



STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES

**REQUEST FOR INFORMATION # 32101-2024-002
AMENDMENT # ONE
FOR DGS CAMPUS IT SOLUTIONS**

DATE: August 7, 2024

RFI # 32101-2024-002 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		07/26/2024
2.	Written Questions and Comments Deadline	2:00 p.m.	08/02/2024
3.	State Response to Written Questions and Comments		08/07/2024
4.	RFI Response Deadline	2:00 p.m.	08/26/2024

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.

RFI SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
RFI 32101-2024-002, Section 2. Background	1	<p>1. Are you looking for a consultant to help provide ALL services, or can we provide quotes for the areas that we can assist you with?</p> <ul style="list-style-type: none"> Data Storage - Systems and Installation Services Networks - Switches, Cabling, Configuration, and Installation Communications - PA System / Emergency Notification System Access Control Systems / Integration Recommend - Video Surveillance System Recommend - UPS and Generator Systems 	<p>The State has existing contracts for Data Storage, Networks, Communications, Access Controls, Video Monitoring, UPS, and Generator systems. The State is looking for consultant assistance on all of the other systems for the new campus.</p>

RFI SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		Unfortunately, we do not have any expertise in Scheduling Programs, Reservation Systems, Point-of-Sale SW, or Badging Systems.	
RFI 32101-2024-002, Section 2. Background	1	2. Can you provide what type of "multiple" software solutions that the consultant will assist with procurement and implementation for?	Scheduling, reservations, point-of-sale, learning management, and other systems that may be required for operation of this campus. Coordination and integration with existing state systems will also be required. The State is looking for a consultant to advise and make recommendations for what other systems may be necessary to run the campus. This campus is expected to operate much like a small college campus.
RFI 32101-2024-002, Section 2. Background	1	3. Can you provide an example/use case for badging and expected system behavior?	The State uses HID based cards for its badging systems. Badges are expected to be used for various functions around the campus, including access controls for door entry, point-of-sale systems for various purchases, and other systems yet to be identified. The consultant shall provide advice on what additional systems necessary for the operations of a small college campus.
RFI 32101-2024-002, Section 2. Background	1	4. Please define data networks and provide an example/use case.	This is referencing any networks and service infrastructure that may be required of specific software systems recommended by the consultant. Individual networks may not "piggyback" on the State network infrastructure but may be connected at a single point through a firewall. Examples would include digital signage and point of sale systems.
RFI 32101-2024-002, Section 2. Background	1	5. What is the expectation for system storage? Will the systems be storing any sensitive information (PII, HIPAA, etc.)?	Anything we have is expected to include PII or higher. Storage needs are anticipated to vary based on the systems discussed with and recommended by the selected consultant. It is not known at this time what sensitive information will need to be stored.
RFI 32101-2024-002, Section 2. Background	1	6. What are the expectations of the point of sales system?	The point-of-sale system is primarily expected to be used at the dining services area and retail shop, with potential to expand. It will at least need to handle cash sales, credit sales, on account sales, and per-use sales.
RFI 32101-2024-002, Section 2. Background	1	7. What is the expected timeline of implementation?	The campus is expected to be fully operational in January 2027. Systems need to be ready for use in the Spring of 2026 to allow startup, training, and data entry.

RFI SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
RFI 32101-2024-002, Section 2. Background	1	8. Which overall application and/or environments comprise the current technology ecosystem at DGS, e.g., MSFT/Azure, AWS?	The consultant shall make recommendations for the appropriate technology ecosystems to be utilized.
RFI 32101-2024-002, Section 2. Background	1	9. What is the projected timeline for the project from procurement to implementation phases?	The campus is expected to be fully operational in January 2027. Systems need to be ready for use in the Spring of 2026 to allow startup, training, and data entry.
RFI 32101-2024-002, Section 2. Background	1	10. Please describe the types of training that will be provided out of this campus.	The campus will operate like a small college campus. Many different types of classes will be offered.
RFI 32101-2024-002, Section 2. Background	1	11. Is any radio infrastructure expected to be in scope for the campus (such as towers, repeaters, devices, dispatch radio consoles)?	No.
RFI 32101-2024-002, Section 2. Background	1	12. Are participating law enforcement agencies expected to install or otherwise provide access to their own applications using desktops and infrastructure provided by the DGS Campus (e.g. to be able to deliver training for their own Computer Aided Dispatch / CAD systems), or is it assumed to be the responsibility of the State and assumed scope of the DGS Campus to provide?	The consultant shall evaluate existing systems and provide recommendations.
RFI 32101-2024-002, Section 5. General Information	3	13. Would the State consider increasing the page limit to 20 pages?	Yes, the State will amend the RFI to allow for 20 pages.

3. Delete RFI section 5.5 in its entirety and insert the following in its place (any sentence or paragraph containing revised or new text is highlighted):

5.5 Responses should be prepared, with emphasis on completeness and clarity, and should NOT exceed twenty (20) 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.

4. 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.