



STATE OF TENNESSEE
Department of Finance and Administration

**REQUEST FOR INFORMATION
FOR
Input on the development of a Tennessee Business Gateway**

**RFI # 31701-03463
May 10, 2024**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Finance and Administration issues this Request for Information ("RFI") for the purpose of gathering detailed information to be used in the planning and execution of a project to deploy the Tennessee Business Gateway. We appreciate your input and participation in this process.

The State of Tennessee would like to deploy a modern Business Gateway that serves as a single destination for business users. We anticipate this gateway will be a unified digital hub using a single identity for business users to enable easy access to all the information and services they need to open, maintain, and dissolve a business in the State of Tennessee. The Business Gateway would implement a 360 view of our business users, proactively anticipate their needs, provide a personalized user experience, and dramatically improve the speed and quality of service delivery. Having a complete view of all business user interactions, regardless of the agency delivering the services, will better allow us to personalize the experience across digital channels, contact centers, and in-person visits. By having a clear view of who our business users are, and how they interact with our services, and the attributes of their business, we can anticipate users' needs and proactively suggest actions beyond their current interaction. To deploy the data driven approach desired for the Tennessee Business Gateway, an information architecture that establishes a unified view of businesses and business users will be critical. It is anticipated that a repository containing attributes associated with businesses and users of the gateway will be a significant enabler to afford the gateway all the information required to guide users through process flows and achieve their desired objectives. In addition, we envision the digital portal will allow businesses to create identities, view their entire business history with the state, view notifications and alerts for services, quickly access information, and understand clearly the steps required to achieve their desired outcomes. We also anticipate that this portal will allow authorized government and business officials common access and records associated with individual businesses.

2. BACKGROUND:

Business users struggle to understand their regulatory obligations and compliance requirements obligations and are often frustrated when they are required to submit redundant information. When they cannot find practical guidance online, they seek alternatives, often calling customer support. These challenges take away precious time from their operations. By delivering a modernized Business Gateway solution, we can reduce the time required to start a business, improve compliance, lower customer support costs, and drive greater economic benefit for the state.

3. PROJECT DESCRIPTION

3.1. Design Principles

Tennessee's vision is that a Business Gateway implementation would adhere to a number of design principles. These principles were developed by State and IT stakeholders and serve as priorities for evaluating and implementing new digital experiences for Tennessee residents, and in this case, our business users. These principles are as follows:

- Pathways to accessibility: Make services accessible to users of all abilities and disabilities.
- Trustworthiness is key: Build trust through transparent and secure design solutions.
- Put users at the center: Place the needs and goals of users at the center of the design process.
- The power of integration: Develop unified systems for enhanced efficiency, uniformity and streamlined operations.
- Pioneering solutions for the future: Explore new possibilities, challenge conventional thinking, and seek novel solutions.
- Intuitive interfaces for effortless interaction: Design intuitive and easy-to-understand interactions and interfaces.

3.2. Goals and Objectives

Based on the information provided within this RFI, respondents are asked to submit a proposed solution, to include both architectural components, implementation methodology, schedule, and high-level costs related to any development of components outlined in the recommended solution.

3.2.1. Implementation Strategy

The State believes a phased implementation would more quickly provide services that would improve a business owners experience when working with the State. With this approach, the State proposes three releases. Each release is designed to lay the foundation for subsequent releases and provide service enhancements that will ultimately result in a seamless experience for all users of the Business Gateway. Following is an outline of each of the proposed releases.

Release 1: The goal of the first release is to enable users to find and engage with needed services in an aggregated experience.

Users will be able to: (1) browse and learn about available services. These services will be organized by their phase in the business lifecycle; (2) review standard checklists of services required to start a business in Tennessee; (3) search for services by keyword; (4) request support from the appropriate agency.

Table 1: Release 1 Outline

Lifecycle Stage	User Journey	Services to be included
Plan for and Start a Business	Plan for a business	<ul style="list-style-type: none"> • Business Name Lookup
	Register a new business	<ul style="list-style-type: none"> • Create a new business or non-profit • Register a name. • Register as a new Tennessee employer. • Register business in Tennessee for tax filings. • Order a certificate.
	Acquire Licenses	<ul style="list-style-type: none"> • Apply and renew a license. • License, Permit and certifications
	Understand policies	<ul style="list-style-type: none"> • Business compliance
Manage a Business	Recruit employees	<ul style="list-style-type: none"> • TN Labor • Veterans' Resources • Jobs Recruitment
	Get Support	<ul style="list-style-type: none"> • Expanding or relocating a business
Growing a Business	Manage employees	<ul style="list-style-type: none"> • Workers Compensation • Employee Safety Standards and TOSHA • Unemployment Appeals
	Report Information	<ul style="list-style-type: none"> • File an annual report • Change a business address • File a business amendment • Find Needed Inspections

