



**STATE OF TENNESSEE
DEPARTMENT OF CORRECTION**

**REQUEST FOR INFORMATION
FOR
VICTIM NOTIFICATION SOFTWARE SERVICES**

**RFI # 32901-31354
JANUARY 31, 2024**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Correction issues this Request for Information ("RFI") for the purpose of victim notification software services. We appreciate your input and participation in this process.

2. BACKGROUND:

The Department of Correction is seeking information regarding statewide victim notification software services for the State's female and male inmate, probation and parole, community corrections, and local jail populations for ninety-five (95) Tennessee counties. A Respondent's system/solution shall be capable of handling custody status changes and criminal case information on approximately 124,681 individuals [(24,708 inmates) (25,328 in local jails) and (74,645 on probation, parole, and community corrections)]. These victim notification services are statutorily required by Tenn. Code Ann. §§ 40-38-110 and 41-21-240 (attached).

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:
LENI CHICK, CONTRACT ADMINISTRATOR
TENNESSEE DEPARTMENT OF CORRECTION
320 SIXTH AVENUE NORTH
NASHVILLE, TENNESSEE 37243
(615) 253-8259
Email: leni.chick@tn.gov

3.2. Please feel free to contact the TENNESSEE DEPARTMENT OF CORRECTION with any questions regarding this RFI. The main point of contact will be:
LENI CHICK, CONTRACT ADMINISTRATOR
TENNESSEE DEPARTMENT OF CORRECTION
320 SIXTH AVENUE NORTH
NASHVILLE, TENNESSEE 37243
(615) 253-8259

Email: leni.chick@tn.gov

3.3. Please reference RFI # 32901-31354 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		January 31, 2024
2.	RFI Response Deadline	4:30 P.M.	February 15, 2024

5. GENERAL INFORMATION:

5.1. Please note that responding to this RFI is not a prerequisite for responding to any future solicitations related to this project and a response to this RFI will not create any contract rights. Responses to this RFI will become property of the State.

5.2. The information gathered during this RFI is part of an ongoing procurement. In order to prevent an unfair advantage among potential respondents, the RFI responses will not be available until after the completion of evaluation of any responses, proposals, or bids resulting from a Request for Qualifications, Request for Proposals, Invitation to Bid or other procurement method. In the event that the state chooses not to go further in the procurement process and responses are never evaluated, the responses to the procurement including the responses to the RFI, will be considered confidential by the State.

5.3. The State will not pay for any costs associated with responding to this RFI.

6. INFORMATIONAL FORMS:

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

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TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:

Name, Title:

Address:

Phone Number:

Email:

3. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS

4. How long has your company been in existence?

5. Where is your system/solution currently deployed? Provide current customer names and offender population numbers.

6. How many victims does your system/solution currently serve?

7. Describe how your system/solution will provide victim notifications. For example, explain your process for notifications for telephone, email, text or short message service, text telephone (TTY), video phone and video relay service for persons who are deaf or hard of hearing individuals, and in-app notifications.

8. Describe the type of offender changes or status that your system/solution provides. For example, does your system/solution provide general release information, transfers, parole hearings, or probation status?

9. Describe the method your company utilized to notify the victim of a change in the offender's status. For example, does the victim just receive a telephone call and message? If a message is left, what does it say? Do you send letters or emails in addition to leaving a voice message?

10. Will victims have the ability to check custody status information 24/7?

11. Does your system/solution provide notifications for both county and state correctional facilities in partnership with city or county correctional agencies?

12. Would your system/solution be capable of interfacing with a mainframe legacy system and/or a cloud-based system?

13. Is your system/solution expandable?

14. What type of certification does your system/solution have – for example, is it CJIS compliant?

15. Can victims access information on offenders in jurisdictions outside of Tennessee?

16. Would Tennessee data be on a server separate from your other clients/customers?

17. Describe the safeguards built into your system/solution to protect victim enrollment and to keep contact information confidential.

