



**STATE OF TENNESSEE
DEPARTMENT OF ENVIRONMENT AND CONSERVATION**

**REQUEST FOR INFORMATION
FOR
A COMMERCIAL OFF-THE-SHELF STATE CERTIFICATION AND TRAINING
PROGRAM MANAGEMENT SYSTEM**

**RFI # 32701-05419
April 4, 2024**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Environment and Conservation issues this Request for Information (“RFI”) for the purpose of soliciting informational responses accompanied by live demonstrations for a comprehensive Commercial Off-the-Shelf (COTS) solution that will enhance the robustness of our certification and training processes. Interested and qualified vendors should review the contents of this RFI in their entirety, submit a formal response, and prepare to provide a live demonstration of their solution to State of Tennessee Department of Environment and Conservation IT, business, and procurement representatives as part of the information gathering process. We appreciate your input and participation in this process.

2. BACKGROUND:

The State of Tennessee, Department of Environment and Conservation (TDEC), Division of Water Resources (DWR) is interested in implementing an enterprise-wide solution that will modernize and streamline the management and tracking of certifications and associated training as well as create efficiencies, increase data quality, and improve participant experience.

The general scope requires the solution be able to operate as a scalable enterprise-wide solution capable of capturing, managing, tracking, and displaying standardized and configurable training and certification information, activities, and events for all Certification and Training Programs overseen by TDEC. TDEC is organized and administered to effectively protect human health and the environment, conserve natural resources, manage state parks and promote overall quality of life in Tennessee. TDEC Program Areas provide oversight, guidance, and support for environmental and conservation related services in the areas of Air, Archaeology, Conservation, Energy, Geology, Mineral & Geology Resources, Natural Areas, Policy & Planning, Radiation, Recreation Resources, Remediation, Solid Waste, Sustainable Practices, Underground Storage Tanks, and Water.

DWR functions as the State administrative agent for the regulation of surface water, drinking water, non-federal dams, licensing of well drillers and pump setters, registration of water withdrawal, and subsurface sewage disposal systems.

DWR is interested in the immediate replacement of the database management solution currently in place for one of its programs. As such, the initial consumer for the COTS will be the DWR's operator education and certification management entity, Fleming Training Center (FTC). FTC oversees operator compliance in the areas of Water, Wastewater, Distributions, Collections, and Cross-Connection Control and offers advanced classes in a variety of water and wastewater areas. The center also offers assistance to over 4,000 certified operators with their certification and continuing education requirements. The purpose of water and wastewater treatment operator certification is to protect public health and the environment by preventing pollution in all water and wastewater treatment plant effluent, water distribution systems, and wastewater collection systems, by establishing a program for certification of competency for operators to operate such plants and systems.

Requirements for eligible solutions include, but are not limited to, vendor ability to communicate and demonstrate proficiency for the following features, functions, and capabilities:

- a. Program Area Configuration: Certification and training program configuration based on specific Program Area specifications (including templates, requirements, and automation of business rules, processes, and communications, etc.).
- b. Data Security: Evidence of compliance with relevant data security rules and regulations to ensure data security (i.e., encryption, masking, deidentification, etc.) methods are enforced and all data components remain secure.
- c. User Account Management: Individual (internal and external) user account creation and control via user driven account management (i.e., reporting, search, password reset, etc.) as well as System Admin driven account management (i.e., account suspension, roles, responsibilities, and permissions management).
- d. Data Viewer: Reliable and safe exposure of public-friendly content to external viewer consumption.
- e. Integration and Compatibility: Demonstrate seamless integration with existing systems (i.e., *MyTN™* application suite) and offer compatibility with common browsers and devices (i.e., Browser, Mobile Web, Mobile Application, tablet, smart device, etc.).
- f. Payment and Receipt Management: Integration with the State of Tennessee's FIS payment system to facilitate financial transaction and receipting for fees, goods, and services.
- g. Certification Management: Capabilities that allow authorized users to create and manage certification programs, track and update certification status for individuals, automate certification renewals.

- h. User-Interface: Present users with a convenient, intuitive, and user-friendly dashboard experience across devices.
- i. Course Management: Comprehensive management of training and continuing education courses (including course listing/publishing, enrollment, payment integration, scheduling, roster, and waitlist).
- j. Document Management: Documentation management to facilitate the uploading, organizing, storage, and retrieval of supporting documents.
- k. Certification Program Traceability: The forward, backward, and bilateral traceability (linkage, org structure, and hierarchy) related to Certification Program components (including, but not limited to certifications, courses, exams, continuing education, applications, payments, user accounts, etc.).
- l. Reporting and Analytics: Configurable dashboard and reporting features for all account holders to support research, analysis, and deliver real-time insights.

