



STATE OF TENNESSEE
Department of Correction

**REQUEST FOR PROPOSALS # 32901-31243-23
AMENDMENT # 1
FOR OFFENDER MANAGEMENT SYSTEM SERVICES**

DATE: January 24, 2024

RFP # 32901-31243-23 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		December 21, 2023
2. Disability Accommodation Request Deadline	2:00 p.m.	December 28, 2023
3. Pre-response Conference	2:00 p.m.	January 3, 2024
4. Notice of Intent to Respond Deadline	2:00 p.m.	January 4, 2024
5. Written "Questions & Comments" Deadline	2:00 p.m.	January 9, 2024
6. State Response to Written "Questions & Comments"		January 24, 2024
7. "Additional Clarifications and Questions" Deadline	2:00 p.m.	January 30, 2024
8. State Response to "Additional Clarifications and Questions"		February 6, 2024
9. RFP Response Deadline	2:00 p.m.	February 23, 2024
10. State Completion of Technical Response Evaluations		March 15, 2024
11. State Schedules Respondent Oral Presentations		March 19, 2024
12. Oral Presentations / Demos	9 a.m. – 4 p.m.	March 26 – April 2, 2024 *excluding March 29, 2024*
13. State Opening & Scoring of Cost Proposals		April 3, 2024
14. Negotiations (Optional)		April 4-April 5, 2024
15. State Notice of Intent to Award Released and RFP Files Opened for Public Inspection	2:00 p.m.	April 9, 2024
16. End of Open File Period		April 16, 2024
17. State sends contract to Contractor for signature		April 17, 2024
18. Performance Bond Deadline		April 18, 2024
19. Contract Signature Deadline		April 19, 2024

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

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

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Mandatory Requirement A.5		1. Is the managed population considered to be the number of offenders in prison facilities (incarcerated), or can it be a combination of offenders housed in prison facilities and offenders on active community supervision (for example, on parole).	The "managed population" referenced in Mandatory Requirement A.5. means the total number of: actively incarcerated individuals and individuals actively on Community Supervision or equivalent (i.e., probation, parole, and other forms of community supervision) at the time of the Solution's "go live."
Mandatory Requirement A.5		2. Does a State Department of Correction meet this requirement if the managed population of the agency was 20,000 or more at the time of the implementation of the vendor's offender management system (OMS) software, but this number may now be less because of the trend toward lower incarcerated offender populations as a result of COVID (pre-COVID <20,000, post-COVID >20,000).	Yes, the 20,000-individual managed population requirement refers to the requisite population at the Solution's "go live" time(s).

