STATE OF TENNESSEE
Department of Environment and Conservation

REQUEST FOR INFORMATION
FOR
State Revolving Loan Fund Program Data Management System

RFI # 32701-05510
June 10, 2024

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Environment and Conservation (TDEC) issues this Request for Information ("RFI") for the purpose of soliciting informational responses paired with live demonstrations from qualified vendors for a comprehensive grant and loan servicing, management, tracking, and reporting tool to streamline our State Revolving Fund (SRF) Loan Program processes. Additionally, the tool will need to operate as a coordination center for portfolio management activities between the SRF Loan Program and State Water Infrastructure Grant (SWIG) Program. Interested and qualified vendors should review the contents of this RFI, submit a formal response, and if invited, be prepared to provide a live demonstration of their solution to State of Tennessee Department of Environment and Conservation IT, TDEC Grants and Contracts, TDEC General and Grants Accounting, as well as business, audit, and procurement representatives as part of the information gathering process. We appreciate your input and participation in this process.

2. BACKGROUND:

TDEC encompasses sixteen different program areas, each organized and conducted to effectively protect human health and the environment, conserve natural resources, manage state parks and promote overall quality of life in Tennessee. The TDEC Division of Water Resources (DWR) is the administrative agent for key Tennessee Statutes, Rules and Regulations including those intended to enable the regulatory management of surface waters, safe water, quality and quantity of drinking water, non-federal dam construction, wells, the licensing of well drillers and pump setters, as well as water withdrawal registration and subsurface sewage disposal systems.

The SRF Loan Program is administered within the DWR and is comprised of two distinct functional areas: the Clean Water State Revolving Fund (CWSRF) Loan Program and the Drinking Water State Revolving Fund (DWSRF) Loan Program. Enabled through federal-state partnership, the SRF Loan Program works with the United States Environment Protection Agency (EPA) to provide technical assistance and low-cost financing to communities (cities, counties, utility districts, and water authorities) across the state of Tennessee for a wide range of water quality infrastructure projects involving the planning, design, and construction of municipal drinking water and wastewater facilities, nonpoint source pollution control, decentralized

wastewater treatment systems, stormwater runoff mitigation, green infrastructure, estuary protection, and water reuse. SRF Loan Programs require the enforcement and tracking of complex and nuanced grant and loan related rules and regulation components in a variety of areas, including but not limited to grant and loan awards, requirements, applications, issuance, denial, compliance, disbursements, loan repayment, program performance, administrative costs, cash flow modeling, and year-over-year program changes at the state and federal level.

As our program continues to grow, we recognize the need for a robust and comprehensive portfolio management tool to enhance data accuracy, improve reporting capabilities, measure performance and compliance outcomes, track grant and loan components, and increase overall efficiency. The SRF Loan Program anticipates the continued awarding and disbursement of future loan and grant funds across its Clean Water and Drinking Water initiatives which call for implementation of a solution with the ability to meet current and future portfolio management requirements in accordance with updated state and federal directives. To support our program management and growth objectives, the SRF Program is interested in examining vendor solutions capable of addressing the following key requirements:

A. Comprehensive SRF Loan Program Tool: Implementation of an expansive SRF Loan Program data management, tracking, and reporting tool that delivers a reliable and robust end-to-end grant and loan servicing experience.

B. Tool Integration and Accessibility: Delivery of seamless integration with existing programs and systems (i.e., MyTN™ application suite, FIS, FileNet, program databases, etc.) and compatibility with common browsers and devices (i.e., Browser, Mobile Web, Mobile Application, tablet, smart device, etc.).

C. User Interface: Present users with a convenient, intuitive, configurable, and user-friendly dashboard experience across devices and platforms.

D. User Accounts: Support (internal and external) user account creation and management (i.e., setup, storage, updating, reporting, search, password reset, etc.) as well as ascribed privileges and permissions based on account type, role-based access control constraints, and SRF Program defined user groups and roles.

