

Questions/Comments	State Response
<p>Please clarify 6.1.09 Integration: What do you mean by easy integration with the current database system? What is the current database system? Is this project not intended to replace the current system implemented on Microsoft Dynamics?</p>	<p>To clarify 6.1.09 the State would like the database to be an industry standard that would allow other agencies to integrate with the Charitable Solicitations and Gaming database in order to cross check entries. Most of the databases used throughout the State are SQL, ODB, Access, and Excel type databases.</p>
<p>Also regarding 6.1.09: Can you provide a list of other systems that currently exchange data and the purpose of each exchange/interface.</p>	<p>Currently, the only system that exchanges data with Charitable Solicitations and Gaming is NIC Services which process online payments.</p>
<p>Please elaborate on the following sentence of 6.1.11: "Ability to 'anonymize' a record and give access to individual staff members for confidentiality".</p>	<p>The ability to 'anonymize' a record in order to preserve the confidentiality of information contained in the record. Our current system allows for users to have different roles and security functions so that we can control who has access to records within the system.</p>
<p>Regarding 6.1.13: Mobile. What specific functions would the Division want to be made available and on what specific device types?</p>	<p>The State is interested in seeing what functions are available to be provided in mobile functions.</p>
<p>When does the Division expect to start and complete an implementation project?</p>	<p>The State is in the early stages of exploring options for a new system. It is not feasible to currently project a defined start and completion date.</p>
<p>Has the Division seen any product demonstrations relating to this solution and if so which products and vendors?</p>	<p>No, the State is currently exploring options of proposed solutions via this Request for Information (RFI).</p>

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<p>Does the Division require conversion of data from any legacy system(s) into the new system? Please provide a list of data sources and the size and complexity of each in terms of number of tables and columns.</p>	<p>All of the data being held in the legacy system is critical for Charitable Solicitations and Gaming's business functions. Therefore, to bring the legacy system data into a new system some data conversion must take place if the data structure of the legacy system is different from the new system being implemented. Our current data source is a SQL database on SQL server. The Database is currently 120 gigabytes with 496 tables and 7,925 Columns with 286,056,429 records.</p>
<p>Does the Division require any documents to be migrated from legacy system(s) into the new system?</p>	<p>The State requires that all documents be migrated to the new system. Currently the documents that are uploaded or attached to an account are stored in one table within the SQL database. The current size of this table is 108.4 Gigabytes.</p>
<p>What is the current document management system in use if any? Does the Division have any standard or preferred document management system?</p>	<p>The State is implementing SharePoint 2013 as a Document Management System. The State does not have a preference but the new system shall have Document Management as a part of it.</p>
<p>How many staff at the Division will utilize the system, including investigators and administrators?</p>	<p>Less than 25 staff, which includes standard users, investigators, and administrators, will utilize the system.</p>
<p>What is the average number of transactions per month and/or year for each application, renewal, and filing type?</p>	<p>While not an exact number, the Division generally has less than 5,000 transactions per month.</p>
<p>Does the Division expect to allow credit card and ACH payments for online transactions?</p>	<p>The State must allow for the ability of online transactions.</p>

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<p>6.11.01 Respondent should provide a description of the price structure generally required for the various products and services included in a potential solution. Please note that specific fees and prices are NOT being solicited and must not be included. We are requesting clarification on the section listed above from the RFI; is the State looking for the vendor to only provide the following types of responses? As an example—"...our pricing is based on a fixed software license cost per user and then an annual maintenance fee based on the total initial cost of software—on a go-forward basis" Or another example—"...it is provided as part of a SaaS model with a subscription price paid month,"...etc. Or can we also give a projected budgetary price based on services/solution requested? It would not be a specific, itemized type of listed pricing, but just a range?</p>	<p>The examples given ("...our pricing is based on a fixed software license cost per user and then an annual maintenance fee...") is the type of response the State expects. We are interested in the fee structure, not the actual price, or even a range of prices.</p>
<p>Is the state interested in a system that would allow an internal user the ability to create custom forms and workflows with an internal administrator tool? This would allow the state to easily modify questions, add new questions and change the logical workflow of a registration without any additional software development or configuration.</p>	<p>The State requires that the system be adaptive so that it could be designed or modified to meet the needs of the state now and into the future.</p>
<p>Does the state wish to keep the existing Charitable Registration database, or would this RFP allow a vendor to create a new database and import the legacy data from your existing database?</p>	<p>All data currently held in the legacy system is critical for Charitable Solicitations and Gaming's business functions. The vendor can choose their own solution as to how it wants to use the data. If the vendor chooses a new database then the vendor must convert data from one structural form, used by the legacy system to the structural form required by the newer system.</p>