<p>RFP Section 1.10</p>		<p>3. <i>Section 1.10 of the RFP includes requirements for the selected vendor to provide a performance bond. While TDOC's desire to mitigate risk for these critical services is understandable, these bond requirements disproportionately allocate risk from TDOC to its vendor and needlessly increase the cost of these services to taxpayers.</i></p> <p><i>With regard to the 100% performance bond requirement, performance bonds are not customary for IT implementation or operations services because the risks they are intended to address are mitigated by how such programs are typically structured. Specifically, and unlike building construction projects, implementation and operations services projects are performed with no upfront outlay of capital. Rather, they are paid for on a fee for service basis at agreed intervals, whereby your vendor will not be paid until and unless it performs acceptable services. For this contract, TDEC proposes to have a final milestone worth 40% of the implementation services. Under such a model, it is unreasonable to also require a vendor to bear the risks of TDOC calling a performance bond for the full amount of the services- a significant portion of which might not even have been paid by TDOC at the time of call. Where performance bonds are used in public systems integration contracts, the bond amount rarely exceeds 10% due to the impact on the vendor's ability to generate return on investment.</i></p> <p><i>Additionally, we believe that a</i></p>	<p>The State will lower the performance bond amount to 25% of the total contract amount. The State will not accept any "parental guarantee" or any other type of "guarantee" in lieu of a performance bond. Please see items 6 and 7 below.</p>
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<p>RFP Section 1.10 Performance Bond</p>		<p>4. 1.10. Performance Bond The State shall require a performance bond upon approval of a contract pursuant to this RFP. The amount of the performance bond shall be a sum equal to 100% of the maximum liability of the awarded contract, and said amount shall not be reduced at any time during the period of the contract. The successful Respondent must obtain the required performance bond in form and substance acceptable to the State (refer to RFP Attachment 6.6., Pro Forma Contract Attachment Four - Performance Bond Template) and provide it to the State no later than the performance bond deadline detailed in the RFP Section 2 - Schedule of Events. After contract award, the successful Respondent must meet this performance bond requirement by providing the State either:</p> <ul style="list-style-type: none"> a. a performance bond that covers the entire Contract period including all options to extend the Contract, or b. a performance bond for the first, twelve (12) calendar months of the Contract in the amount detailed above, and, thereafter, a new or re-issued performance bond in the amount detailed above covering each subsequent twelve (12) calendar month period of the Contract. (In which case, the Contractor must provide the new (or re-issued) performance bonds to the State no later than thirty (30) days preceding each subsequent period of the Contract to be covered by the new (or re-issued) bond.)” <p>Would the State consider an alternative approach, such as payment milestones, Service Levels and or contract payment holdbacks as an alternative to the Performance Guarantee/Bond?</p>	<p>See response to Question 3.</p>
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OMS Requirements Matrix Medical Section		5. How many languages would be in scope for this requirement? Can TDOC list these languages?	The languages in scope for MED-019 are English, Spanish, and Egyptian Arabic. Please also see new requirement MED-020. The vendor will not be required to provide the translation for the health care instructions described in Policy 113.22. Please see item 3 below.
OMS Requirements Matrix Victim Advocacy		6. Can TDOC please define a 'voice letter'	A 'voice letter' refers to a confirmation letter that is automatically generated when a victim is registered for victim notifications in TDOC's system. These voice letters are mailed out in weekly batches.
OMS Requirements Matrix Technical		7. For D and E can TDOC describe the verification expected for with this validation? Can TDOC provide use cases for additional clarity?	The existing OMS currently utilizes Microsoft Entra ID (FKA Azure Active Directory) for verification. This will be used for account creation and/or updates for an external user.
OMS Requirements Matrix Technical		8. What is TDOC's preferred IAM? Is it Microsoft Entra ID (formerly Azure Active Directory)?	The preferred IAM is Microsoft Entra ID and is also the IAM currently in use.
OMS Requirements Matrix Community Supervision		9. What phone switch/provider does TDOC use for phone call functionality (e.g., Avaya, Cisco)	TDOC utilizes Cisco Systems for call functionality.
RFP Section A.6.c.i.m2.	71	10. The section refers generally to migration of data, but provides no specifics. Can TDOC please provide information related to data to be migrated (size in gigabytes, number of tables, number of records per table, attachment count and size)	The current size of the data in the current Offender Management System (OMS) to be migrated is 350 GB, 309 DB2 Tables, with 792 indices, as of 1/10/24. Additionally, there are approximately 2-3TB of document image files to be migrated.
		11. Can TDOC provide details around the system of records for maintaining and linking documents with current OMS system, and if TDOC plans to migrate documents to the new system, If yes, details regarding volume of documents (number, size and type).	Yes, documents should be migrated by the awarded Contractor to the new system. The current OMS uses the following sources: Filenet image indexed storage (approximately 2-3 TB of data) KODAK (approximately 0.5 TB of data)

