



STATE OF TENNESSEE  
DEPARTMENT OF GENERAL SERVICES

**REQUEST FOR INFORMATION # 32106-2023-001  
AMENDMENT # 2  
FOR VEHICLE AND ASSET MANAGEMENT MOBILE  
APPLICATION DEVELOPMENT**

**DATE: January 26, 2024**

**RFI # 32106-2023-001 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		Monday, December 18, 2023
2.	Written Questions and Comments Deadline	1:00 pm	Thursday, January 11, 2024
3.	State Response to Written Questions and Comments		Friday, January 26, 2024
4.	RFI Response Deadline	2:00 pm	Friday, February 2, 2024

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.

QUESTION / COMMENT	STATE RESPONSE
1. Whether companies from Outside USA can apply for this? (like, from India or Canada)	No Offshore Resources: Contractor shall limit contractor resources to US-based (onshore) resources only (includes personnel).
2. Whether we need to come over there for meetings?	No in person meetings will be required.
3. Can we perform the tasks (related to RFP) outside USA? (like, from India or Canada)	No Offshore Resources: Contractor shall limit contractor resources to US-based (onshore) resources only (includes personnel).

QUESTION / COMMENT	STATE RESPONSE
4. Can we submit the proposals via email?	Yes, please email submissions for this RFI to Stephanie.Reedy@tn.gov
5. "Please provide a brief description of your company's public sector experience, Vehicle and Asset Management project experience is required, providing similar or comparable mobile application design, development, and implementation as referenced in this RFI" - We have similar references to this RFI for private companies in the Oil & Gas, Retail, and Heavy Machinery sectors, but not for the Public Sector. Will the State of Tennessee give preference to references from the public sector in a future request, or will significant projects with similar scope carried out for private companies be considered equally?	Considered Equally.
6. Does the State of Tennessee already have any similar solutions in use? If so, what are the major challenges currently faced with the solution?	No.
7. After submitting the proposal in response to the RFI, will it be possible to present the solution through an oral presentation? This would allow us to introduce RADIX to the State, as well as present our solution and showcase our case studies.	State may request oral presentations, but they are not required at this time.
8. Is your team looking for an off-the-shelf solution that can be customized to better meet the needs of VAM? Or, are they looking for a completely bespoke solution developed from scratch?	Open to off-the-shelf (COTS) that can be customized.
9. Is The State of TN looking for any vehicle tracking or physical asset management technology, or is the need simply for a mobile app that provides State drivers with convenient access to documentation and location of public resources?	Mobile app, also must be accessible via web browser.
10. Please let us know whether the company's public sector experience is a must?	Preferred, not required. Subject to change, but will be apparent in the requirements of a competitive solicitation.
11. Please let us know if there are any roadblocks to offshore development. Do you need onsite support/travel during any phase of this project?	No Offshore Resources: Contractor shall limit contractor resources to US-based (onshore) resources only (includes personnel).

QUESTION / COMMENT	STATE RESPONSE
12. What is the expected timeline of this project?	6 - 12 Months, subject to change at State discretion.
13. Appreciate if you would share the allocated budget range for this project.	Vendor to provide cost model.
14. Are there any limitations for foreign companies to participate, and what are the requirements for their involvement?	No Offshore Resources: Contractor shall limit contractor resources to US-based (onshore) resources only (includes personnel).
15. Is it necessary to submit a payment bond?	There is no payment bond requirement to submit a response to this Request for Information. If applicable, payment bond requirements will be included in the Terms and Conditions of any future competitive solicitation that is issued.
16. What is the project's deadline for completion?	TBD.
17. What are the expected deliverables in terms of project documentation?	TBD, dependent on final solution.
18. Will there be progress updates on the project, and what are the scheduled intervals for these updates?	Project management resource(s) should be assigned from the contractor. State will provide a PM resource to mirror contractor PM resource(s).
19. In connection with the above, are progress report meetings planned, and what is the frequency of such meetings?	At a minimum, weekly review meetings with all state stakeholders to review development status and provide feedback. To be managed by contractor PM resource(s) and state PM resource(s).
20. From which specific versions of the mobile operating systems and for which web browsers is it anticipated that the application will be functional?	Mobile: IOS 15.8.1 or higher.

