



STATE OF TENNESSEE
DEPARTMENT OF COMMERCE AND INSURANCE

**REQUEST FOR INFORMATION # 33501-2325368
AMENDMENT # 4
FOR MANUFACTURED HOUSING INSPECTION (MFH)
SYSTEM**

DATE: September 21, 2023

RFI # 33501- 2325368 IS AMENDED AS FOLLOWS:

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

	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.	Written "Demonstration Questions & Comments" Deadline	12:00PM	September 20, 2023
7.	State Response to Written "Demonstration Questions & Comments"	12:00PM	September 21, 2023
8.	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.

1.	Can you provide the form that installers submit to apply for a new decal?	There is no form for this process. A licensee shall get both initial decals, as well as re-inspection decals, in person from the County Court Clerk.
2.	Can you confirm the form or weekly report that installers submit indicating all the decals that installed the week prior?	See Link 1, below.
3.	Can you confirm the inspection checklists that inspectors use and any supplemental?	See Link 2, below.
4.	Can you confirm the corrective action letter?	See Link 3, below.
5.	On the customer facing portal, does the state require multiple installer accounts	There will be no need for a customer/consumer facing side for the portal. Only a

	linked to the same business thus allowing customers to have review processes on their end before submitting a decal request to the state?	Licensee/County Court Clerk side and administrative side.
6.	Can the state provide sample decals?	See Link 4, below.
7.	We assume county clerk would be using the portal to process the decal application and payments for an installer that interacts in person with the Clerk. Can you please confirm?	County Court Clerk functions would be to request decals from our office and report decals sold once monthly. The State is seeking a solution that will integrate with our current payment processor.
8.	Can the decal request be required to be electronic only instead of in person or paper application with the Clerk?	Licensees can only request/purchase decals in-person. These are issued through the Clerk's office at time of request and payment.
9.	Can the fee for a decal be required to be via credit card or e-Check via the portal eliminating the clerk handling fees?	The fee schedule is in statute and cannot be altered.
10.	Can only a licensed installer obtain a decal?	Yes.
11.	Would a clerk need to interact with an installer, or can an installer use the portal to request and pay for one or more decals and the Clerk mail the decal(s) to the installer?	This process must be done in person.
12.	The process of county clerk requesting decals from the state, should that be performed to replace the paper process on the customer facing portal?	Yes.
13.	Do you have a supervisory review process for inspections?	Yes
14.	Will you be sending out a remote invite for those not joining on site?	No. It will be the responsibility of the presenter to ensure any remote participation is accommodated.
15.	What is the timeline of awarding this business and will the Software be selected first and then implementation services, or will they be awarded at the same time? Will you be awarding based on RFI or will this go to RFP?	It is the State's intentions for this project to go to RFP.
16.	If RFP, what is the timeline to award and start project. Are there any compelling events that are forcing this to be done by a certain date? Is there a date you are working back from to have this fully implemented?	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 the end of 2024.
17.	Will there be an opportunity for other team members to call-in to the presentation?	It will be the responsibility of the presenter to ensure any remote participation is accommodated.
18.	Do we have flexibility in allocating the 40 mins between Business Needs and Demo Solution?	The vendor can use the allotted time as they see fit.
19.	Does a new application need to be filled out for each inspection?	Each home installed is reported to the Program via a weekly report with a specific decal for that installation.

20.	Is a new decal/permit generated for subsequent inspections of the same address/home?	In the event of a rejected inspection a new decal is assigned to the home.
21.	What is the process for initiating a request for inspection and permit?	The licensee submits a weekly installation report to the Program for each individual installation performed. This triggers the inspection process.
22.	If the county clerk remits payment, does the licensee receive the decal immediately or is there a set processing time?	The licensee receives the decal at the time of payment, no processing time is involved.
23.	Are the decals unique to each application or to each inspection?	Yes, individual decals are assigned to each specific installation.
24.	Will there be system downtime as part of cutover?	If downtime is required, it must be outside of regular business hours.
25.	Will it be possible for a presentation to be given in a hybrid format. For example, one attendee from the presenting organization in-person at the stated location and another present virtually to the committee during the assigned time?	It will be the responsibility of the presenter to ensure any remote participation is accommodated.
26.	Who will be present from the State for the presentation?	The State will have representation from the program, IT, Legal, and other staff members.

Link 1:

https://www.tn.gov/content/dam/tn/commerce/documents/fire_prevention/forms/FireManufacturedWeeklyInstallationReport.pdf

Link 2:

https://www.tn.gov/content/dam/tn/commerce/documents/fire_prevention/forms/FireManufacturedInspectionReport.pdf

Link 3:

https://www.tn.gov/content/dam/tn/commerce/documents/fire_prevention/forms/FireManufacturedPOCAinformation.pdf

Link 4:

https://www.tn.gov/content/dam/tn/commerce/documents/fire_prevention/forms/FireManufacturedDecalRequest.pdf

3. **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.