		12. Can TDOC provide the number of interfaces/integrations required that are one directional and bidirectional.	The number of required one directional interfaces/integrations is approximately 35. The number of required bidirectional interfaces/integrations is approximately 15.
		13. We understand the vendor is required to develop an Organization and Change Management (OCM) plan. Are you expecting the vendor to perform all OCM activities outlined in that plan (i.e., meetings, communications, Q&A)? Will the contractor have to provide training services or develop training materials?	<p>Refer to the answer provided for Question 16 regarding who will perform OCM activities.</p> <p>Regarding training services and training materials, the awarded Contractor will need to provide training services and develop training materials in accordance with all applicable Pro Forma Contract sections, to include: A.3.g. and all applicable subsections, A.6.k. and all applicable subsections, A.6.t. and all applicable subsections, A.6.v. and all applicable subsections, and A.6.w.iii.b.</p>
		14. What is Deloitte's role in Org Change Management and Program Management? If there is a current STS OCM team - can you please share how many dedicated resources from that team may be involved with this effort?	<p>Regarding Organization Change Management (OCM), Deloitte will provide OCM services to assist with the implementation of organizational design, training strategy, communications, and stakeholder engagement for the duration of the project in collaboration with the awarded Contractor and other State Professionals.</p> <p>Regarding Program Management, Deloitte will manage and oversee the awarded Contractor's Solution implementation, including the following activities: the planning and execution of comprehensive testing and validation services and deliverables; written project plans, as requested by the State.</p> <p>There is an existing STS OCM team that will provide a sufficient number of dedicated resources for this effort, which may fluctuate at various points through the project.</p>

		15. Can you please share a list of stakeholder groups involved (number of OMS end users, external partners, other agencies, etc.)?	There will be 5,500 estimated users, with growth over time, as noted in RFP Section 1.1. These users will be employees at the Tennessee Department of Correction (TDOC) and its corrections partners. Other partners and agencies may have access to select data sets from the OMS via distributed apps. The list of these distributed apps will be provided to the awarded contractor.
		16. Who is expected to execute Org Change Management?	State professionals, the awarded Contractor, and other contractor(s) employed by the State will all play roles in Organizational Change Management (OCM). Please see item 4, below.
		17. We understand that TOMIS currently integrates with the Aion rules engine. Is the new OMS expected to replace this rules engine or integrate with the existing Aion rules engine?	The decision to replace or integrate with the existing Aion rules engine is left up to the discretion of the awarded Contractor. By necessity, there is limited time and limited financial resources for the Solution implementation, so applications that demonstrate efficiency and prudent use of funds will be more competitive.
		18. Per the RFP, Sections A – D need to be provided with page numbers noted of where the responses can be found within the document. In addition, does the state require that we provide information for Section E right now? If so, should Section E also be included in the Table of Contents?	No, Section E does not need to be responded to at this time.
		19. Does the vendor need to include Attachment 6.5 - Score Summary Matrix in their response, or is this just for informational purposes?	No, the vendor does not need to include this sheet in their response.

		<p>20. In Sections A – D and throughout the RFP, Pro Forma Contract Attachment Five: OMS Requirements Matrix (Excel) is listed. This document is not included with the other documents and forms on the portal. The Pro Forma Contract is listed within the RFP, but not in Excel. Can the state please clarify this section and provide this Excel document if applicable?</p>	<p>The OMS Requirements Matrix is attached on the State Portal for viewing under the title “Requirement Matrix” as an Excel spreadsheet. The Pro Forma is only available in PDF format.</p>
		<p>21. Is the document that is posted on the portal and listed as “OMS Requirements Matrix Final (Excel)” considered Attachment 6.7?</p>	<p>Yes, this document is Attachment 6.7. This attachment is being updated in this amendment.</p>
		<p>22. On the Cost Proposal and Scoring Guide, it stated the vendor should sign. Where are we supposed to sign on the document?</p>	<p>Vendors will sign in the box beside “RESPONDENT LEGAL ENTITY NAME”</p>
		<p>23. Will the State please provide the Cost Proposal Schedule in excel format as noted in the RFP?</p>	<p>The RFP does not note that the Cost Proposal Schedule would be provided in a Microsoft Excel Workbook, and the State will not provide it in such a manner.</p>
		<p>24. We understand the Edison Supplier Portal is being utilized by TDOC for disseminating RFP materials. The RFP clearly states how responses are to be delivered to TDOC but does not mention any requirement regarding it being uploaded to Edison. Are there any requirements for bidders to utilize Edison for submitting questions or responses?</p>	<p>No, all responses will be submitted as physical documents as outlined in the RFP Section 3.2. Questions shall be submitted via email to the Solicitation Coordinator.</p>

