



**STATE OF TENNESSEE
Tennessee Department of Correction**

**REQUEST FOR INFORMATION
FOR
Implementing and Maintaining an Offender Management System for the Tennessee
Department of Correction**

**RFI # 32901-31338
June 9, 2023**

STATEMENT OF PURPOSE:

The State of Tennessee, The State of Tennessee, Department of Correction (TDOC), hereinafter referred to as “the State,” issues this Request for Information (“RFI”) for the purpose of identifying vendors with experience developing, implementing, and providing long-term maintenance of a cloud-hosted OMS that can be provided to the State in a SAAS (software as a service) model to meet current and future technology objectives. We appreciate your input and participation in this process.

BACKGROUND:

Introduction

The Tennessee Department of Correction (TDOC)’s mission is to operate safe and secure prisons to enhance public safety in Tennessee through incarceration and rehabilitation of felony offenders. The mission was expanded in 2012 to also include providing effective community supervision of adult offenders. The State Technology Services team works the TDOC to provide technology support to meet this mission.

The population managed by TDOC is provided in **Table 1** below.

Type of Offender	Estimated Population as of FY21
Incarcerated Offenders	21,000
Probationers	79,000
Parolees	12,878
Individuals on Community Corrections	7,281

Table 1. TDOC Population Statistics

The TDOC operates ten prisons and contracts with a private prison management company for the operation of four prisons. Additionally, TDOC inmates are also housed in county jail facilities. The Community Supervision unit consists of 17 districts, 45 probation/parole offices, and employs about 6,500 individuals.

The TDOC currently uses a legacy system to manage the operations of the TDOC. This legacy system, TOMIS, is a mainframe system that uses a combination of COBOL in addition to a DB2 database. A rules engine called AION is also used to calculate sentence dates for the inmates under the care of the TDOC.

Over time, and in response to changing demands, the TDOC has made updates to TOMIS to meet these demands. In some cases, these new/updated needs have not been able to be met by TOMIS alone. In these cases, the TDOC has developed additional separate applications. These applications, known as Distributed Applications, are used by different users to meet their functional needs. All these secondary systems are integrated with the TOMIS system to extract and download data required for daily operations. In addition, users at facilities have various Excel and Access databases they are currently using to meet their operational needs. In addition, the TDOC also downloads data from the DB2 database to a Reporting Server that is used from a reporting perspective. These various solutions have resulted in data being stored in multiple silos making it difficult to perform detailed analysis and meet the expectations of the users as well the public for immediate real-time information access.

To meet these challenges, TDOC has decided to embark on the acquisition of an integrated, comprehensive Offender Management System (OMS) that will seamlessly integrate and support all facets of TDOC's operations. It must be an enterprise system capable of sharing data across all functional areas; provide data input and case management tools for institutional and community supervision of inmates specifically Parole, Probation and Community Corrections; support operations functions; and provide cumulative and individual data for management use in reporting, strategic planning, evaluation, etc. In addition, it is the preference of the TDOC to acquire a Cloud based COTS "commercial off-the-shelf" system that can be operated as a SaaS based model by the vendor.

Some of the objectives of the new integrated OMS are:

- Improve prison business processes and oversight by ensuring best practice record-keeping and performance management practices and the development of automation
- Ensure adherence to policies and procedures; ensure that housing, program, health, judicial data are consistently captured
- Facilitate reporting and analysis, much of which is state or federally mandated and frequently changes to include enhancing the existing reporting server
- Provide more reliable, accessible, and actionable data to users
- Provide improved and more tightly integrated interfaces to and from police, courts, and sheriff's and county jails office for inmate movement, incarceration, release, and court hearings as well as with state-wide and national judicial entities
- Allow for tracking and analysis of parole, probation, recidivism, and other crucial information along with other State and County agencies; ensure improved integration with the TDOC's new Electronic Health Records application that is being currently acquired
- Use national standards to exchange data between justice partners and other Federal, State and Local agencies

The Offender Management System (OMS) will allow the TDOC to take advantage of current, emerging, and future technologies, with regular updates to both software and hardware capabilities. Additionally, the OMS must accommodate extensive interfaces with current and future external state systems that support organizational operations. TDOC anticipates an on-going relationship with the vendor for support and upgrade but will need to develop and retain the ability to maintain the system in-house, should business or economic conditions require it.

This document is an RFI, not a Request for Proposal (RFP). The purpose of this RFI is only to obtain input and information from the vendor community regarding the potential procurement, by the TDOC, of an OMS that can be used by all department divisions and programs. This input will assist the TDOC in its assessment of the viability of obtaining such a system.

It is anticipated that the TDOC will issue an RFP for this procurement. Non submission of a response to the RFI will not preclude the vendor from responding to the subsequent RFP.