	Pay taxes	<ul style="list-style-type: none"> • Tax and New Hire Reporting • Unemployment Compensation tax • Revenue business taxes
Close a Business	Close a business	<ul style="list-style-type: none"> • Certificates of withdrawal, dissolution, or good standing • Cancel a business

Epics and Features: Building the basics by compiling access to key resources in a central, easy-to-navigate web portal (Expected Timeline 1-4 months)

Table 1.a: Release 1 Epics and Features:

Epic	Operational Benefit	Features	Additional System Requirements*
Navigation	Better access to relevant services, efficient and quality support	<ol style="list-style-type: none"> 1. Browse using main navigation to find resources 2. Use search function to find resources based on chosen keywords 3. Use footer to find answers to specific questions 	<p>Microservice architecture, database</p> <p>Databases, API's</p>
Search results	Better access to relevant services	<ol style="list-style-type: none"> 1. View results list to find answers to specific query; results are displayed that contain the keyword searched for, streamlining portal navigation 	Microservice architecture, database
Dashboards	More information to explore based on business phase	<ol style="list-style-type: none"> 1. Browse Plan For/Manage/Star/Grow Business tabs to explore business phase specific content 	Content Management System
Content	Clearer content availability for all user groups	<ol style="list-style-type: none"> 1. View a list of questions to ask when expanding to a new location. 2. Access relevant online training material to 	Content Management System

		learn how to better run a business	
Checklist	Greater visibility into business registering and maintenance requirements	<ol style="list-style-type: none"> 1. Provide a detailed list of each step required to start a business in each of the main business categories (Industry selection dropdown) 2. View a state versus local flag to create awareness of state and local requirements 3. Ensure compliance by viewing static checklists for starting a business 	Content Management System
Get support	Better access to available support services	<ol style="list-style-type: none"> 1. Fill out contact us form to receive the most appropriate assistance from the State 2. Receive confirmation message that request has been received 3. Find department specific contacts on Contact us Page 	Content Management System Microservice architecture Database

3.2.2. Release 2: The goal of the second release is to provide a personalized experience and enable users to track progress.

Users will be able to: (1) set up and sign into their account; (2) keep track of progress when opening a business using a dynamic checklist; (3) review recommended services based on current business needs; (4) see procurement opportunities that their business may be eligible to participate in.

Table 2: Release 2 Outline

Lifecycle Stage	User Journey	Services to be included
Plan for and Open a Business	Gather information	<ul style="list-style-type: none"> • Opportunity Zones and Other Tax Incentives. • Small Business services
	Register a new business	<ul style="list-style-type: none"> • Real estate development

	Acquire Licenses	<ul style="list-style-type: none"> • Emergency permitting • Alteration of terrain permit
	Understand policies	<ul style="list-style-type: none"> • Business compliance
Grow the Business	Recruit employees	<ul style="list-style-type: none"> • Trade Adjustment Assistance • Dislocated Worker Program • WIOA Adult Worker • Youth Employment
	Upskill	<ul style="list-style-type: none"> • On the job training
	Get Support	<ul style="list-style-type: none"> • Purchase business data • Small business assistance?
Manage the Business	Manage Employees	<ul style="list-style-type: none"> • Workforce Connect • Unemployment Appeals
	Provide Information	<ul style="list-style-type: none"> • Change a registered agent(s) address • File a business amendment • Inspection

Epics and Features: Building the basics by compiling access to key resources in a central, easy-to-navigate web portal (Expected Timeline 1-12 months)

Table 2a: Release 2 Epics and Features

Epic	Operational Benefit	Features	Additional System Requirements*
User setup	Better accessibility for all user groups	<ol style="list-style-type: none"> 1. Create an account to access secure personalized experience. 2. Sign in to access personalized experience using federated single sign on 	Single sign on (SSO) and authentication

