



STATE OF TENNESSEE
TENNESSEE REHABILITATIVE INITIATIVE IN CORRECTION

**REQUEST FOR PROPOSALS # 31608-15003
AMENDMENT # ONE
FOR GOODS OR HUMAN CAPITAL MANAGEMENT
SYSTEM**

DATE: APRIL 20, 2015

RFP # 31608-15003 IS AMENDED AS FOLLOWS:

1. State responses to questions and comments in the table below amend and clarify this RFP.

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

| QUESTION / COMMENT | STATE RESPONSE |
|--|--|
| 1 Has any funding been allocated for the HCMS and if so, from where? | The agency is still working on determining the funding amount for the proposal. |
| 2 If not, where will TRICOR look for funding? | The agency is still working on determining the funding for the proposal. |
| 3 In the event TRICOR decides to move forward with procurement, is there an estimated time frame available for when TRICOR would like to release the solicitation? | TRICOR would expect to release a solicitation around August 2015. |
| 4 Is there an HCMS currently in place and if so, which vendor provided it? | No there is not a system in place. |
| 5 What other technology initiatives might TRICOR visit over the next 5 years? | TRICOR are open to considerations of alternate initiatives however as of today there are no other initiatives. |

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



**STATE OF TENNESSEE
TENNESSEE REHABILITATIVE INITIATIVE IN CORRECTION**

**REQUEST FOR INFORMATION
FOR
HUMAN CAPITAL MANAGEMENT SYSTEM**

RFI #31608-15003

March 31, 2015

1. STATEMENT OF PURPOSE:

The State of Tennessee, Tennessee Rehabilitative Initiative in Correction (TRICOR) issues this Request for Information ("RFI") for the purpose of Human Capital Management System. We appreciate your input and participation in this process.

2. BACKGROUND:

This section describes the business requirements of the Human Capital Management System (HCMS) application.

TRICOR's training and services to offenders must be tracked to measure performance. The HCMS will monitor activity and training for both offenders and employees.

TRICOR's mission is to prepare offenders for success after release. Training offenders in cognitive-behavioral programming, offering intensive employment readiness skills training, occupational skills training, and transitional and post-release reentry support are central to the agency's mission.

The offenders are housed at ten correctional facilities, are assigned to more than twenty different operations across the state, and typically have various sentence lengths. Offenders are both male and female. Offenders must be approved for TRICOR participation through a series of qualifications governed jointly by the Tennessee Department of Correction (TDOC) and TRICOR.

The HCMS will be used to track offender success in program completion, including class participation, job performance, case management, certifications, and post release employment. The HCMS will also track TRICOR staff affiliated with the offender during their assignment to TRICOR pre- and post-release.

There are approximately 120 employees in TRICOR. There are currently an average of 1,100 offenders assigned to TRICOR programs on a daily basis (January 2015), with an average of approximately 600 new offenders assigned each year. Our goal is to have 2,186 offenders assigned on a daily basis by the end of FY2019. On average, 350 offenders who have been assigned to TRICOR are released each year, with an average of 72 of these being eligible for TRICOR's post-release support services. Because TRICOR invests in post-release success and lowering recidivism, offender data must reside in the HCMS indefinitely after the offender is released. The HCMS will measure offender success rates and serve to establish the efficacy of TRICOR's various program and training services.

The users of the HCMS will be TRICOR employees. Initially, there will be 120 users of HCMS. State Data Center staff and TDOC staff and TRICOR management are key stakeholders and must be included in the development and maintenance of the system. Other stakeholders include the Board of Directors, general public, Office of the Comptroller and the General Assembly. The majority of TRICOR staff members are located in Nashville TN. TRICOR also has staff in the Tennessee Correction Academy and ten correctional facilities across the State.

3. COMMUNICATIONS:

- 3.1. Please submit your response to this RFI to:
Michael J. Meador, Director, Information Technology
TRICOR
6185 Cockrill Bend Circle, 37209
Michael.Meador@tn.gov
Office: 615-253-4902

- 3.2. Please feel free to contact the TRICOR with any questions regarding this RFI. The main point of contact will be:
Michael J. Meador, Director, Information Technology
TRICOR
6185 Cockrill Bend Circle, 37209
Michael.Meador@tn.gov
Office: 615-253-4902

