the State no longer has the authority to inspect.  The first inspection is also tracked. Starting January 1 of each calendar year the first inspection for a licensee must be completed and is priority.

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			Distress counties are also tracked. The number of weekly reports submitted and the number of inspections that have been performed.
		92. Related to Section 3.12, what is the estimated number of reports used today? Who has access to these reports?	The state utilizes approximately 15 different reports annually. Management and administrative staff have access to these reports.
		93. Is the TDCI requesting any custom reports to be built by the vendor, or will TDCI create all necessary reports? If vendor provided, does TDCI have an estimated number of reports that will be needed?	The State seeks to learn information from the respondents regarding reporting capabilities. The RFI process allows the State to learn about products and services on the market to assist us in developing a future Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method related to this project.
		94. Related to Section 3.20b and 3.20c, are these requirements for all system users or only clerk/portal users? Some SaaS systems require SSO/MFA for internal users , but external/portal users may be exempt.	The State requirements are for external users. SSO/MFA will need to be utilized for internal users only.
		95. Related to Section 3.21, what Active Directory solution is TDCI using?	Under Tenn. Code Ann. §10-7-504(i) vendor identity or a description of the goods or services provided by the vendor shall be confidential
		96. Does TDCI anticipate relying on outside maintenance and support indefinitely or is there a plan to onboard their own system administrators and developers at some point?	It is the State's desire to eventually have internal system administrators to support staff needs alongside the vendor supplied system administrators and developers.
		97. Does the TDCI utilize change managers or an internal change management framework?	Yes, the State has internal change management framework that must be followed.
		98. Is there any need for learning resources and if so, in what format i.e., virtual, in- person, self-guided?	Yes, there will be a need for learning resources. Virtual guidance for our staff would be sufficient.

RFI SECTION	PAGE #	QUESTION/COMMENT	STATE RESPONSE
		99. Related to Section 3.5, what is the estimated number of clerks that need access to the portal?	There are 95 clerks in the state.
		100. Related to Section 3.7, what users are being alerted? The installers, clerks, inspectors and/or another group?	The state intends the system to alert licensees, administrative staff, inspectors, and management.
		101. Related to Section 3.19, how many total users will need access to the system; is it the 400 mentioned in 3.21? What are the types of business personas? Finance users? Compliance users?	There will be a need for approximately 15 users internally at the State. The customer portal will have a need for approximately 500 users that will include county clerks and licensees.
		102. Related to Section 3.19, has TDCI determined a hierarchy of permissions and roles?	Yes, TDCI has a determined hierarchy of permissions and roles.

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