

**STATE OF TENNESSEE  
RFP # AOC-13-01  
AMENDMENT # ONE  
AMENDMENT RELEASE DATE: July 5, 2013  
THE SUBJECT RFP IS HEREBY AMENDED AS FOLLOWS.**

A. The following RFP Schedule of Events updates or confirms scheduled RFP dates.

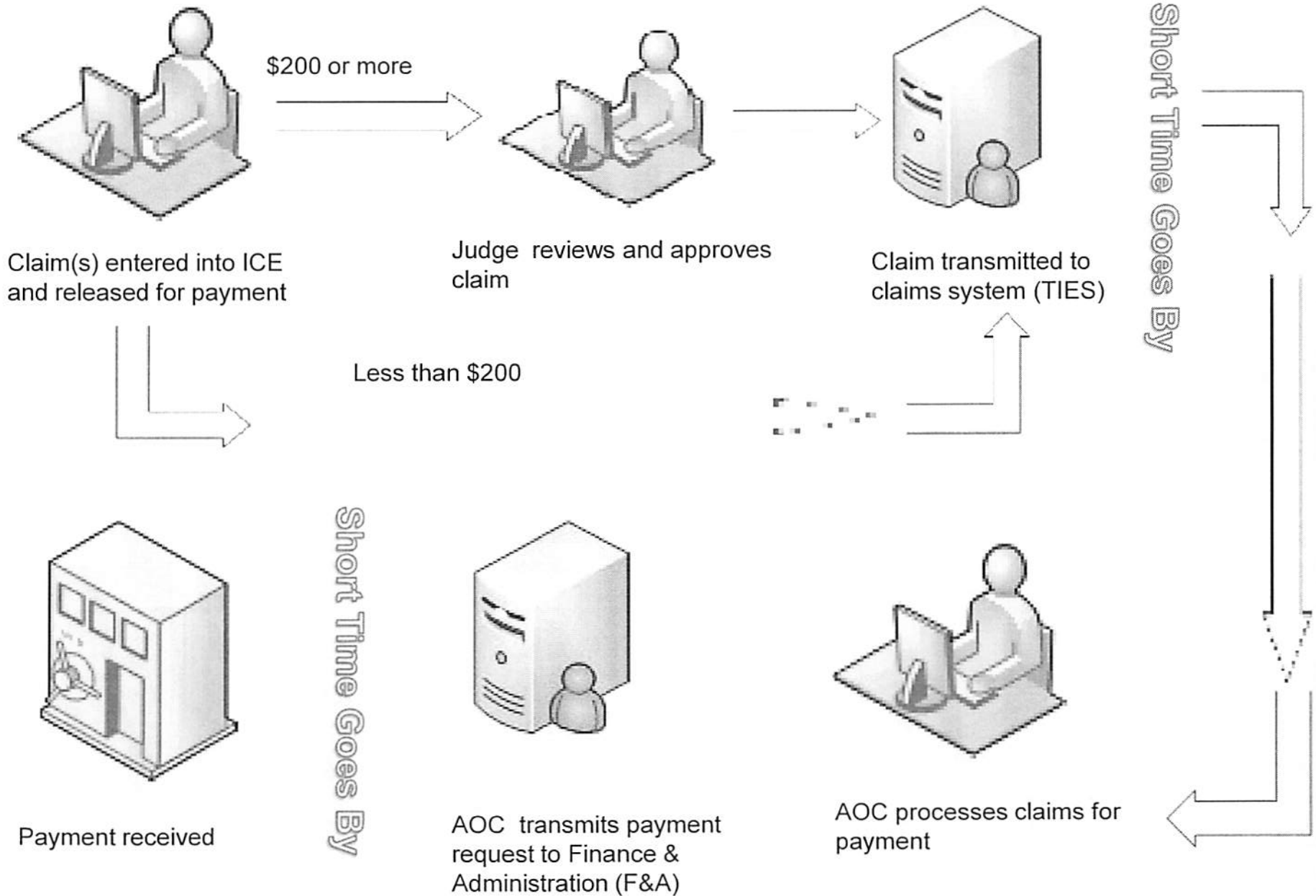
<b>RFP SCHEDULE OF EVENTS</b>			
<b>NOTICE: The State reserves the right, at its sole discretion, to adjust this schedule as it deems necessary. The State will communicate any adjustment to the Schedule of Events to the potential Proposers from whom the State has received a Notice of Intent to Propose.</b>			
<b>EVENT</b>	<b>TIME</b>	<b>DATE</b> <small>(all dates are state business days)</small>	<b>UPDATED/CONFIRMED</b>
1. RFP Issued		10 June 2013	<b>Confirmed</b>
2. Disability Accommodation Request Deadline	2:00 p.m.	14 June 2013	<b>Confirmed</b>
3. Notice of Intent to Propose Deadline	2:00 p.m.	17 June 2013	<b>Confirmed</b>
4. Written "Questions & Comments" Deadline	2:00 p.m.	21 June 2013	<b>Confirmed</b>
5. State Response to Written "Questions & Comments"		5 July 2013	<b>Confirmed</b>
6. Proposal Deadline	2:00 p.m.	26 July 2013	<b>Confirmed</b>
7. State Completion of Technical Proposal Evaluations		12 August 2013	<b>Confirmed</b>
8. State Opening & Scoring of Cost Proposals	2:00 p.m.	14 August 2013	<b>Confirmed</b>
9. State Evaluation Notice Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	19 – 20 August 2013	<b>Confirmed</b>
10. Contract Signing		28 August 2013	<b>Confirmed</b>
11. Contractor Contract Signature Deadline	2:00 p.m.	30 August 2013	<b>Confirmed</b>

