



**STATE OF TENNESSEE  
DEPARTMENT OF GENERAL SERVICES**

**REQUEST FOR INFORMATION  
FOR  
PRINT MANAGEMENT SOFTWARE COMPANIES**

**RFI # 32109-2025-001  
January 15, 2025**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, DEPARTMENT OF GENERAL SERVICES issues this Request for Information ("RFI") for the purpose of PRINT MANAGEMENT SOFTWARE COMPANIES. We appreciate your input and participation in this process.

**2. BACKGROUND:**

The State is working to gather information about potential solutions to streamline the Document Solutions workflow. Document Solutions has handled over 6,000 projects in 2024. Document Solutions aims to explore software options that can support high-volume production for different machines and equipment that will improve their overall operational efficiency, including but not limited to a customer portal, store front, tracking, and reporting capabilities.

Document Solutions is an in-plant production operation, producing print, mail, graphic design, scanning, photography, and distribution primarily for TN State Government agencies. The agency currently has an MIS system that is used for commercial printing and scanning. Document Solutions commercial print operation includes two offset presses (which are close to end of life with no plans to replace in the next 12 months), 2 digital (black and white) printers, and 2 color printers. Document Solutions bindery includes standard bindery equipment such as cutters, folders, slitter, perfect binder, saddle-stitcher, shrink wrap and several table-top pieces of equipment. Document Solutions also provide hand assembly and outsource printing, bindery, and promotional items to name a few.

This system will be used for estimating, order entry, scheduling, data collection, shipping, billing, and inventory. We receive online orders which creates a job ticket and provides direct to plate files, ordered by the customer for all business cards, envelopes, and other commonly printed items.

**3. COMMUNICATIONS:**

3.1. Please submit your response to this RFI to:

REID STUBBLEFIELD, PROCUREMENT AND CONTRACT MANAGER  
DEPARTMENT OF GENERAL SERVICES  
312 ROSA L. PARKS AVE NASHVILLE, TN 37243  
(615) 795-8307  
Reid.Stubblefield @tn.gov

3.2. Please feel free to contact the Department of General Services with any questions regarding this RFI. The main point of contact will be:

REID STUBBLEFIELD, PROCUREMENT AND CONTRACT MANAGER  
DEPARTMENT OF GENERAL SERVICES  
312 ROSA L. PARKS AVE NASHVILLE, TN 37243  
(615) 795-8307  
Reid.Stubblefield @tn.gov

3.3 Please reference RFI 32109-2025-001 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 15, 2025
2.	Written Questions and Comments Deadline	2:00 P.M. CT	January 23, 2025
3.	State Response to Written Questions and Comments		February 4, 2025
4.	RFI Response Deadline	2:00 P.M. CT	February 11, 2025

**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.

5.4. The State may request Oral Presentations or Demonstrations from RFI respondents.

## 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. Please provide a brief description of your company's public sector experience. Printing Management project experience is required, providing similar or comparable printing management software design, development, and implementation as referenced in this RFI. Please include the name of the project, the length of the project, and a contact person at the Agency.	
4. Proposer shall submit a brief description of its organization. The description should identify: 4.1. History of organization, including number of years in business; 4.2. Total number of employees; 4.3. The divisions, sections, and teams that support the services available through you and number of employees dedicated to each such section	
5. Describe your ability to streamline the process of estimating, order entry, scheduling, data collection, shipping, billing, and maintaining inventory control.	
6. Describe your project management methodology, including resources necessary for an implementation of this size and scope. Can you provide an example of an implementation plan? Can you please outline how you collect, catalogue, and share requirements?	
7. Describe your user acceptance testing and training approach, including resources necessary for an implementation of this scope and size. What are the recommended State resources needed to assist in UAT and training?	
8. Describe the maintenance requirements for the proposed solution. What are your methods and	

strategy in providing maintenance and support for the software and for State employees?
9. Describe how milestones would be established for the solution, including phases in a phased approach, if applicable.
10. Provide a project timeline to complete all of the requirements.
11. Describe a brief description of your solution, including but not limited to interfaces and interoperability, system configuration and migration, implementation, audit, analytics and reporting. Provide a technology roadmap.
12. Provide a detailed narrative on the risks and challenges you would advise the State to consider as they move forward with the project. Please include any mitigation strategies.
13. Through which public sector cooperative purchasing organizations can you currently provide your services? (GSA, NASPO, OMNIA, etc.) 13.1. If none, are you willing to participate in a cooperative?
14. Please confirm understanding of the following statement: Access to State data shall be limited to US-based (onshore) resources only.
15. Is your software solution configurable and/or customizable? To what extent?
16. What levels of technical support and maintenance do you provide?
17. Do you work with or provide a Management Information System (MIS) that can integrate with Crawford Pro-conductor and Bluecrest DF Works, and would allow for a single-point billing structure?
18. Describe your Application Programming Interface (API) and web services capabilities.
19. What resources or capabilities would you bring that would differentiate you from others who would provide a similar service?
20. Describe how your system(s) meets security requirements listed in Enterprise Information Security Policies (PDF) at the following location: <a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a>
21. Provide promotional and other materials, which include details on the Commercial Off The Shelf (COTS) software, including, but not limited to, key features, screenshots, workflows, and information flow diagrams.
22. Proposed solutions should support Single Sign-On (SSO) via Active Directory

<b>COST INFORMATIONAL FORM</b>
1. Provide an estimated cost range for this engagement to aid the State's budget development. Please include your reasoning for the variance in the range, if applicable.
2. Describe the typical price range for annual maintenance, including license fees, and support.
3. Describe the typical price range for hourly/daily services:

a. Describe which services are billed hourly/daily (e.g., project change requests, customizations, configuration management, etc.)

b. Describe the typical range for hourly/daily rates by resource (e.g., database administrator, business analysis, project manager, etc..)

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

#### **ADDITIONAL CONSIDERATIONS**

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