Navigation	Better access to relevant services, efficient and quality support	<ol style="list-style-type: none"> 1. View search terms to guide the user to relevant query. 2. User help request triage to find department relevant to the issue. 	<p>Curated recommendations logic</p> <p>AI</p>
Search results	Better access to relevant services	<ol style="list-style-type: none"> 1. Browse the recommended results to find results most relevant to the query. 2. Use the filter list function to further narrow results list to most relevant hits. 	Curated recommendations logic
Dashboards	More information to explore based on business phase	<ol style="list-style-type: none"> 1. View historical activity and keep track of completed tasks. 2. View reminders of upcoming tasks to ensure completion of all requirements. 	Curated recommendations logic
Content	Clearer content availability for all user groups	<ol style="list-style-type: none"> 1. Use contextual guidance to navigate relevant resources. 2. View industry spotlights to find and network with businesses in a selected industry. 3. View success stories of other businesses to validate usefulness of services. 	Content Management System
Calendar	Greater visibility into deadlines and events	<ol style="list-style-type: none"> 1. View upcoming events to participate in relevant events 2. View full list of events to plan participation in advance 	Content Management System
Checklist	Greater visibility into business registering and maintenance requirements	<ol style="list-style-type: none"> 1. Use progress indicator to keep track of current progress and upcoming tasks. 2. Ensure business compliance by viewing a personalized checklist with relevant requirements 	<p>Validation logic</p> <p>Progression logic</p> <p>Curated recommendations logic</p>

3.2.3. Release 3: The goal of the third release is to increase user efficiency further through strategic integrations.

Users will be able to: (1) find services through AI-powered chat, search, and questionnaires; (2) autofill forms using information populated by other state services leveraging SSO; (3) enable notifications for status updates, event reminders, and more; (4) calculate tax withholding estimates related to employees.

Epics and Features: Refine and digitize -Refine and improve gateway functionality through integrations with State services (Technical discovery required to determine feasibility of some potential Release 3 features)

Table 3: Release 3 Outline, Epics and Features

Epic	Operational Benefit	Features	Additional System Requirements*
User setup	Better accessibility for all user groups	<ol style="list-style-type: none"> 1. Manage notification settings to ensure the user is only notified when relevant. 2. Expand Single Sign On to enable access to all identified state agencies. 3. Access other Tennessee systems directly from the portal using Single Sign On 	<p>Content Management System</p> <p>Single Sign On (SSO) and Authentication</p>
Navigation	Better access to relevant services, efficient and quality support	<ol style="list-style-type: none"> 1. Use content tracking to view the same content as the last session in the portal 	Database
Search results	Better access to relevant services	<ol style="list-style-type: none"> 1. Customize the order of the sort list of search results 	Curated recommendations logic
Dashboards	More information to explore based on business phase	<ol style="list-style-type: none"> 1. Answer questionnaire to discover steps to get started. 2. Receive notifications of available services. 	Curated recommendations logic
Content	Clearer content availability for all user groups	<ol style="list-style-type: none"> 1. Use of a cost/tax withholding calculator to estimate the cost and required tax withholding for the 	Content Management System

		number of employees that are planned	
Get Support	Better access to available support services	<ol style="list-style-type: none"> 1. View the request tracker to ensure your request for support is being reviewed. 2. Fill out forms using autofill from information previously submitted in other agency forms 3. Leverage the AI powered search to receive all requirements for the user's business. 	Validation and progression logic Databases, APIs AI Library/tool
Checklist	Greater visibility into business registering and maintenance requirements	<ol style="list-style-type: none"> 1. Create a checklist that includes non-essential services relevant to the user's business 	Content Management System

3.3 USER STORIES

Following is a list of user stories captured in discussions with various stakeholders. Though not exhaustive, these stories can provide a better understanding of the must-have features to be provided in the solution. It is expected that these user stories provide the basis for developing a comprehensive set of journey maps that describe the user experience for each role. For more information and context on use cases, see Attachment A, Process Flows.

Table 4: User Story Description Table

#	USER STORY DESCRIPTION
BUSINESS OWNER	
BU1	As a business owner, I want to browse the portal so that I can find the most relevant service to meet my current business need.
BU2	As a business owner, I want to search the site so that I can find relevant services based on desired keywords.
BU3	As a business owner, I want a receive confirmation when forms are submitted.
BU4	As a business owner, I want to be able to revise rejected applications.