- 3.3. Please reference RFI #31608-15003 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 | | March 31, 2015 |
| 2. | Written "Questions & Comments" Deadline | 2:00 PM | April 15, 2015 |
| 3. | State Response to Written "Questions & Comments" | | April 20, 2015 |
| 4. | RFI Response Deadline | 2:00 PM | May 4, 2015 |
| 5. | State Schedules Respondent Demonstrations | | May 7, 2015 |
| 6. | Respondent Demonstrations | 8:00 - 4:30 PM | May 18 – 22, 2015 |

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:

RFI #31608-15003
TECHNICAL INFORMATIONAL FORM

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| 1. RESPONDENT LEGAL ENTITY NAME: |
| 2. RESPONDENT CONTACT PERSON: |
| 3. Discuss how the Respondent has provided similar services, products and Human Capital Management Systems to other Corrections Industry organizations. |
| 4. Discuss the Respondent's methodology for establishing and monitoring specific Key Performance Indicators (KPI) regarding recidivism. KPIs must include offender participation in education, work, work-release, transitional services and other corrections or rehabilitative programs. Provide information about specific programs and how KPIs are calibrated for accuracy and to reflect changes in post-release populations. |
| 5. Discuss the counting rules methodology used by the Respondent when determining recidivism. To what standards does the Respondent model recidivism? |
| 6. Discuss the Respondent's methodology to establish correlations between exposure to corrections institution workers and post-release success. Correlations must be based on offender participation in education, work, work-release, transitional services and other corrections rehabilitative programs. Provide information about specific programs. |
| 7. Provide a narrative that illustrates the Respondent's previous or current activities in harvesting data from programs dedicated to working with the post-release population whose purpose is to provide transitional services and reduce recidivism within that population. |
| 8. Will the Respondent be willing to demonstrate live, in person - at TRICOR's location of choice - its product to TRICOR's evaluation team? |
| 9. Provide a narrative that illustrates the Respondent's understanding of and ability to satisfy requirements for human capital management within the correctional industries community. |
| 10. Discuss the Respondent's methodology for providing user-defined, ad hoc reports from the information contained in the HCMS. |
| 11. Discuss the Respondent's methodology for collecting data on TRICOR participants who are post-release for the duration of 36 months, detailing what data would be collected. |
| 12. Provide information describing the Respondent's understanding of comparing post-release outcomes of program completers and non-completers. |
| 13. Will the Respondent be willing to provide resumes of those in primary roles for this project? |
| 14. Present fact-based evidence the Respondent is capable of: <ul style="list-style-type: none"> - managing projects of this scope, - ensuring completion of the scope of services, - accomplishing required objectives within TRICOR's established timeline. <ul style="list-style-type: none"> a. Full deployment by June 30 2016 |
| 15. Discuss the Respondent's preferred method to provide Organizational Impact Assessment. |
| 16. Discuss the Respondent's preferred method to plan for and provide Organizational Change Management. |
| 17. Discuss the Respondent's preferred method to plan and provide managed product releases. |
| 18. Discuss the Respondent's preferred method or methods to provide requirements specification and verification. |
| 19. Discuss the Respondent's preferred method or methods to provide the application design. |

| RFI #31608-15003 TECHNICAL INFORMATIONAL FORM |
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| 20. Discuss how the Respondent will design systems interfaces. (Interfaces that establish inter-connectivity and communication between systems.) Do not discuss user interfaces for this item. |
| 21. Discuss the Respondent's preferred method to plan and provide data migration. |
| 22. Discuss the Respondent's preferred method to plan and provide for Knowledge Transfer. |
| 23. Discuss the Respondent's strategy to provide contingency of operations. |
| 24. Discuss the Respondent's strategy to provide support and maintenance. |
| 25. Discuss how the Respondent will provide systems and user training. |
| 26. Discuss how the Respondent will plan and provide for Modifications and Enhancement Requests (MERs). |
| 27. Discuss how the Respondent will plan and provide for outgoing transition. |