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<p>Could you provide more information as to what is involved in “anonymizing” (6.1.11) a record?</p>	<p>The ability to 'anonymize' a record in order to preserve the confidentiality of information contained. Our current system allows for user to have different roles and security functions so that we can control who has access to records within the system.</p>
<p>Would the state like a web application utilizing responsive design architecture, mobile apps in the app store or a combination of the two architectures for this solution?</p>	<p>The State is seeking to allow access for the public that reflect the growing need for both a responsive website and multi-platform mobile applications.</p>
<p>Does the state have a standard card services provider to process credit card transactions?</p>	<p>Yes, the State uses NIC.</p>
<p>Is the state interested in an automated auditing system that applies predefined rules to the financial data of organizations in order to identify potential fraud or mistakes?</p>	<p>The State is open to solutions that incorporate an automated auditing system that applies predefined rules to the financial data of organizations.</p>
<p>For the proposed solution, does a customer have multiple accounts or a single account? It is assumed each account will have multiple contacts, please confirm.</p>	<p>The State (i.e. Division of Charitable Solicitation and Gaming) maintains records for all organizations required to register with the State per the Tennessee Charitable Solicitations Act (T.C.A. 48-101-501 et seq.). Each entity would have one account and each account could have multiple contacts. Contacts can be assigned to one or more accounts and accounts could have additional accounts that are under the parent accounts umbrella.</p>
<p>What does integrate information from phone specifically mean?</p>	<p>The State would like the new system to automatically create records or retrieve records based on the incoming phone number.</p>
<p>As stated in the RFI, Charitable Solicitations and Gaming plans to continue to use a customer-centric system. Does this mean you plan to continue to use your current CRM for this management or you are open to other solutions as long as they are customer-centric?</p>	<p>The State is open to other solutions as long as they are customer centric for both external and internal users.</p>

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<p>Are there current images associated to customer records? How are they stored? What file format are they? It is assumed these will be converted into the proposed solution. Please confirm.</p>	<p>The State requires that all documents be migrated to the new system. Currently the documents are uploaded or attached to an account and stored in one table within the SQL database. The current size of this table is 108.4 Gigabytes and the formats of the documents are .pdf, .tiff, .jpg, .doc, .docx, .png, .html.</p>
<p>Identify the current number of workflow processes currently defined? Are additional workflow processes anticipated? Within each workflow process, how many work areas are currently defined or anticipated?</p>	<p>Currently, there are 43 workflows of which 36 are active workflows. The State uses workflows to accomplish various tasks if there is not a workflow available to complete the task a new workflow is created.</p>
<p>How many different correspondence items are currently defined in the system? Are they tracked currently? Is this an item for data/image conversion?</p>	<p>Currently the system has 125 mail merge templates. Some of the items are uploaded to an account via an attachment to a note. Recently, the State has begun tracking these documents by attaching them to an activity within Microsoft CRM.</p>
<p>The RFI states, "easy integration with the current database system." Is it anticipated the current database system will be used in the proposed solution? Can the current database system be replaced as long as integration is provided to other state systems and databases?</p>	<p>All of the data being held in the legacy system is critical for Charitable Solicitations and Gaming's business functions. The State does not anticipate the use of the legacy systems database. The legacy database can be replaced as long as the integration with other agencies can be accomplished.</p>
<p>The RFI states "track and collect information regarding all interactions, issuance of orders, and other actions." May specific items be identified to define what "ALL" refers to in this sentence?</p>	<p>The specific items the State defines as "ALL" include, but are not limited to:  Correspondence (Registration Letters, Denial Letters, Inquiries from Entity)  Memos related to Investigations  Enforcement Actions (i.e. Civil Penalty Letters, Request for Production, etc.)</p>

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<p>"Is the mobile app a requirement of the public facing website? Or, should all functions of the solution (both to internal staff or external website users) be available via a mobile application?"</p>	<p>The State is interested in solutions that incorporate functions in a mobile application for both internal and external users.</p>
<p>Will the state consider a mobile friendly responsive website design that integrates well on all mobile devices as a solution to this requirement?"</p>	<p>The State is interested in solutions that incorporate functions in a mobile application for both internal and external users.</p>
<p>Do the various types of charitable organizations have different renewal cycles?</p>	<p>The renewal cycle of charitable organizations is based on the Fiscal Year End. Renewal registration is due on or before six months after the fiscal year close. For instance, if a charitable organization has a 12/31 FY, the renewal would be due on or before June 30th each year. The Tennessee Charitable Solicitations Act allows for an organization to request (1) ninety day extension if needed.</p>
<p>The RFI states, "Ability to automatically document incoming/outgoing email." How are incoming email currently tracked and recorded?</p>	<p>Currently, emails are tracked through an Outlook client for Microsoft CRM. The client tracks the emails as activities in Microsoft CRM.</p>
<p>It appears a Responsive web design will also fulfill the requirements in 6.1.13. Please confirm.</p>	<p>6.1.13 and 6.8.05 are similar in their request and a responsive web design would fulfill both requirements if it allowed for public usage as well as departmental usage.</p>
<p>Does the state prefer to host the solution or an externally hosted cloud solution?</p>	<p>The State is open to proposed recommendations for solutions involving both the State hosting and an external cloud solution.</p>
<p>"The RFI States, "capability to download all data in the system at any time in a comma delimited format." This is to exclude confidential sensitive data elements like FEIN. Please confirm. Because a real-time data export can be expensive on resources, is the State open to prepared nightly exports that are available for download? Is there any requirement for image download?"</p>	<p>The State is open to prepared nightly exports that are available for download. The State may explore image download for some (not all) documents and would be interested in receiving information.</p>

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<p>It is understood that general pricing structures are to be included without specific pricing. No cost information whatsoever should be included. Please confirm.</p>	<p>The State is interested in the fee structure, not the actual price, or even a range of prices.</p>