BU5	As a business owner, I want to be able to make selected adjustments to approved applications.
BU6	As a business owner, I want to be able to submit annual reports.
BU7	As a business owner, based on the entity type and character of business selected, I want the application to provide a guided user journey of those actions needed to start my business.
BU8	As a business owner, I would like a planning section that provides a wealth of general and personal information to guide me through the business start process.
BU9	As a business owner, I want to be able to submit payments for both new and renewal activities.
BU10	As a business owner, I only want to enter information one time and have it autofill where applicable.
BU11	As a business owner, I want to create one account which will allow me to navigate all integrated services.
BU12	As a business owner, I need to be able to start a form and return later to complete and submit it.
BU13	As a business owner, I want to be able to ask a chatbot questions about business structures that I might want to consider.
BU14	As a business owner, I want to be able to electronically sign documents.
BU15	As a business owner, I want to see an overview of activities and requirements met or not met, including but not limited to, licensing history, tax payment history, and correspondence history.
BU16	As a business owner, I want to be able to access the site from my phone or other mobile device so I can make updates from anywhere at any time.
BU17	As a business owner, I want clear direction if something is rejected so I can correct the issue.
BU18	As a business owner, I want the ability to review a selected agency calendar so that I can schedule either an in-person or virtual meeting.
BU19	As a business owner, I want to be able to relay time expectation needs for a meeting so the agency can determine availability.
BU20	As a business owner, I want to be able to ask natural language questions so I can get the best response available.
BU21	As a business owner, I want the ability to submit a variety of alternatives and have the gateway provide suggested roadmaps for each.

BU22	As a business owner, I want to be able to provide feedback for any process so I can contribute to the continual improvement of the site.
BU23	As a business owner, I want ready access to anytime training so I can become familiar with the features of the gateway.
BU24	As a business owner, I want to understand what the expected service level for each of the recommended services are so I will know when to follow up.
BU25	As a business owner, I need to be able to set up multiple businesses under one gateway account so I can track each without having to create separate user accounts for each.
BU26	As a business owner, I need the gateway to retain all data necessary to open, maintain, or close my business so I do not have to repeatedly enter the same information.
BU27	As a business owner, I need the gateway to provide me with alerts when I have an outstanding task that has exceeded its due date, so I am aware of the outstanding task without having to continually access the gateway.
APPLICATION OWNER	
AO1	As an Application Owner, I need cloud hosting capabilities that ensure the system is available 99.99% of the time except for scheduled maintenance.
AO2	As an Application Owner, I need the ability to set up automated testing using defined test cases.
AO3	As an Application Owner, I need a solution that provides accessibility for persons with disabilities as reflected by consistency with Web Content Accessibility Guidelines WCAG 2.0.
AO4	As an Application Owner, I need a solution that allows concurrent use of no less than 5,000 users without negatively impacting system performance.
AO5	As an Application Owner, I need a solution that provides Extract, Transform, Load (ETL) capabilities for data import.
AO6	As an Application Owner I need a solution that provides a common CRM, allowing for a single source of truth or Customer Data Platform (CDP) for both business and citizen information.
AO7	As an Application Owner, I need a solution that provides the ability to post external links and notices.
AO8	As an Application Owner, I need a solution that provides the level of security that meets all the requirements listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html .
AO9	As an Application Owner, I need a solution that integrates seamlessly with external systems, databases, or third-party services.
AO10	As an Application Owner, I need a solution that provides the ability to transparently move data between the gateway and each agency integration.
AO11	As an Application Owner, I need a solution that provides the ability to include collaboration tools such as discussion forums, chat, and document sharing.

AO12	As an Application Owner, I need a solution that integrates notifications with email.
AO13	As an Application Owner, I need a solution that provides online and context sensitive help (e.g. dynamic guides).
AO14	As an Application Owner, I want a solution that provides audit trails of changes made.
AO15	As an Application Owner, I want a solution that ensures that users only see and interact with the information and tools relevant to their roles and responsibilities.
AO16	As an Application Owner, I want a solution that works with all major internet browsers running the latest version.
AO17	As an Application Owner, I want a solution that is mobile friendly and provides a responsive interface with no degradation of features or capabilities.
AO18	As an Application Owner, I want a solution that uses if-then logic which will create a dynamic and actionable checklist for the business owner.
AO19	As an Application Owner, I want a solution that can mitigate the creation of duplicate accounts, so I have one source of truth for each user.
AO20	As an Application Owner, I want a solution that employs an agency neutral and user-oriented portal approach; user-centric design to enable ease of front-end user experience and engagement with relevant services so I can provide a great experience for all users of the solution.
AO21	As an Application Owner, I want a solution that provides frontline empowerment so I can effectively support users and respond to queries.
AGENCY USER	
AU1	As an Agency User, I need the ability to provide comments for an approval or denial.
AU2	As an Agency User, I need the ability to schedule notification types and frequencies.
AU3	As an Agency User, I need the ability to add notes and designate viewing rights.
AU4	As an Agency User, I want the ability to establish a calendar so I can set up either virtual or in-person meetings as needed.
AU5	As an Agency user, I want to be able to provide clear direction for any action that is rejected so the business owner will know how to resolve it.
AU6	As an Agency user, I want to be able to set service level timelines for each of the services provided so I can manage business owner expectations.
AU7	As an Agency user, I need the ability to see where the business owner is as they work through the checklist so I can reach out if I see a bottleneck.
AU8	As an Agency user, I need to be alerted when an established service level is exceeded so I can rapidly respond to the delay.