Additionally, TDEC would also like to incorporate lean process improvements, provide greater transparency for our staff and customers, and fully utilize other technologies and tools available but not currently identified in this RFI.

3. COMMUNICATIONS:

- 3.1. Please submit your response to this RFI to:
LINDSAY OLIVERAS, TDEC-PROGRAM ADMINISTRATOR
TENNESSEE DEPARTMENT OF ENVIRONMENT AND CONSERVATION
312 ROSA L PARKS AVE, NASHVILLE TN 37243
629-219-6003
LINDSAY.OLIVERAS@TN.GOV
- 3.2. Please feel free to contact the STATE OF TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION with any questions regarding this RFI. The main point of contact will be:
ROBERT PHELPS, PROJECT MANAGER
STATE OF TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
901 5TH AVE N., NASHVILLE TN 37243
615-253-3805
dwr.customersupport@tn.gov
- 3.3. Please reference RFI 32701-05419 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		April 4, 2024
2.	RFI Response Submission Deadline (Delivered via Email)	2:00 PM	April 25, 2024
3.	Complete Review of Responses		May 6, 2024
4.	Schedule Demonstration Sessions		May 7, 2024 – May 8, 2024
5.	Conduct Virtual Demonstration / Q&A Sessions*		May 16, 2024 – May 24, 2024

* Sessions will be recorded

The Solicitation Coordinator may invite apparently responsive and responsible respondents to make an oral presentation of one hour with an additional 30 minutes allowed for Q&A.

5. GENERAL INFORMATION:

- 5.1. Please note that responding to this RFI is not a prerequisite nor will it prevent you from responding to any future solicitations related to this project. A response to this RFI will not create any rights, interests or claims of entitlement to future activity related to this project. 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.
- 5.4. Responses should be prepared, with emphasis on completeness and clarity, and should NOT exceed thirty (30) pages in length. Responses, as well as any reference material presented, must be written in English, and must be written on standard 8 1/2" x 11" pages and all text must be at least a 11-point font with at least 1.15 line spacing. All pages must be numbered.

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.	Describe the search and filtering capabilities of this solution.
5.	Does the solution allow for low-code/no-code configuration?
6.	Describe the support and training that is offered for your solution.
7.	How are permissions to the system managed? Is it by module? By screen? By field?
8.	Can the system integrate with existing systems for payment management?
9.	Can the system be a component in a system of systems?
10.	Please explain the platforms, devices, and environments on which the solution may be operated.
11.	Provide three (3) customers of similar size, scope, and complexity as TDEC, describing how they have successfully been using the system(s) your company is suggesting herein, for 2 years in production.
12.	Describe the approximate implementation process and duration that would be involved for your proposed solution.
13.	Is the proposed system(s) Cloud based? Can your solution function in the State's AWS cloud environment? Or would it require other Cloud products such as Azure, GCP, etc.
14.	Please explain if the solution includes mobile enabled or mobile native functionality.
15.	What would the data migration process look like?
16.	Please explain how / where your system is hosted and handles security. Include physical and logical security for your product, e.g., hosting, role-based access, third party security assessments such as SOC Type 2, ISO Standards, etc.
17.	Please describe the post go-live warranty or hyper care process and duration included in the typical cost of your system?
18.	What is the typical customer process and SLA for incident reporting and resolution?
19.	Provide an estimated timeline for typical project phases.
20.	Provide an overview of the end-to-end configurability of this solution.

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. Describe typical annual licensing or transaction costs involved with this solution.
4. What other typical costs might be involved which we have not mentioned?
5. What are the typical costs of data conversion and migration, or is this included in the base price of your proposed solution?
6. How many integrations, APIs, and connectors are included in the price of your solution? If not included, what are the typical costs of integrations, connectors, and API development?
7. Can you describe how product enhancement requests are managed, prioritized, paid for in your solution? Could one customer's functionality be in conflict with another one in this solution?
8. Detail an all-in year 1 cost, including implementation and annual costs.
9. Detail a typical year 2 cost, or the method used to calculate this, e.g., % decrease/increase by ascending years by xx%.

ADDITIONAL CONSIDERATIONS

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