		<p>25. Please clarify what is meant by “non-core requirements.” Are they listed separately since the timing of the delivery is subsequent to other requirements, but should still be considered as requirements to be delivered?</p>	<p>Yes, the "non-core requirements are considered part of the requirements to be delivered. Please refer to 1.1. Statement of Procurement Purpose as outlined below for the respective timelines.</p> <p>1.1.1. TDOC expects the implementation of a system of this size to cost from \$20M to \$35M and be implemented in phases until it is “fully functional” by June 30, 2026 (or a date mutually agreed upon by the State and Contractor) and “complete” by November 30, 2026 (or a date mutually agreed upon by the State and Contractor). Maintenance and Support will follow for the next five (5) years.</p> <p>“Fully functional” is defined as completion and invoicing of all core requirements in Pro Forma Contract Attachment Five: OMS Requirements Matrix (Excel) and RFP Attachment 6.7 - OMS Requirements Matrix (Excel).</p> <p>“Complete” is defined as completion and invoicing of all non-core requirements in Pro Forma Contract Attachment Five: OMS Requirements Matrix (Excel) and RFP Attachment 6.7 - OMS Requirements Matrix (Excel).</p>
		<p>26. An interface with FileNet is mentioned in several requirements. Can you provide more information regarding FileNet?</p>	<p>"Filenet" refers to "Filenet image indexed storage."</p>
RFP	1	<p>27. It explains that community-based supervision is provided by agencies who contract with the State. Is it the expectations that these contractors would access the system directly? If so, will they have state user accounts/logins and utilize the state network?</p>	<p>Yes, providers of Community Supervision will require user accounts and logins to utilize the State network and the new OMS.</p>

RFP Section 3.1.1.2	9	28. We wanted to get clarification that the 100 page limitation mentioned in 3.1.1.2 does not include the requirements matrix spreadsheet.	Correct; the 100-page limitation on the "Response" does not include the Requirements in the Microsoft Excel workbook or other Appendices.
RFP Section A.6.d	71	29. "The Contractor shall provide a FedRAMP government cloud-hosted solution." Can you please confirm that proposing a solution that runs on Azure using only those Azure services that have FedRAMP ATO meets this requirement?	Yes, proposing a solution that runs on Azure using only those Azure services that have FedRAMP ATO meets this requirement.
RFP Section A.6.f.i.	76	30. "The State shall be responsible for data extraction." Can you please confirm that the State is also responsible for validating that the data provided is both complete and clean prior to giving it to the contractor for import?	The State will extract complete data for the Contractor. As part of "overall data conversion coordination, definition of file layouts, and data import and validation into the new system(s)," (Pro Forma Contract A.6.f.ii.) the Contractor is responsible for data cleaning in accordance with the data field requirements of the Solution that the Contractor designs and develops.
OMS Requirements Matrix Final		31. <i>Reception and Commitment -> RC-001</i> : Please clarify what is meant by electronic chain lists.	"Electronic chain lists" refer to lists of inmates' names which are generated during periods of movement of those inmates.
OMS Requirements Matrix Final		32. <i>Reception and Commitment -> RC-004</i> : Are you expecting an electronic interface when you state "retrieve NCIC reports" within the requirement?	Yes, the State is expecting an electronic interface for the retrieval of NCIC reports.
OMS Requirements Matrix Final		33. <i>PREA -> PREA-005</i> : The requirement notes that the solution should provide the ability to transfer information from the PREA screening distributed application to the OMS via an interface. This implies the distributed application would not be replaced by the solution. Is this the intent?	Requirement PREA-005 has been removed from the Requirements Matrix. Please see item 3, below. The functionality of the current PREA screening distributed application will be consumed by the solution.