| RFI #31608-15003 HIGH LEVEL REQUIREMENTS |
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| High level requirements are for information only and are intended to provide context that assists the Respondent in preparation of discussions regarding the HCMS. These high-level requirements should not be construed as a comprehensive view of the HCMS. |
| 1. The HCMS will associate TRICOR employees with the offender population to which they are exposed. The HCMS will provide the capability to develop correlations between a TRICOR employee's exposure to offenders and the offender's success after release. |
| 2. The HCMS will provide the capability to measure recidivism rates of offenders that have participated in and completed TRICOR programs. |
| 3. The HCMS will provide the capability to compare recidivism rates of offenders that have participated in TRICOR programs to those who started but did not complete TRICOR programs. |
| 4. The HCMS will provide the capability to compare recidivism rates of offenders that have participated in TRICOR programs to the general population of those previously incarcerated then released. |
| 5. The HCMS will track and monitor progress of offenders participating in TRICOR programs for thirty-six months after their release. |
| 6. The HCMS will have the capability to extrapolate and compare TRICOR Graduates to TRICOR Participants for Recidivism. |
| 7. The HCMS will have the capability to compare several cohorts regarding recidivism using multiple factors. |
| 8. The HCMS will provide the capability to compute average and actual time served in TRICOR such as: 8.1. Average time to post release employment 8.2. Employment history (jobs and locations) 8.3. Skills acquired at each job 8.4. Certification expiration dates |
| 9. The HCMS will provide the capability to create offender profiles. |
| 10. The HCMS will replace the current Inmate Placement Program (IPP) system written in MS Access. Existing data in the IPP will be used as a baseline for the new HCMS. |
| 11. The HCMS will be capable of tracking and creating reports on daily attendance of TRICOR offender classes. |
| 12. The HCMS will be capable of interfacing with the Department of Human Services' Clearing House |

**RFI #31608-15003
HIGH LEVEL REQUIREMENTS**

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| for post-release employment documentation of offenders. |
| 13. The HCMS will be capable of interfacing with the Department of Labor and Workforce Development for post-release employment documentation of offenders. |
| 14. The HCMS will interface with the State of Tennessee Department of Correction (TDOC) Offender Management Systems. |
| 15. The HCMS will use Enterprise Service Bus (ESB) connectors and adapters for sharing data with other agencies within the State's network infrastructure. |
| 16. System Administration must provide the ability to import data and to establish connections to available data using web services. |
| 17. The HCMS will be capable of collecting and maintaining square footage information for individual facilities. |
| 18. The HCMS will have the ability to identify offenders completing TRICOR's program within a requested date range. |
| 19. The HCMS will be capable of collecting and maintaining scheduling information (days, hours, and shifts of operation) for individual facilities and for offender work schedules. |
| 20. The HCMS will provide capabilities to manage TRICOR employee learning and development. |
| 21. The HCMS will be capable of maintaining a history of training for offenders participating in TRICOR programs. |
| 22. The HCMS will be capable maintaining a history of training for TRICOR employees. |
| 23. The HCMS will provide a central repository for review of training, certifications, and performance management for TRICOR employees. |
| 24. The HCMS will provide a central repository for review of training, certifications, and case management for offenders participating in TRICOR programs. |
| 25. The HCMS will monitor offender progress for TRICOR services received. |
| 26. The HCMS will be capable of categorizing and comparing staff/offender interactions during transitional meetings. |
| 27. The HCMS will indicate every location to which an offender has been assigned while participating in TRICOR's program. |
| 28. The HCMS will scale and adapt to future offender management systems developed by TDOC. |
| 29. The HCMS will provide every user a dashboard interface for TRICOR employees. |
| 30. The HCMS will provide change management and audit capabilities. |
| 31. The HCMS will provide security based on the State of Tennessee's security policies. |
| 32. The HCMS will provide security administration through browser and non-browser facilities. |
| 33. The HCMS will provide each user – according to access rights – summary and detail views and management capabilities for the following functional components: |
| 33.1. Offender |
| 33.2. Employees |
| 33.3. Facilities |
| 33.4. Resources |
| 33.5. Operations |
| 33.6. Funding |
| 33.7. Help |
| 33.8. Associations |
| 33.9. Tasks |
| 33.10. Notifications |
| 33.11. Alerts |
| 33.12. Reports |
| 33.13. System Administration |

| RFI #31608-15003 HIGH LEVEL REQUIREMENTS | |
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| 33.13.1. | Reports will be part of each area above 33.1- 33.13, and may be cross-cutting. |
| 33.13.2. | Reports will print, download, and export to common desktop applications. |
| 34. | All areas will have Create, Read, Update and Delete (mark for delete) privileges according to user access profiles. |

| 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 the typical payment methodology you employ for work such as that described herein. For example, payment upon agreed to deliverables, hourly-cumulative 30 days, percentage at intervals during the project, cost of materials and labor, etc. |
| 4. | Describe the typical estimated costs for a year-to-year and for an extended (five-year) maintenance and support agreement. |

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