AU9	As an Agency user, I need the ability to see a summary view of the status of a business (taxes paid, number of employees, number of locations, etc.) so I can proactively reach out as needed.
AU10	As an Agency user, I need the ability to selectively extract information about the business owner and the business so I can eliminate the need of asking for information already provided in the gateway.
AU11	As an Agency user, I need to be alerted when there is a failure in the data transfer process so I can proactively work with the business owner to resolve the issue.

3.4 ARCHITECTURE

The Business Gateway Solution should enable Tennesseans and Business Owners to seamlessly conduct transactions electronically for business creation and management with all involved State Departments in a single transaction. Ease of use and value to the Residents and Business Owners should be paramount.

3.4.1. Business Architecture

Business Process for all involved State Departments should be documented and transparent, along with new process to enable the Business Gateway. Opportunities for process improvement to aide in the Business Gateway workflows and information processing should be considered where it can promote additional value and ease of use.

3.4.2. Application Architecture

Application Architecture should be comprised of modern Operating System agnostic frameworks where possible while leveraging integration layer methodologies such as API Gateway to enable standardized calls and data layer access. The UI should present a well-designed, easy to use interface across multiple devices. Application modules and workflows should be developed according to best practice to enhance simplicity and efficiency for the application. The application should be scalable, taking advantage of modern technology performance enhancements for maximum value.

3.4.3. Data Architecture

Data is an asset to the State of Tennessee and should be protected, discoverable, managed, and reportable. Decoupled data across State Departments may present a challenge and necessitate the need of Master Data Management. Decoupled data sources should be evaluated for opportunity to align with structure and management to present for example, a unified backup schedule for conformity.

3.4.4. Technology Architecture

Technology platforms are rapidly changing and evolving. Modern technology architectures should be evaluated for best fit and should seamlessly enable all requirements of the various sections within this Architecture Description to function. The State of Tennessee owns several industry standard options such as traditional Datacenter hosting, Amazon Web Services, and Microsoft Azure, and ServiceNow. The technology platform should be scalable at multiple levels taking advantage of modern technology performance enhancements for maximum value.