<p>OMS Requirements Matrix Final</p>		<p>34. <i>Medical</i>: Multiple requirements reference a bi-directional interface to the EHR which is not yet implemented. Which EHR system is TN implementing and what is the expected date of implementation?</p>	<p>The EHR system the State is implementing is "Fusion Health" with an expected implementation date in June 2025.</p>
<p>OMS Requirements Matrix Final</p>		<p>35. <i>Trust Accounting</i>: Various requirements reference management of commissary restrictions, item returns & refunds. Is the intention to incorporate the commissary module in the current RFP?</p>	<p>The State does expect the Commissary module to be consumed in the new OMS. Currently, Commissary data is entered and maintained in a distributed application.</p>
<p>OMS Requirements Matrix Final</p>		<p>36. <i>Trust Accounting</i>: Could we get a listing of the various interfaces with external entities? For example, in TA-058, the requirement notes that the solution provide the ability to send copies of checks to verify legitimacy.</p>	<p>For Trust Accounting functions, some examples of external entities may be JPay, TN Department of Treasury, and others; a detailed list of interfaces with external entities will be provided to the awarded Contractor.</p>
<p>OMS Requirements Matrix Final</p>		<p>37. <i>Trust Accounting -> TA-071</i>: The requirement notes that the solution should provide the ability to process Form 2727. Could you provide a copy of Form 2727?</p>	<p>Yes, please see item number 5, below. Form 2727 will be added to the Policies and Forms.</p>
<p>OMS Requirements Matrix Final</p>		<p>38. <i>Visitation -> V-020</i>: The requirement notes the solution should provide the ability to alert staff when an offender with an "Incompatible" is in the visitation area of the facility. Please clarify the incompatibilities that should be alerted.</p>	<p>"Incompatible Inmates" are those who cannot be safely housed together or coexist under the same roof. Examples of reasons they are deemed incompatible may be cooperating against another offender, physical altercations, prosecutor requested, etc.</p>

<p>OMS Requirements Matrix Final</p>		<p>39. <i>CCR -> CCR-011</i>: The requirement notes that the solution should provide the ability to import TN sentence information entered by Sentence Management if maintained in a separate area (currently LSTQ screen in OMS). This implies certain Sentence Management functions would exist outside the solution. Is there a reason those functions should remain separate?</p>	<p>All Sentence Management functions will exist in the awarded contractor's solution.</p>
<p>OMS Requirements Matrix Final</p>		<p>40. <i>Victim Advocacy -> VA-006</i>: Please clarify what is meant by a "voice letter" for registered victims.</p>	<p>Please refer to the answer provided for Question 6.</p>
<p>OMS Requirements Matrix Final</p>		<p>41. <i>Discipline & Incidents -> DIS-002</i>: The requirement states the solution should provide the ability to allow for a staff member to submit a scanned in digital file of CR-0525 for review via email. What is meant by "review via email" as it relates to system functionality?</p>	<p>This requirement means that the State wishes to be able to send a scanned digital file of CR-0525 via email that can then be reviewed manually by the recipient.</p>
<p>OMS Requirements Matrix Final</p>		<p>42. <i>Discipline & Incidents -> DIS-012</i>: The requirement states the solution should enable a Warden to approve or deny the appeal within the system or via email. Is the expectation that a user would response through email and the solution would "know" of the response in some manner?</p>	<p>No, the system is not expected to automatically "know" that a response was sent if said response was sent via email (Outlook).</p>

<p>OMS Requirements Matrix Final</p>		<p>43. <i>Technical Requirements:</i> In TECH-006, the solution is supposed to integrate with TDOC's IAM/single sign-on solution, but TECH-001 talks about configurable number of login attempts and providing password reset features. Also, TECH-030 talks about using LDAP to provide authentication. Wouldn't TDOC's IAM handle all user account security including locking accounts and password resets? Or are some users not in the IAM that the solution would need to manage account/passwords for?</p>	<p>Yes, the state does provide authentication through Active Directory. All OMS users will be part of the Active Directory.</p>
<p>OMS Requirements Matrix Final</p>		<p>44. <i>Technical Requirements -> TECH-033:</i> The requirement talks about access controls that permits or denies access to the application, information, or other resources. Can you give specifics on what you mean by "other resources" and what those might be?</p>	<p>"Other resources" refers to any TDOC information contained within the application, not already captured by the descriptors "application" and "information."</p>

3. RFP Attachment 6.7. Requirements Matrix is deleted, in its entirety, and replaced with an updated Requirements Matrix (any cell containing new or revised text is highlighted).