QUESTION / COMMENT	STATE RESPONSE
21. Could you please provide further details regarding the section 'Help desk support via phone and email 24-7 for app users'?	Dependent on solution design. Any COTS or customized COTS solution will require an available support line to the vendor that is available 24x7 to the state end users and state technical administrative staff. 100% custom code solutions will require an available support line to the chosen contract firm/development team for state administrative staff for a period to be defined in the contract.
22. Could you provide further information regarding the management of software versions. Do you have your own repositories for version control, or is there the possibility of utilizing other repositories freely and in accordance with your development practices?	Code is maintained in an existing state managed Azure Dev Ops repository. Developers are granted access to the state repository based on project requirements.
23. Could you provide additional details regarding the programming language, database, and all aspects related to the back-office infrastructure?	Office 365 is supported. Google Flutter framework is required for UI integration. Enterprise Windows back-office infrastructure is available.
24. Are there specific design guidelines or branding requirements for the app?	Yes - Branding and color themes will be provided.
25. How would you like the app's user interface to look and feel?	TBD by final solution.
26. Can you provide more details on the specific functionalities and features you expect in the app?	Nothing further at this time.
27. What are the existing systems that the app needs to integrate with?	Nothing further at this time.
28. Is there a current database/API or will that need to be created?	TBD, dependent on final solution.
29. How scalable should the app be in terms of user load and data volume?	Approximately 17,000-18,000.
30. Is there a requirement or interest in incorporating location-based services in the app?	Yes – required.
31. What are the different user roles and permissions within the app?	User and administrative level. No other permissions required.

QUESTION / COMMENT	STATE RESPONSE
32. How should user profiles and workflows be configured and managed by administrators?	TBD, dependent on final solution.
33. Will there be a need for audit trails or reporting capabilities for actions taken by administrators?	No - audit trails will not be required in the application.
34. What type of documentation (user manuals, technical guides) do you expect?	Depends on the solution, COTS or COTS Hybrid software will require full documentation for any delivered COTS functionality.
35. Will you require training sessions for the app users?	Yes.
36. What is the process for providing feedback during development?	Weekly review meetings with all state stakeholders to review development status and provide feedback.
37. What level of support and maintenance is expected post-deployment?	TBD, dependent on final solution.
38. Are there any specific SLAs (Service Level Agreements) or response times we should be aware of?	No.
39. What types of data will the app handle, and how should it be stored?	PII, SIP. All data must be stored according to EISP (Enterprise Information Security Policy) data standards. <a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a>
40. Are there specific data retention and deletion policies we need to follow?	Yes. <a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a>
41. Are there any specific legal or regulatory compliance requirements for the app?	To be determined by Scope and/or Terms and Conditions of any future competitive solicitation that is issued.

QUESTION / COMMENT	STATE RESPONSE
42. Who are the primary users of this app, and what are their specific needs?	State employees who drive state vehicles - access to information e.g. policy, process & procedures, etc.
43. How many users can be expected to use the app initially, and what is the anticipated growth over time?	Approximately 17,000 – 18,000.
44. What types of devices and operating systems should the app be compatible with?	IOS, Web Browsers on Windows and MacOS.
45. Are there any specific hardware or software requirements for the app?	Mobile device compatible. Support for IOS 15.8.1 or higher required.
46. Does the app need to function offline, and if so, what features must be available?	No, offline functionality is not expected.
47. What is the budget allocated for this project?	Vendor must provide cost model.
48. Are there any constraints or limitations regarding funding that we should be aware of?	Not at this time.
49. What is the expected timeline for the project?	6 - 12 Months, subject to change at State's discretion.
50. How will proposals be evaluated and what are the key criteria?	TBD.
51. <b>RFI Reference:</b> [User Login Requirements] "User log-in via user-specified credentials and the ability to add an existing credential to an account." <b>Question:</b> Could you provide further details on the specific requirements for access control within the State's vehicle and asset management system? Particularly, we are interested in understanding if there is a need for advanced access control mechanisms, such as role-based access control (RBAC), attribute-based access control (ABAC), or a hybrid approach, to manage varying levels of user permissions, especially when dealing with sensitive or confidential data. Additionally, are there specific scenarios or data types within the system where enhanced access control protocols would be most beneficial?	TBD by final solution.