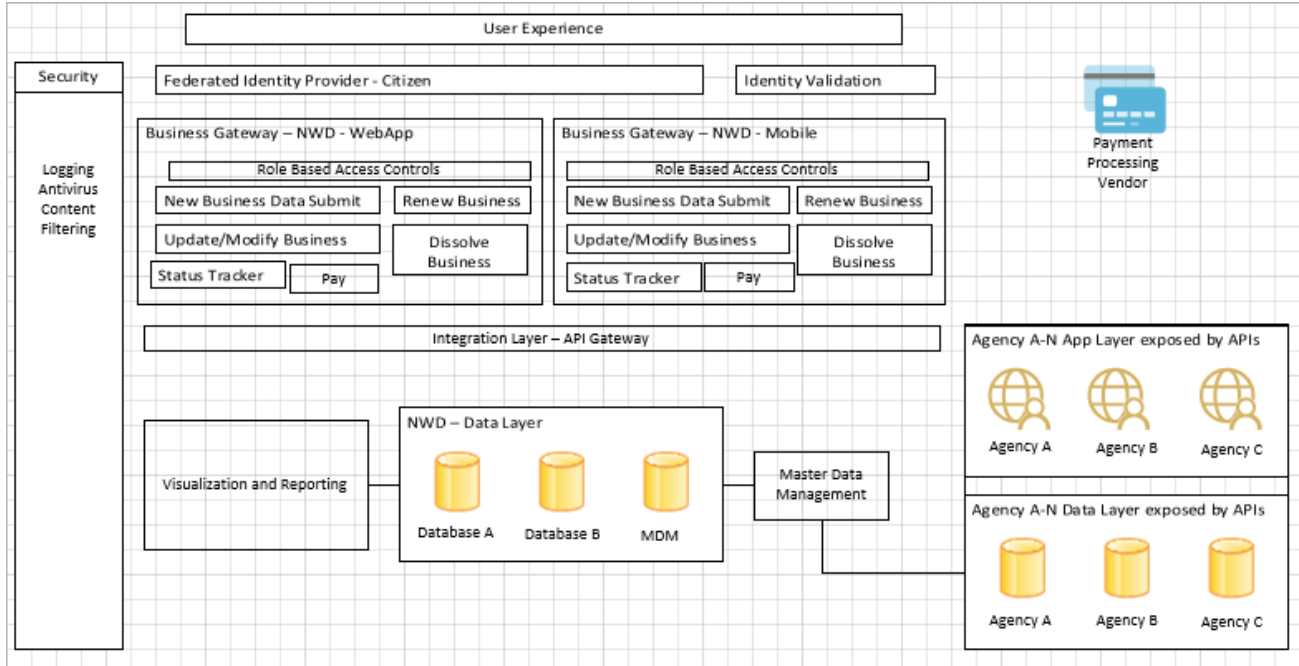
3.4.5. Security Architecture

A vendor must integrate with the State of Tennessee's security suite. The Enterprise Information Security Policy should be always conformed with. Vendors should expect integration into TN's Logging, SEIM, and content filtering tools. Integration with State of TN's IAM solution will also be required. Authentication and authorization should be compliant with EISP Policy and Role Based Access Controls should be leveraged to enable Least Privilege. Considering this new solution will be integrated with existing

solutions a Business Impact Analysis (BIA) should be completed on the Business Gateway, and subsequently the existing solutions should be re-baselined for conformity. A robust disaster recovery design and planning effort should be included.

3.4.6. Conceptual Architecture

Table 5: Conceptual Architecture Example



A key element of the Tennessee Business Gateway is to provide a seamless and dynamic experience for the business owner. Based on the entity type, location and form of business entered, the application will provide a directed guide when starting, maintaining, or closing a business. As part of discovery, key services provided by State agencies were identified. The following services outlined may be a starting point for the portal:

Table 6: Services Provided by State Agencies

Journey	Organization(s)	Service Name
Plan for a business	SoS (Secretary of State)	Business Name Lookup
Register a new business	SoS	Create a new business or nonprofit
	SoS	Register a trademark/trade name
	Department of Revenue	Register a business for tax filings
	Department of Labor and Workforce Development	Register as a new employer (obtain employer number)

	County Clerk	Obtain business tax license
Obtain a license	Alcohol and Beverage Commission (ABC) Revenue Department of Commerce and Insurance	Alcohol/Beverage Tobacco Regulated Profession
Manage employees	Labor	Employee Safety Standards (OSHA/TOSHA)
	Labor	Workers Compensation
Provide Information	SoS	File an annual report
	Department of Human Services	New Hire Reporting
	Labor	Unemployment Compensation tax
	Federal	Federal Tax ID Number
	Revenue	File a return; make business tax payments
	ABC	Alcohol tax

4. COMMUNICATIONS:

4.1. Please submit your RFI response to:

Renee Christiansen, Business Operations Lead
 Department of Finance & Administration
 Strategic Technology Solutions (STS)
Renee.Christiansen@tn.gov

4.2 Please contact the Department of Finance & Administration with any questions regarding this RFI. The main point of contact is:

Renee Christiansen, Business Operations Lead
 Department of Finance & Administration
 Strategic Technology Solutions (STS)
Renee.Christiansen@tn.gov

4.3 Please reference RFI # 31701-03463 with all communications to this RFI.

5. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		Friday, May 10, 2024
2.	Written Questions and Comments Deadline	2:00pm	Wednesday, May 22, 2024
3.	State Response to Written Questions and Comments		Friday, May 31, 2024
4.	RFI Response Deadline	2:00pm	Wednesday, June 12, 2024

6. GENERAL INFORMATION:

- 6.1. 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.
- 6.2. 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.
- 6.3. The State will not pay for any costs associated with responding to this RFI.
- 6.4. The State may request Oral Presentations from RFI respondents.
- 6.5. Responses should be prepared, with emphasis on completeness and clarity, and should NOT exceed twenty-five (25) 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 12-point font. All pages must be numbered.