B. The following State responses to the questions detailed shall amend or clarify this RFP accordingly.

	<b>QUESTION/COMMENT</b>	<b>STATE RESPONSE</b>
	<b>Note: in the questions that follow, any vendor's restatement of the text of the Request for</b>	

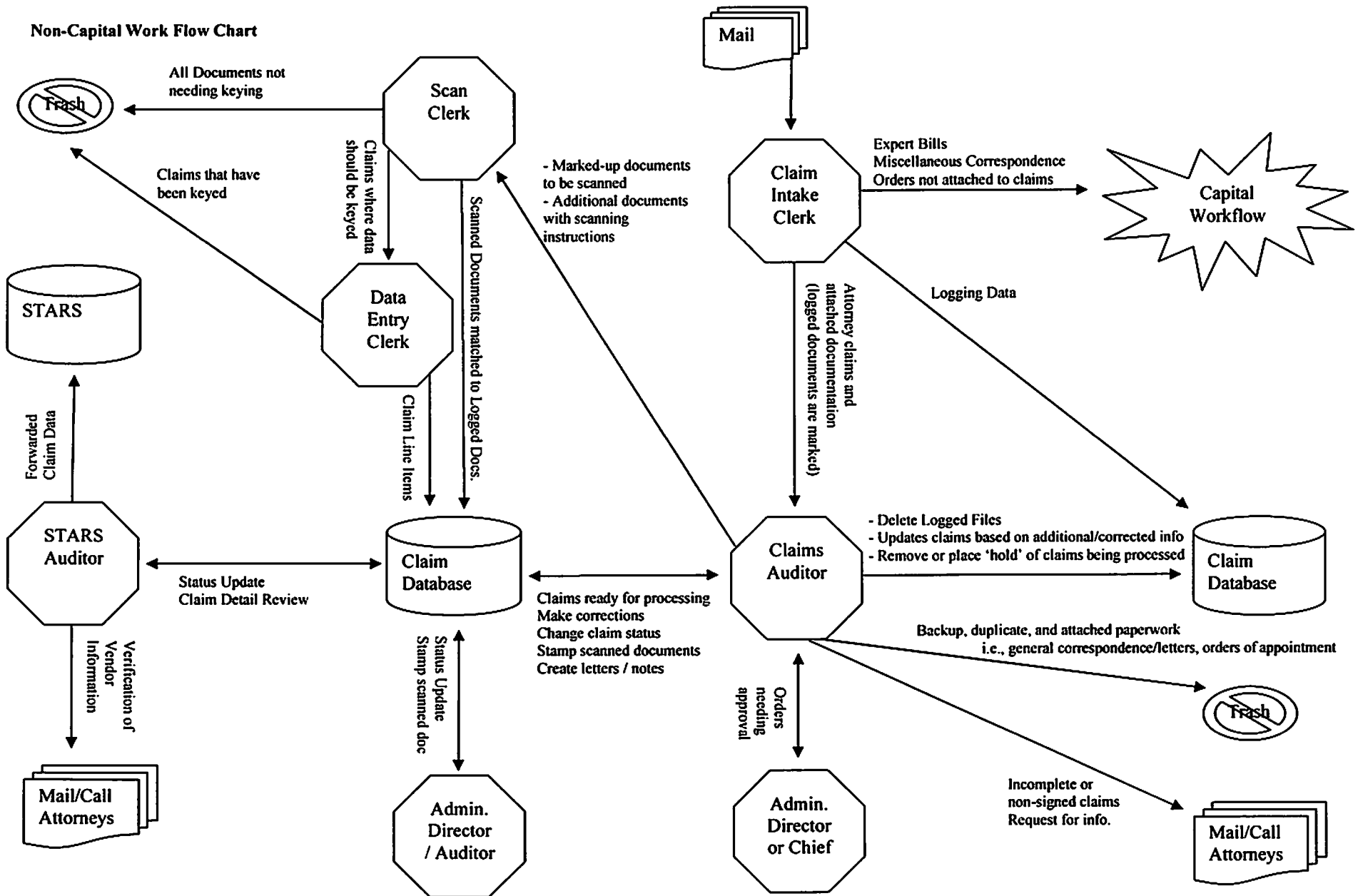
	QUESTION/COMMENT	STATE RESPONSE
	<b>Proposals (RFP) is for reference purposes only and shall not be construed to change the original RFP wording.</b>	
1.	On page 23 of the RFP, Item B.18 indicates that proposers must provide customer references from individuals for projects similar to the services sought under the RFP and which represent: (a) two (2) of the larger accounts currently serviced by the proposer, and (b) three (3) completed projects. In order to clarify, please confirm that the State of Tennessee, Administrative Office of the Courts expects five (5) total reference questionnaires from different customers to be submitted with the proposal response.	Yes, the State anticipates 5 total references but we realize that a customer could be one of the two "larger accounts currently serviced" along with being in the "completed project" category. We would expect that customer to fill out 2 reference packages. One that covers the current project and one that covers the completed project.
2.	Section 3.3.1 states "A proposal must not include the Proposer's own contract terms and conditions. If a proposal contains such terms and conditions, the State, at its sole discretion, may determine the proposal to be a non-responsive counteroffer and reject it." Can a Proposer include suggested amendments/edits to the terms and conditions of the contract included in Attachment 6.6 without the response being considered non-responsive or restricting the State?	