4. Delete Pro Forma Section A.6.s. in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

A.6.s. Organizational Change Management (OCM) Plan. The Contractor shall develop an OCM Plan that establishes the strategies and activities necessary to ready TDOC for the transition from paper to electronic systems. The Contractor shall ensure that OCM plan includes, at a minimum, the following activities: identifying, documenting, and analyzing anticipated changes to functionality and processes; conducting impact assessments; and developing workflow and process documentation for the Solution.

A.6.s.i. The Contractor shall deliver the OCM Plan to the State in writing for review and acceptance in a timeframe determined by the State.

A.6.s.i. The Contractor shall execute portions of the OCM plan, as mutually agreed upon by the State and the Contractor.

5. CR Form 2727 is added as a Policies and Forms attachment to this RFP.

6. Delete RFP Section 1.10. Performance Bond in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

The State shall require a performance bond upon approval of a contract pursuant to this RFP. The amount of the performance bond shall be a sum equal to ~~400%~~ 25% of the maximum liability

of the awarded contract, and said amount shall not be reduced at any time during the period of the contract.

The successful Respondent must obtain the required performance bond in form and substance acceptable to the State (refer to RFP Attachment 6.6., Pro Forma Contract Attachment Four - Performance Bond Template) and provide it to the State no later than the performance bond deadline detailed in the RFP Section 2 - Schedule of Events.

After contract award, the successful Respondent must meet this performance bond requirement by providing the State either:

- a. a performance bond that covers the entire Contract period including all options to extend the Contract, or
- b. a performance bond for the first, twelve (12) calendar months of the Contract in the amount detailed above, and, thereafter, a new or re-issued performance bond in the amount detailed above covering each subsequent twelve (12) calendar month period of the Contract. (In which case, the Contractor must provide the new (or re-issued) performance bonds to the State no later than thirty (30) days preceding each subsequent period of the Contract to be covered by the new (or re-issued) bond.)

The successful Respondent must make all necessary arrangements for the performance bond prior to the Contract start date and prior to any subsequent performance bond deadlines in the case of an annual performance bond. The Respondent is responsible for securing the services of any fidelity or guaranty underwriter.

The performance bond requirement set forth above is a material condition for the award of a contract or any renewal or extension of any contract that is awarded. The Respondent's/Contractor's failure to provide to the State a performance bond as required by RFP Section 2 - Schedule of Events, shall entitle the State to exercise any and all rights it has in law or in equity. During the term of the Contract, the Respondent's/Contractor's failure to periodically provide to the State a new or re-issued performance bond, no later than thirty (30) days preceding each period of the Contract to be covered by the new or reissued performance bond, shall entitle the State to exercise any and all rights it has in law or in equity.

7. Pro Forma Section E.22. will be added as follows:

E.22. Performance Bond. The Contractor shall provide to the State a performance bond guaranteeing full and faithful performance of all undertakings and obligations under this Contract specifically faithful performance of the work in accordance with the plans, specifications, and Contract documents. The Contractor shall submit the bond no later than the day immediately preceding the Effective Date and in the manner and form prescribed by the State at **Pro Forma Contract Attachment Four**. The bond shall be issued by a company licensed to issue such a bond in the state of Tennessee. The performance bond shall guarantee full and faithful performance of all undertakings and obligations under this Contract for the first year of the Term in the amount of **Written Dollar Amount (\$Number)** and, thereafter, a new performance bond in an amount of ~~twenty-five one hundred~~ percent (**25 100%**) of the Maximum Liability, **Written Dollar Amount (\$Number)** covering each subsequent year of the Term, including any renewals or extensions. The State reserves the right to review the bond amount and bonding requirements at any time during the Term. The Contractor shall provide performance bonds to the State prior to the Effective Date and thirty (30) days prior to the beginning of each renewal or extended Term.

Failure to provide to the State the performance bond(s) as required under this Contract may result in this Contract being terminated by the State. The performance bond required under this Contract shall not be reduced during the Term without the State's prior written approval.

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