QUESTION / COMMENT	STATE RESPONSE
<p>52. <b>RFI Reference:</b> [Import/Export of Files]  "Import/Export of files" as mentioned in the RFI's Accessibility section. <b>Question:</b> In the context of the file import and export functionality of the application, could you specify the range of file formats and data structures that are essential for the State's operations? For instance, is there a requirement for the application to particularly support formats such as CSV, Excel, and PDF for documentation purposes and XML or JSON for data interchange? Additionally, are there any specific data transfer protocols or standards, like REST API or SOAP, that the application should be equipped to handle for seamless integration with the State's existing systems?</p>	PDF.
<p>53. <b>RFI Reference:</b> [Administrative Rights]  "Administrative Rights: Allows users with administration rights to configure system security" as outlined in the RFI's Back Office section. <b>Question:</b> Regarding the management of administrative rights within the proposed application, could you elaborate on the level of detail and control expected in this area? Are there specific expectations for the application to support granular permission settings, allowing fine-tuned control over different administrative functions? Additionally, is there a requirement for an extensive audit trail system that comprehensively logs all administrative activities, including precise details like timestamps, user IDs, and the nature of each change made? Insight into these aspects will help ensure that the administrative features of the application align closely with the State's operational needs and security protocols.</p>	TBD by final solution.

QUESTION / COMMENT	STATE RESPONSE
<p>54. <b>RFI Reference:</b> [Reporting and Analytics] "Reporting and Analytics: Ability to access app for reporting and conducting analysis on the data contained in the app." <b>Question:</b> In regard to the reporting and analytics functions of the application, could you specify the exact depth and range of customization required? Are there particular analytics features, such as detailed reports on vehicle utilization, maintenance scheduling efficiency, or predictive models for asset management, that are essential for the State's operations? Additionally, what level of report customization is necessary to accommodate the diverse analytical requirements of various stakeholders?</p>	<p>App will not be used for telematics and/or vehicle asset management. App is to be used for driver information only.</p>
<p>55. <b>RFI Reference:</b> [Complaints and Training Support] "User Help and Training: Receive a complaint through the online portal, including the ability for the complainant to provide additional information track and manage progress. Training to support State employees and authorized administrators." <b>Question:</b> Could you detail the functionalities and features required for the complaint submission and tracking process in the application? Are there expectations for specific tools or methods, such as in-app complaint forms, automated progress tracking, or direct communication channels for complainants? Regarding the training aspect, what forms of training materials or modules are anticipated? For instance, is there a need for interactive in-app guides, instructional video content, or links to comprehensive external training resources tailored for different user roles?</p>	<p>Depends on the delivered platform. Any COTS or COTS hybrid will require a formal support and training agreement. Custom solutions should require state ownership of the code and an agreement for access to the original designers/developers for training and support according to period in contract agreement.</p>