Project Description

The TDOC is seeking the services of a vendor that has a COTS Integrated OMS that meets the requirements of TDOC and supports the operations of all the functions within the TDOC. It is envisioned that the vendor will be responsible for the following activities

- Conduct all required Project Planning and Management activities to ensure successful implementation of the OMS at the TDOC locations within the State of Tennessee
- Conduct “Fit-Gap” sessions to identify the gaps between the COTS product and the functional and technical requirements of the TDOC
- Conduct configuration and customization activities to modify the COTS product based on the results of the “Fit-Gap” analysis
- Conduct Data Migration Planning and execution to convert data from the legacy system(s) to the new OMS
- Develop and execute System, Integration, and User Testing
- Develop a detailed Implementation plan to implement the COTS across all the TDOC facilities and offices. The plan should be inclusive of the development of system documentation
- Conduct Training activities to train the TDOC staff in the use of the new OMS
- Integrate the various internal and external systems
- Maintain and operate the system for the TDOC as required
- Develop reports to support each module as well as Executive level reports based on the requirements.

As mentioned earlier, it is the TDOC’s preference to acquire a Cloud-based system operated as a SaaS model.

Scope

The integrated OMS for TDOC will comprise of but not be limited to the functional modules identified below. Additionally, across these modules there should be functionality available for sending notifications, scheduling inmate appointments, and reporting capabilities.

- Reception and Commitment
- Housing and Bed Management
- Classification
- Medical
- Trust Accounting
- Property
- Visitation
- Central and Facility Records Management
- Citizen Centric Reporting (CCR)
- Investigations
- PREA
- STG Gang Management
- Discipline and Incidents
- Grievances
- Movements, Counts, and Searches
- Security
- Sentencing and Time Accounting
- Victim Advocacy
- Release and Re-entry
- Community Supervision
- Community Corrections
- Case Management
- Programs
- Volunteer and Religious Services
- Work and Education Release

The Vendor's services and deliverables should include all required services to assist the TDOC in implementing the requested system in a successful manner that minimizes risk and disruption to TDOC's operations. The Vendor will be expected to follow an approach that is consistent with the State's Systems Development Life Cycle (SDLC). On a holistic level, the Vendor will be responsible for Project Planning, Project Management and Risk Management, Requirements Validation, Design, Configuration and Customization, Testing, Deployment and Operations. It is expected that the Vendor will perform Maintenance and Operations of the OMS.

- The solution, including all software and system(s) components must be flexible and capable of being configured to meet the specific needs of the TDOC, as well as be scalable to meet future needs. The solution must be capable of adapting to changes in the systems which may interface with it with minimal effort. Systems with which the OMS will need to interface Automated Case Judgement
 - Commissary
 - Community Supervision Incentives
 - Community Supervision Incidents
 - CSL Certificate
 - Data Extracts
 - DNA Fees
 - Electronic Health Records
 - Expungement Process
 - Fiscal Fee System
 - Graduated Sanctions
 - Institutional Incentives
 - Internal Affairs
 - Jail Expenditure Tracking System (JETS)
 - J-Pay
 - National Crime Information Center (NCIC)
 - Operation Blackout
 - PREA Allegations
 - PREA Screening
 - Reentry Checklist
 - Tennessee Bureau of Investigation (TBI)
 - Transit System
 - Vant4ge

- Victim Information and Notification Everyday (VINE)
- Warrant Tracking
- Warrant Print

The general work that will be performed under this contract will include but not be limited to the following:

- Provision of an Integrated Offender Management Software.** The new solution will be robust, scalable, reliable, accurate, and user friendly. Due to the demand for high availability, the TDOC prefers the utilization of a COTS solution with options for the solution to be potentially hosted in a cloud/(SaaS,) environment. However, the TDOC is open to any solution proposed by the vendors.
- Customization and Configuration of the OMS.** The vendor will be responsible for the customization and configuration of the IJMS software to meet the needs of TDOC. The work performed will include but not be limited to activities such as Planning, Requirements Validation, Customization and Configuration, and Testing.
- Implementation and Support.** The vendor will be responsible for implementing the customized and configured software at the TDOC facilities. The work performed will include activities such as Data Conversion, Training, System implementation, System Initiation and Post Implementation Support.
- Warranty and Support.** The vendor will be responsible for providing warranty for the OMS after implementation.
- Maintenance and Operation.** The vendor will be responsible for maintaining and operating the OMS based on the SLAs defined by the State.

COMMUNICATIONS

- Please submit your response to this RFI to:

Erik Busby, Sourcing Account Specialist
 Central Procurement Office
 312 Rosa L. Parks Ave. Nashville, TN 37243
 615-253-8900

- Please feel free to contact the Tennessee Department of Correction with any questions regarding this RFI. The main point of contact will be:

Priscilla E. Wainwright, MBA
 Director of Contracts Administration
 Office of the Chief Financial Officer
 Tennessee Department of Correction
 Rachel Jackson Building
 320 6th Avenue North Nashville TN 37243
 615-253-5571
priscilla.wainwright@tn.gov

Please reference **RFI # 32901-31338** with all communications to this RFI.

From the issue date of this RFI until the responses are due, vendors shall not individually communicate with any Department of Correction staff concerning this RFI, except as referenced above. Responses are due on or before 4:30 PM CT, Friday, June 23rd, 2023. Responses should be submitted via email. Submissions should not exceed 25 double-spaced pages (in addition to attachments), with 1” margins, and minimum 10pt size font.