After a successful bidder is chosen, the State and that bidder will finalize the contract before signing. Any proposed changes by that bidder will be evaluated at that time. If a potential bidder wants to suggest amendments/edits that they would like to see, they may but they need to understand that their bid is based on the RFP as written and cannot be contingent on their suggested revisions.
3.	Can the State clarify approximately how many distinct business processes are associated with TIES and the scope of services?	No. We do not feel comfortable quantifying this because we do not have any current, reliable information to share.
4.	Has the State performed any recent internal assessments or evaluations of the TIES system and associated processes? If so, could the State provide the document(s) to Proposers?	No, we have not. We have included some workflow charts from the existing systems. One is from ICE, our on-line indigent claims entry system and is from approximately 2010. The other two are from the initial design document from TIES and are dated 10/09/2003. These are high level workflows from the respective times that they were created. There have been workflow changes since 2003 that are not reflected in these charts. These should be used for reference only with a strong caveat that they are dated workflows ONLY. They <u>should not</u> be used to define the scope of work.
5.	Has the State appropriated a budget for this procurement, and if so, what is that budget?	The State respectfully declines to answer as this could affect the competitive nature of the RFP bids.
6.	Has the State identified a desired timeframe for completion of this project?	The State anticipates that this project will take approximately 6 months but would entertain other reasonable timelines as proposed by bidders.

The Process Using ICE



INDIGENT CLAIMS ENTRY – TOMORROW – THE SIX STEP PROCESS

Non-Capital Work Flow Chart



**Capital Work Flow Chart**