QUESTION / COMMENT	STATE RESPONSE
<p>56. <b>RFI Reference:</b> [High Availability] "Performance Requirements: Ensuring the application and data is available 99.9% of the time except for scheduled maintenance as defined by the State of Tennessee."  <b>Question:</b> Could you outline the specific architectural strategies and technological solutions anticipated to meet the 99.9% uptime requirement for the application? Are there particular design approaches or infrastructure considerations, such as cloud-based redundancy, load balancing, or distributed data centers, that the State deems essential? Additionally, what are the State's expectations for disaster recovery and failover processes, including the desired Recovery Time Objective (RTO) and Recovery Point Objective (RPO)?</p>	<p>Cloud hosting in state managed cloud instances of either AWS or Azure. Hosting to be determined as part of the design post contract. App design should conform to AWS or Azure standards and ensure 99.9% uptime is possible. Minimum RTO and RPO TBD, but will be included in Terms and Conditions of competitive solicitation.</p>
<p>57. <b>RFI Reference:</b> [Audit Trails] "Audit trail: Changes in the application updates including timestamp and user associated with the change."  <b>Question:</b> Could you specify the required depth and scope of the audit trail functionality in the application? Are there particular aspects of user activity, such as detailed action logs, location tracking, and IP address recording, that need to be comprehensively captured in the audit logs? Additionally, are there specific data formats or standards that these logs should adhere to, to facilitate ease of analysis and ensure compliance with regulatory requirements?</p>	<p>Audit trails will not be required in the application.</p>
<p>58. <b>RFI Reference:</b> [Backup and Recovery] "Backup and Recovery of the application that adheres to State regulations" as stated in the RFI's System Requirements section.  <b>Question:</b> In relation to the backup and recovery processes for the application, how does the State envision the ideal balance between cloud-based and on-premises backup solutions? Are there specific preferences or requirements for these solutions, such as data sovereignty considerations, redundancy levels, or recovery speed targets? Additionally, how does the State view the role of hybrid backup solutions that combine both cloud and on-premises elements? This question seeks to clarify the State's expectations regarding the backup infrastructure to ensure robust data protection and quick recovery in various scenarios.</p>	<p>Final solution to be hosted in state managed cloud instances of either AWS or Azure. Hosting to be determined as part of the design post contract. App design must conform to native AWS or Azure backup and recovery solutions, which includes recovering to another zone.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>59. <b>RFI Reference:</b> [Date/Time Synchronization] "Date and Time Synchronization: supporting multiple time zones" as mentioned in the Application Requirements section. <b>Question:</b> With respect to date and time synchronization, particularly in a multi-time zone environment, how does your application maintain consistent and accurate time records across different locations? Are there specific features or protocols in place, such as NTP (Network Time Protocol) synchronization or GPS-based time settings, to ensure that time-stamped data like vehicle usage logs, maintenance schedules, and transaction records remain synchronized and reliable?</p>	<p>Time and Location services, as well as synchronization and local zone conversions, will be required.</p>
<p>60. <b>RFI Reference:</b> [Fleet Information Access] "The mobile app solution must provide access to State of Tennessee fleet information and procedures including the following: Operations Manual, Insurance certificate, Accident procedures, After-hours procedures, Fuel card assistance, Contact information." <b>Question:</b> In relation to the provision of access to State of Tennessee fleet information through the mobile app, can you elaborate on the specific types of fleet data that are of utmost importance for your operations? For instance, are you looking for detailed insights into vehicle usage statistics, comprehensive maintenance records, fuel consumption data, or real-time location tracking? Additionally, how does the State envision the integration of this data within the app, particularly considering the frequency and depth of data updates required for effective fleet management?</p>	<p>No telematics.</p>
<p>61. <b>RFI Reference:</b> [Surplus Procedures Access] "The mobile app solution must provide access and direct users to the State's surplus/excess information and procedures including the following: Surplus procedures, Auction site connection, Surplus contact information." <b>Question:</b> In terms of integrating surplus procedures into the mobile app, could you specify the level of detail and complexity expected in the app's guidance for these procedures? Are there particular formats or established protocols within the existing surplus management system, such as electronic data interchange (EDI) standards or specific auction site APIs, that the app should seamlessly interface with?</p>	<p>PDFs or links; info pages.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>62. <b>RFI Reference:</b> [Public Resource Access - Gas Prices and Service Facilities] "Cheapest gas prices (i.e., GasBuddy), available service facilities by maintenance type (i.e., oil change, brakes, tires, repairs, etc.), car wash locations (by type—automated or handheld), road construction information" as mentioned in the Accessibility section. <b>Question:</b> In the context of integrating access to public resources such as gas prices and service facilities within the application, can you detail any specific data sources or partnerships (for example, existing agreements with data providers like GasBuddy or service facility databases) that the app should prioritize for integration? Additionally, are there any particular data formats or communication protocols (such as API integrations or RSS feeds) that these data sources utilize, which would the app need to be compatible with?</p>	<p>Already in RFI.</p>
<p>63. <b>RFI Reference:</b> [Google Flutter Framework] "Application must incorporate and should be built on the currently available production build of an industry-standard framework (i.e., Google Flutter). The framework should support multiple platforms from a single code base (i.e., Mobile, Desktop, Web)." <b>Question:</b> In the context of utilizing the Google Flutter framework for the application's development, could you specify any particular Flutter plugins or modules that are envisaged as essential for the app's core functionality? For example, are there expectations for specific plugins related to GPS functionality, data synchronization, or UI components that are critical to the application's performance and user experience?</p>	<p>Google Flutter framework is required for UI integration. All code must adhere to state EISP for custom solutions.  <a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a></p>