7. INFORMATIONAL FORMS:

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

RFI #31701-03463

TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:

Name, Title:

Address:

Phone Number:

Email:

3. Vendor background experience and implementation of similar projects:

Please describe your company's experience providing similar scope of services to other government entities (no more than 3 examples). Please include the following information:

- a. Client Name
- b. Project Name
- c. Project Size
- d. Length of the project and implementation date
- e. The services and activities that your company performed for the project and the activities the client had to perform
- f. Describe your experience working with and coordinating across multiple departments and agencies
- g. Provide examples of deliverables performed
- h. Provide examples of conceptual or schematic designs proposed
- i. What features/epics were incorporated to provide a user-friendly navigation experience for the business owner and the agency?
- j. What security measures were taken to protect the business owner and the State's security suite? (such as protecting PII, encryption levels, etc...)
- k. What is the current status of the project? Is the project still in use today? If so, who is providing the maintenance, support, and hosting services?
- l. Please provide a contact person

4. Based on your experience, what are some lessons learned from previous business gateway implementations?

5. At a high level, please describe your proposed solution for the implementation of a Business Gateway along with a general timeline of an estimated project implementation schedule based on the goals and objectives described in Section 3.

6. Please describe your general approach for working with the State to develop a Business Gateway based on the needs described in Section 3. How would you approach gathering and analyzing stakeholder input for the Business Gateway project?

7. What are the key deliverables (documents, slide decks, video, etc...) that would potentially result from your approach?

8. What high level phases and/or milestones would your approach use? Describe at a high level how phases and/or milestones would be established and the typical timeframes for each.

9. How would you ensure there is no disruption to business operations during implementation and roll-out?

10. Describe your project management methodology, including resources necessary to complete each release outlined in Section 3.2 Please provide the role description as well as estimated number of resources for each role. Will you use business partners and/or subcontractors and if so, at what point during the project?

11. Describe your approach to User Experience (UX) design.

12. Explain your approach to establishing citizen identity for the purposes of the Business Gateway incorporating the State's vision as seen in table 3.2.1
13. Architecture: <ol style="list-style-type: none"> a. Describe in detail your approach to information architecture to support a 360-degree view as modeled in Table 5. b. Describe in detail the system architecture required to support the State's architectural principles outlined in Section 3.4. Architecture.
14. Please elaborate on how you would utilize AI (Artificial Intelligence) to improve the user experience in the Business Gateway.
15. Describe any potential challenges, issues or risks associated with your approach and proposed solution to implementing a business gateway and ways to mitigate that risk. Identify and recommend any other components that need to be included in Section 3.0. Are there any other approaches you might recommend to your solution?

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. What is the typical price range for implementing a solution of this size and scope as referenced in this RFI?
3. Describe the typical price range for hourly/daily services outside the scope of implementation, maintenance, and support, <ol style="list-style-type: none"> 3.a. Describe which services are billed hourly/daily (e.g., project change requests, customizations, configuration management) 3.b. Describe the typical range for hourly/daily rates by resource (e.g., database administrator, business analyst, project manager).
4. What licenses and/or subscription fees or hosting fees will be needed to build, operate and maintain the business gateway?

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

Starting a Business in TN – Current State

Category 1: Getting Started

	Customer	State Resource	Other Resources	State Application
1.0	Where do I start?	Tennessee State Government – New Business Dept of Economic & Community Development - TN SmartStart Guide PDF Dept of Revenue - Checklist for New Businesses PDF Dept of Economic & Community Development - TN SmartStart (login for interactive guide)		
1.1	Establish a business name	Secretary of State - Business Name Availability database	Small Business Association – Choose your business name	TNBEAR (will be replaced with TNCAB(Tennessee Charitable and Business))
1.2	Establish a business addresses			
1.3	Determine a business structure or entity type			
1.4	Register business with the Secretary of State, if applicable	Secretary of State - Form or Register a New Business		TNBEAR (will be replaced with TNCAB(Tennessee Charitable and Business))
1.5	Determine effective business start date			
1.6	Apply for an Employer Identification Number (EIN), if applicable		Small Business Association -10 steps to start your business IRS -Employer ID numbers	
1.7	Identify your business NAICS code		North American Industry Classification System	
1.8	Determine fiscal tax year			
1.9	Identify directors, officers, and shareholders			

Starting a Business in TN – Current State

Category 2: Licenses and Permits

	Customer	State Resource	Other Resources	State Application
2.1	Obtain a business license	Dept of Revenue - County Clerk locations		TR3 (TN Revenue Registration and Reporting system)
2.2	Obtain alcohol license, if applicable	Alcoholic Beverage Commission -Licensing Alcoholic Beverage Commission -RLPS		RLPS (Regulatory Licensing and Permitting System)
2.3	Obtain tobacco license, if applicable	Dept of Revenue – Tobacco Registration and Licensing Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
2.4	Obtain professional licenses, if applicable	Regulated Professions and Activities: One-Stop Licensing App		CORE (Comprehensive Online Regulatory & Enforcement System)
2.5	Obtain other licenses , if applicable			