18. Describe the training available for your system/solution. Is the training available in person, virtual, webinars, etc.?

19. Describe the tech support that your system/solution provides – is it on-line, telephone, etc.?

20. Describe the types of reports your system/solution currently provides – for example, how many victim notifications in the past month; how many new victims have enrolled in the past month?

21. Can custom reports be requested by the State?

COST INFORMATIONAL FORM

1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):

2. Describe the typical price range for similar services or goods

3. Describe your cost structure – is it based on victim enrollment numbers, device downloads, hosting costs, maintenance, support services, etc.?

ADDITIONAL CONSIDERATIONS

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

40-38-110. Victim's right to notification of proceedings — Confidentiality.

(a) A victim of crime has the right to be informed of the following proceedings or occurrences by the appropriate agency at the earliest practicable opportunity:

- (1) Cancelled or rescheduled hearings;
- (2) Bail hearing for the defendant;
- (3) Dismissal of the defendant's case;
- (4) Pardon of the defendant;
- (5) Defendant's recapture;
- (6) Defendant's release from a mental institution under § 33-5-410 or § 33-6-708; and
- (7) Defendant's transfer to a different correctional complex if the complex has a lower security designation.

(b) This section shall not be construed as limiting rights already in existence under Tennessee statute and shall be construed as working in conjunction with existing statutes.

(c) The victim has a duty to keep current information regarding the victim's location so that the appropriate agency may be able to contact the victim.

(d)

(1) Any identifying information concerning a crime victim received pursuant to this section shall be confidential.

(2) For purposes of subdivision (d)(1), "identifying information" means the name, home and work addresses, telephone numbers and social security number.

History

Acts 2000, ch. 859, § 1; 2009, ch. 176, § 6.

41-21-240. Notification to victims of inmate's release.

(a) At least ninety (90) days prior to the date an inmate serving a felony sentence of two (2) or more years in a facility operated by or under contract with the department of correction is scheduled to be released by reason of expiration of that inmate's sentence, any victim or victim's representative who complies with subsection (b) shall be given notice by the department of the tentative date of the inmate's scheduled release and that the date is subject to change as a result of the award or loss of sentence credits and other factors. The notice required by this section shall be in writing, unless the victim or victim's representative is registered with the state's electronic victim notification system, in which case the notice shall be communicated to the victim or victim's representative by the method or methods indicated by the registration in the system. The department's responsibility to provide this notice at least ninety (90) days prior to the tentative date of the inmate's scheduled release upon expiration is contingent upon the department's receipt of all relevant sentencing information within that time period.

(b) In order for a victim or victim's representative to be notified as provided in subsection (a), the victim or victim's representative must either send the department a written statement requesting

notification and providing the address at which notification is to be made or register with the state's electronic victim notification system and specify the method or methods available within the system for communication of the notice. At any time a victim or victim's representative may withdraw a request for notification by sending the department a written notarized statement that the request for notification is withdrawn or, if the victim or victim's representative is registered with the state's electronic victim notification system, by cancelling that registration in the system.

(c) Pursuant to subsection (b), the notification required by subsection (a) shall be sent to the address provided by the victim or victim's representative if the notification is requested by written statement, or shall be communicated to the victim or victim's representative by the method or methods indicated by the registration in the state's electronic victim notification system if the victim or victim's representative is registered with that system. It is the responsibility of the victim or the victim's representative to provide the department with a current mailing address or other means of communication indicated in the electronic victim notification system registration.

(d)

(1) Any identifying information concerning a crime victim or a crime victim's representative who has been notified or requested that notification be provided to the victim or the victim's representative pursuant to this section shall be confidential.

(2) For purposes of subdivision (d)(1), "identifying information" means the name, home and work addresses, telephone numbers and social security number of the person being notified or requesting that notification be provided.

History

Acts 1996, ch. 709, § 1; 2009, ch. 176, § 3; 2018, ch. 598, §§ 4-6.