QUESTION / COMMENT	STATE RESPONSE
<p>64. <b>RFI Reference:</b> [User Login and Credential Management] "User log-in via user-specified credentials and the ability to add an existing credential to an account" as mentioned in the Accessibility section of the RFI. <b>Question:</b> With regard to user login and credential management within the application, how is the State planning to implement robust authentication measures, particularly in the context of multi-factor authentication (MFA)? Are there specific MFA methods preferred or deemed most suitable for the diverse technical proficiency levels of the app's users, such as SMS-based codes, authenticator apps, or biometric verification? This question aims to delve into the State's vision for balancing user accessibility with stringent security protocols, ensuring both ease of use and protection of sensitive data.</p>	SSO.
<p>65. <b>RFI Reference:</b> [File Import/Export Functionality] "Import/Export of files" as mentioned in the Accessibility section of the RFI. <b>Question:</b> Regarding the application's file import and export functionality, can you detail the expected volume and frequency with which these operations will occur? For instance, is there an anticipated regularity for importing and exporting large datasets such as vehicle maintenance records, fuel usage logs, or operational reports? Additionally, are there specific performance benchmarks or data processing speeds that the application should be capable of achieving to handle these tasks efficiently? This question aims to ascertain the scalability and performance requirements of the import/export functionality to ensure the application is tailored to the State's operational needs.</p>	Limited to existing processes and procedures documents. Import just for viewing in the app.

QUESTION / COMMENT	STATE RESPONSE
<p>66. <b>RFI Reference:</b> [App Maintenance Strategy] "Support and Maintenance: App maintenance strategy" as mentioned in the Support and Maintenance section of the RFI. <b>Question:</b> In regards to the application's maintenance strategy, what are the specific considerations or challenges that have been identified as pivotal in ensuring the long-term functionality and user satisfaction of the app? For example, are there particular aspects such as regular feature updates, compatibility with evolving mobile operating systems, or performance optimization that are prioritized in your maintenance plan? Additionally, how does the strategy account for potential challenges, such as scaling the app to accommodate increasing user numbers or data volume?</p>	<p>TBD by final solution.</p>
<p>67. <b>RFI Reference:</b> [Security Compliance] "Security that meets all requirements listed at the following location: [State's security policies URL]. This includes safeguarding personal identifiable information," as mentioned in the System Requirements section of the RFI. <b>Question:</b> In the context of adhering to the detailed security requirements outlined by the State, are there specific security threats or incident types that the application should be particularly fortified against, such as advanced persistent threats (APTs), ransomware attacks, or data breaches involving personally identifiable information? Additionally, are there proactive security measures or threat intelligence integrations, like real-time monitoring or intrusion detection systems, expected to be part of the application's security framework? This question seeks to understand the State's specific security concerns and the level of robustness required for the application's protective measures.</p>	<p>Security requirements listed in state EISP.</p> <p><a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a></p>
<p>68. Where will the system be hosted? Is there a preferred deployment environment or process? RFI Reference #F.1, F.2, F.3, F.4</p>	<p>Cloud hosting in state managed cloud instances of either AWS or Azure. Hosting to be determined as part of the design post contract.</p>

QUESTION / COMMENT	STATE RESPONSE
69. Is Google Flutter the preferred Framework, or are you open to alternatives? Do you have any other tech stack preferences, such as Dart for front end? RFI Reference #A.4	The final product must be available cross platform (iOS, web browser). The Flutter framework is required for all UI build and cross platform integration. Dart powers the Flutter framework so it will be used within the confines of the Flutter UI SDK.
70. For content like fleet information, procedures, etc, what data format is that in? (pdf, database, etc) RFI Reference #A.1	PDFs (multiple options).
71. Is there an existing system or storage solution for complaints and other content (procedures, etc)? If so, what type of system is it? RFI Reference# D	No.
72. For external connections (ex. Auction Site), is integration needed or only a link to the other system? Do these sources provide APIs for integration? Does every integration need a custom UI? RFI Reference# A.2	Link.
73. Have APIs for TDOT SmartWay, GasBuddy, etc. been vetted, or is this an unknown? RFI Reference# A.3	API's have not been vetted.
74. For security, do you use a single-sign on / existing security flow or is this greenfield? RFI Reference# #B.1, #F.1	SSO will be required.
75. Does the scope of this solution include assets beyond vehicles?	No.
76. Can you elaborate on what type of support is needed 24/7? RFI Reference# E.2	Reference Question #21.
77. Is DGS interested in a broader fleet management mobile solution that includes asset lifecycle management functions? For example, a mobile application that incorporates field-level reporting for fuel consumption, miles traveled, and fuel/maintenance costs?	No.
78. Are we expecting the driver to be able to access the app on either IOS, Android or Web Browser? Or the driver app on IOS or Android and the portal in Web Browser?	App should be available via IOS app <b>and</b> Web browser.

QUESTION / COMMENT	STATE RESPONSE
<p>79. "The mobile app solution must provide access to various publicly available resources, including the following:</p> <p>Cheapest gas prices (i.e. GasBuddy)  Available service facilities by maintenance type (i.e. oil change, brakes, tires, repairs, etc.)  Car wash locations (by type—automated or handheld)  Road construction information"</p> <p>Are these data currently available/used by the state via API? Or will these sources need to be determined?</p>	TBD by final solution.
<p>80. Do user-specified credentials for drivers already exist in the Tennessee infrastructure? Or is the creation and management of user profiles to be included in the solution?</p>	SSO will be required. State uses Active Directory.
<p>81. Are documents expected to be available when the application is offline?</p>	No.
<p>82. RFI states 24/7 support is needed. Can DGS clarify whether this means a fully-staffed 24/7 help desk or simply the ability of application users to submit tickets via the application or email?</p>	Ticket submission. SLAs dependent on final solution design (COTS vs. Hybrid COTS vs. Custom development).
<p>83. "VAM is desiring to create a mobile app to allow State of TN drivers and employees mobile access to VAM resources and procedures in support of their fleet and surplus operations. Quick and convenient access to VAM resources and procedures is critical for State employees."</p> <p>Are resources &amp; procedures essentially content/documents which need to be put up on the mobile app as content? Or are you looking at some aspects of business process automation in the desired mobile app?</p>	Yes, existing content documents for viewing only.

QUESTION / COMMENT	STATE RESPONSE
<p>84. "The mobile app solution must provide access to State of Tennessee fleet information and procedures, including the following:  Operations Manual  Insurance certificate  Accident procedures  After-hours procedures  Fuel card assistance  Contact information"</p> <p>Please specify the volume of content material to be published on the app for each of the mentioned points. Also please confirm whether the content for the application would be provided by the client.</p>	<p>Less than 50 documents, one (roughly) for each item.</p>
<p>85. "The mobile app solution must provide access to various publicly available resources, including the following:  Cheapest gas prices (i.e. GasBuddy)  Available service facilities by maintenance type (i.e. oil change, brakes, tires, repairs, etc.)  Car wash locations (by type—automated or handheld)  Road construction information  *TDOT SmartWay  *TDOT SmartWay is already an existing app, so full integration may not be possible or necessary."</p> <p>We assume that all mentioned applications are currently in use, and the mobile app to be designed would exchange data with these already existing applications through API integrations. Is that assumption correct?</p> <p>Also for locations related data, are you looking for map based views &amp; search capabilities in the application? In that case we assume the existing maps &amp; shape files would be shared by the client?</p>	<p>TBD by final solution.</p>



QUESTION / COMMENT	STATE RESPONSE
<p>86. "The mobile app solution must provide access to various publicly available resources, including the following:            Cheapest gas prices (i.e. GasBuddy)            Available service facilities by maintenance type (i.e. oil change, brakes, tires, repairs, etc.)            Car wash locations (by type—automated or handheld)            Road construction information            *TDOT SmartWay            *TDOT SmartWay is already an existing app, so full integration may not be possible or necessary."             Kindly provide the tentative number of systems we need to integrate and we expect you to provide the necessary APIs for seamless connection.</p>	<p>TBD by final solution.</p>
<p>87. "Support: Help desk support via phone and email 24-7 for app users"             We kindly request you to provide the figures for both the total number of users and the maximum concurrent users for our reference.</p>	<p>State will provide support once the solution has been delivered.</p>
<p>88. "Support: Help desk support via phone and email 24-7 for app users"             How many support executive needs to be deployed for phone and email?</p>	<p>See #87.</p>
<p>89. If the department is currently using any existing systems, please provide information about the platform and technologies used. Also specify the details on the modules associated with the current system.</p>	<p>No existing systems.</p>
<p>90. We kindly request you to furnish details on any publicly available procedure documents that we can refer to.</p>	<p><a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a></p>
<p>91. Could you let us know what the budget is for this work?</p>	<p>Vendor to provide cost model.</p>

QUESTION / COMMENT	STATE RESPONSE
92. Could you let us know if you have a local preference or are you open to a Canadian agency that has done similar work with clients across the United States, with some currently being the States of California, Colorado and Wyoming?	No, Canadian agencies will not be considered. <b>Only US based (onshore) may participate in this RFI.</b>
93. Will it be required to submit this RFI to be able to participate in the RFP?	No.
94. Could you confirm the proposal submission method?	Please email submissions to Stephanie.Reedy@tn.gov
95. Does the department envision that this solution will utilize existing policies and procedures and convert/adapt them into mobile-enabled workflows (e.g., scenario-based or diagnostic) and how frequently are the policies/procedures updated?	No.
96. Can the department describe a typical workflow or use case(s) for State of TN drivers and employees to be prioritized for the solution?	Not at this time.
97. Can the department provide details regarding the number of users including: <ul style="list-style-type: none"> <li>• Number of unique users</li> <li>• Number of profiles, e.g., supervisor, manager, driver, administrator, etc.</li> <li>• Expected number of concurrent users during normal and peak usage</li> </ul>	Approximately 17,000 – 18,000 users.
98. What is the State’s preferred messaging platform for user notifications?	Seeking information from vendors to determine best solution.
99. How does the State of TN envision providing for any of the messaging, queuing, data streams from back-end systems that store the data needed by the mobile application (e.g., a cloud account managed by the state)?	TBD on final solution.
100. How many employees would need to have full admin, developer, or usage rights within this application, including creating, editing, or deleting any record in the system?	Less than 50 users.

QUESTION / COMMENT	STATE RESPONSE
<p>101. Does the State have an updated security policy link from STS? The link provided in the RFI is broken:  <a href="https://urldefense.com/v3/https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/stssecurity-policies.html">https://urldefense.com/v3/ https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/stssecurity-policies.html</a> ;!!OrxsNty6D4my!5LAAr0WhiygyoybW5SHIAfv0MckLrBn9FaGmMTHOu7eg_geKssxD5mF865OT8YdaqGUOROIMXwct-1kzLpUaNXdM1CDitn!\$</p>	<p><a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a></p>
<p>102. How would the State plan to decide on a solution based on the information in this RFI? Would a formal RFP be the next step in the evaluation process?</p>	<p>The State is gathering information at this time and will determine next steps after the response deadline.</p>
<p>103. Are there any additional 3rd party solutions that this application would be valuable to integrate with? In addition to GasBuddy, TDOT SmartWay, etc.</p>	<p>Wex, et al.</p>
<p>104. What file types would you need to import/export?</p>	<p>PDF.</p>
<p>105. We would like to ask you about the eligibility criteria and minimum requirements our company needs to meet to participate in this proposal. Specifically, we'd like to ask if a Kansas-based company is eligible to respond.</p>	<p>Yes, <b>all US-based (onshore) can participate.</b>  Contractor shall limit contractor resources to US-based (onshore) resources only (includes personnel).</p>

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.