Starting a Business in TN – Current State

Category 3: Establish Tax Accounts

	Customer	State Resource	Other Resources	State Application
3.1	Determine tax obligations	Dept of Revenue – Exemptions Dept of Revenue – City and County Business Tax		TR3 (TN Revenue Registration and Reporting system)
3.2	Register for and remit business tax	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
3.3	Register for and remit sales and use tax	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
3.4	Register for and remit franchise and excise taxes, if applicable	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
3.5	Register for and pay alcohol tax, if applicable	Alcohol & Beverage Commission - RLPS Dept of Revenue – TNTAP		RLPS (Regulatory Licensing and Permitting System) TNTAP (TN Taxpayer Access Point)
3.6	Register for and remit additional taxes, if applicable	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
3.7	Register for an unemployment insurance account	Dept of Labor and Workforce Development - TNPAWS		TNPAWS (TN Premium and Wage Reporting System)
3.8	Provide proof of worker’s compensation insurance, if applicable		NCCI (National Council on Compensation Insurance)	WCS (Workers’ Compensation Division Integrated Information System)

Starting a Business in TN – Current State

Category 4: Employees

	Customer	State Resource	Other Resources	State Application
4.1	Register business to report new hires	Dept of Human Services – TN New Hire Reporting		<p>Clearinghouse</p> <p>TCSES (Tennessee Child Support Enforcement System)</p>
4.2	Report new hires	Dept of Human Services – TN New Hire Reporting		<p>Clearinghouse</p> <p>TCSES (Tennessee Child Support Enforcement System)</p>
4.3	Register as an employer on jobs4TN and post open positions, if applicable	Labor & Workforce Development – jobs4TN		Virtual One Stop

Managing a Business inTN – Current State Category 1 Licensing and Permitting

	Customer	State Resource	Other Resources	State Application
1.1	Renew business license (county and local)	Dept of Revenue - County Clerk locations		TR3 (TN Revenue Registration and Reporting system)
1.2	File annual report (sec of state), if applicable	Sec of State – File annual report		TNBEAR (will be replaced with TNCAB(Tennessee Charitable and Business))
1.3	Renew professional license, if applicable	Regulated Professions and Activities: One-Stop Licensing App		CORE (Comprehensive Online Regulatory & Enforcement System)
1.4	Renew alcohol license, if applicable	Alcoholic Beverage Commission -RLPS		RLPS (Regulatory Licensing and Permitting System)
1.5	Renew tobacco license, if applicable	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
1.6	Renew other licenses , if applicable			

Managing a Business in TN Category 2: Taxes and Insurance

	Customer	State Resource	Other Resources	State Application
2.1	File and pay business tax (revenue)	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
2.2	File and pay sales and use tax (revenue)	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
2.3	File and pay franchise and excise tax (revenue), if applicable	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
2.4	File and pay federal business tax		IRS – Tax Information for Businesses	
2.5	Pay unemployment insurance tax	Dept of Labor and Workforce Development - TNPAWS		TNPAWS (TN Premium and Wage Reporting System)

Managing a Business in TN Category 3: Employees

	Customer	State Resource	Other Resources	State Application
3.1	Report new hires	<p><u>Dept of Human Services – TN New Hire Reporting</u></p>		<p>Clearinghouse</p> <p>TCSES (Tennessee Child Support Enforcement System)</p>
3.2	Report layoffs, if applicable	<p><u>Dept of Labor & Workforce Development – WARN notices</u></p> <p><u>TN State Government – WARN notice</u></p>		<p>Virtual One Stop</p>

Closing a Business in TN – Current State

Category 1: Taxes

	Customer	State Resource	Other Resources	State Application
1.1	File and pay final sales and use tax (revenue)	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
1.2	File and pay final business tax (revenue)	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
1.3	File and pay final franchise and excise tax (revenue), if applicable	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
1.4	File personal/real property tax	Dept of Revenue – TNTAP		TNTAP (TN Taxpayer Access Point)
1.5	Close business with the IRS		IRS – Closing a business	

Closing a Business in TN – Current State

Category 2: File Closing Documents

	Customer	State Resource	Other Resources	State Application
2.1	File business dissolution with Secretary of State, if applicable	Sec of State – Businesses Forms and Fees		TNBEAR (will be replaced with TNCAB (Tennessee Charitable and Business))
2.2	Report business closing, if applicable	Dept of Labor & Workforce Development – WARN notices TN State Government – WARN notice		Virtual One Stop