The outside cover of the package containing the response to this RFI is to be marked:

**Tennessee Department of Correction
Offender Management System
Request for Information
“Name of Respondent”**

In addition, the State may decide to invite vendors for an Industry Day to review and discuss their products. This will be done after the review of the RFI Responses.

RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		June 9 th , 2023
2.	Last Date for Written Questions	4:30 CT	June 14 th , 2023
3.	RFI Response Deadline	4:30 CT	June 23 rd , 2023
4.	Potential Industry Date		Week of July 10 th , 2023

GENERAL INFORMATION:

- 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.
- 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.

- The State encourages vendors that have a COTS OMS system at a Correctional agency that includes Prisons, Probation, Parole and Community Corrections to describe these systems in detail, noting when they were implemented and if they are still operational.
- The State will not pay for any costs associated with responding to this RFI.

Response Format

The purpose of this section is to describe the format the vendors should use in responding to this RFI. The TDOC is very interested in your comments, ideas, and opinions concerning the procurement of a comprehensive OMS.

The sections that should be included in your response to the RFI are:

- *Transmittal Letter:* The transmittal letter should be in the form of a standard business letter and should be signed by an individual authorized to bind the vendor. It should note if any proprietary information has been included and name, address, phone number, fax number, and e-mail address of the vendor's contact.
- *Response:* The response should address the specific questions raised in the Information Forms that follow. The document should include a table of contents, sections should be clearly labeled, and pages should be numbered. Please give responses in the same order as the questions appear. In addition, please feel free to make any comments, observations, or suggestions that may assist TDOC in its decision to undertake such a system, in its drafting of a subsequent RFP and in the contract terms that may result from whatever procurement method is ultimately chosen.
- *Proprietary Information:* Respondents should not provide any information in response to this RFI that is a trade secret or other information that is confidential and not subject to public inspection, as provided at Tenn. Code Ann. § 10-7-504.

INFORMATIONAL FORMS:

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

RFI #32901-31338	
GENERAL INFORMATIONAL FORM	
1. RESPONDENT LEGAL ENTITY NAME:	
2. RESPONDENT CONTACT PERSON:	Name, Title: Address: Phone Number: Email:
3. PROVIDE A BRIEF HISTORY OF YOUR COMPANY INCLUDING THE LENGTH OF TIME IN BUSINESS	

4. PROVIDE THE LIST OF CORRECTIONAL AGENCIES WITH REFERENCES IN WHICH YOUR PRODUCT HAS BEEN SUCCESSFULLY IMPLEMENTED AND IS CURRENTLY OPERATIONAL.

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TECHNICAL INFORMATIONAL FORM

5. RESPONDENT LEGAL ENTITY NAME:

6. PROVIDE A DETAILED DESCRIPTION OF YOUR PRODUCT

7. PLEASE PROVIDE YOUR ANSWERS TO THE FOLLOWING QUESTIONS

- ✓ What are the benefits of your solution as compared to others currently offered (both COTS and others' custom development)?
- ✓ Is your solution comprehensive, or would you recommend acquisition of additional COTS/custom development products to fully address the functional areas defined above?
- ✓ Please describe your solution's technical architecture, environment requirements, and specifications (e.g., environmental requirements, interface requirements, performance requirements, internal and external security requirements)?
- ✓ How would your solution work within the multi-site state institution, private correctional institution and local jail-based incarceration and probation and parole systems in place at the TDOC?
- ✓ How does your system address integration requirements with other systems both internal and external to the TDOC?
- ✓ Describe any unique features promoted by your company for incorporation into this system (e.g., handheld devices, workflow engine, rules engine, etc.)?
- ✓ Describe your approach to adapting the Sentence Calculation module to meet the needs of the TDOC? Do you use or plan to use a rules engine? If so, please provide a description of the rules engine that you currently use.
- ✓ How will your company staff this project? What are your recommended staffing requirements for TDOC to consider?

Operational Considerations:

- ✓ From date of award, what is the estimated timeline for complete system installation, including data conversion, implementation, and user training?
- ✓ Please describe your approach to data migration of legacy systems
- ✓ How would your company address training over the entire state of Tennessee?
- ✓ How would your company address maintenance and upgrades on a statewide basis?
- ✓ What level of systems documentation is included in the cost?

Collaborative Endeavors:

- ✓ Describe your company's future-state vision of the manner in which the OMS would integrate with other State systems as the TDOC moves towards greater operational efficiencies by reducing redundant data entry and enabling data to flow between various systems?

Other:

- ✓ Briefly describe any additional information your company might wish to provide in a demonstration with the TDOC Project Team.

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COST INFORMATION FORM

8. Describe what pricing model you typically utilize for similar services or goods (e.g., per hour, each, etc.):
9. Based on your experience, what is the estimated cost of your proposed solution? Please separate pricing by component (e.g., system development, system implementation, user training, data conversion, maintenance)?

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ADDITIONAL CONSIDERATIONS

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