E. Data Security: Demonstrate 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 elements will remain secure.

F. Automation, Reporting, and Analytics: Provide enhanced automation (alerts, emails, notifications, reminders, scheduling, business rules, etc.), data analytics, and reporting enabled by dynamic data collection and storage to support tracking and delivery of current and future SRF Program efficiency, expediency, and efficacy measures.

G. Compliance: Subrecipient monitoring and compliance for grants and loans to ensure recipients meet state and federal requirements.

H. Program Rules and Requirements: Automated enforcement of predefined program rules and requirements that govern loan and grant application, approval, issuance, repayment, compliance, tracking, reporting, and communication activities throughout the loan and grant management process.

I. Fund Management: Examples of proficient portfolio management capabilities (including grants, loans, disbursements, repayments, amortization, etc.) as well as cash flow modeling for SRF programs.

J. Documentation: Support electronic document configuration, allow for seamless integration with the State of Tennessee document management system as well as conversion and storage of uploaded images to electronic document files (including integration of historical files).

K. Application Management: Allow for the overall management (including completeness checks, submission, processing, and tracking) of loan applications.

L. Communication Tracking: Provide a consistent communication medium and feedback loop to track end-to-end communications between program applicants and the Program team, by distinct funding assistance request and requestor, from application submission through full grant disbursement or loan repayment.

M. Information Exchange: Seamless enablement of information exchanges between internal and external state and federal entities.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:
LINDSAY OLIVERAS, TDEC-SENIOR SOURCING ADVISOR
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:
TAYLOR BRELAND
STATE OF TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
312 ROSA L. PARKS AVE., NASHVILLE TN 37243, UNITED STATES
629-267-8879
dwr.customersupport@tn.gov

3.3. Please reference RFI # 32701-05510with 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		June 10, 2024
2.	RFI Response Deadline (Delivered via Email)	2:00 PM	July 2, 2024
3.	Complete Review of Responses		July 19, 2024
4.	Schedule Demonstration Sessions		July 22 – July 23, 2024
5.	Conduct Virtual Demonstration / Q&A Sessions*		August 5, 2024 – August 23, 2024

* Sessions will be recorded

The solicitation coordinator may invite apparently responsive and responsible respondents to make an oral presentation for two-hours, with questions and answers incorporated throughout the presentation.

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.

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 ½" 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:

RFI #32701-05510
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. What is the estimated implementation (designing, developing, and launching) timeframe for this system?
5. Describe the end-to-end configuration capabilities within your system.
6. Does the solution allow for low-code/no-code configuration?
7. Describe the search and filtering capabilities of this solution.
8. Describe the support and training that is offered for your solution.
9. How are permissions to the system managed? Is it by module? By screen? By field?
10. Can the system integrate with existing systems (e.g., FIS) for payment management?
11. Can the system integrate with existing systems (e.g., FileNet) for document management?
12. Can the system be a component in a system of systems?
13. Please explain the platforms, devices, and environments on which the solution may be operated.
14. Provide four (4) customers of similar size, scope, and complexity as the DWR SRF Loan Program, describing how they have successfully used the system(s) your company is suggesting herein, for a minimum of 2 years in production.
15. 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.
16. Please explain if the solution includes mobile enabled or mobile native functionality.
17. What would the data migration process look like?
18. 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.
19. Please describe the post go-live warranty or hyper care process and duration included in the typical cost of your system?
20. What is the typical customer process and SLA for incident reporting and resolution?
21. Provide an estimated timeline for typical project phases.

22. Share any potential problems/risks encountered by other customers that the SRF program should consider.
23. How many integrations, APIs, and connectors are commonly required for this type of 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. What is the typical cost per project phase (design, development, testing, and launching a system)?
4. How are cost determined for usage of configuration capabilities within your tool?
5. Describe the pricing structure, including upfront costs, licensing fees, implementation services, and ongoing support/maintenance
6. What other typical costs might be involved which we have not mentioned?
7. What are the typical costs of data conversion and migration, or is this included in the base price of your proposed solution?
8. 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?
9. 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 other in this solution?
10. Detail an all-in year 1 cost, including implementation and annual costs.
11. Detail a typical year 3 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: