



STATE OF TENNESSEE
TREASURY

**REQUEST FOR INFORMATION # 30901-51122
AMENDMENT # 1
FOR POLICY AND PROCEDURES MANAGEMENT
SYSTEM**

DATE: March 10, 2022

RFI # 30901-51122 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)	CONFIRMED OR UPDATED
1.	RFI Issued		February 9, 2022	CONFIRMED
2.	Notice of Intent to Respond		February 16, 2022	CONFIRMED
3.	Written Questions and Comments Deadline	2:00 p.m.	February 25, 2022	CONFIRMED
4.	State's Response to Questions and Comments		March 10, 2022	CONFIRMED
5.	RFI Response Deadline	2:00 p.m.	March 21, 2022	CONFIRMED
6.	Scheduling of Optional Oral Presentations (if determined to be beneficial to the State)		April 1, 2022	CONFIRMED
7.	Optional Oral Presentations (if determined to be beneficial to the State)	8:00 a.m. to 4:30 p.m.	April 13 – April 20, 2022	UPDATED

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.

QUESTION / COMMENT	STATE RESPONSE
1 Could you please clarify Technical Question #18 & 19 regarding who the “external parties” that you are stating are? Is this speaking to “external users” outside the departments?	External parties are board members who are either state officials within state agencies other than the Department of Treasury, or individuals who are not part of state government. These external parties would only receive attestations for signature and the system would be required to track responses.

QUESTION / COMMENT	STATE RESPONSE
<p>2 Do you anticipate all 250 employees always needing full user access? Will some of the 250 only need occasional access? If so, what do you anticipate that breakdown to be?</p>	<p>To the extent that “full user access” means access to all of the functionality within the Solution, then we do not anticipate that all two hundred fifty (250) Department employees will need full user access at the same time. Some of the employees will need occasional access and some will need access to the final product. Approximately four (4) users will need Administration access and thirty (30) employees will need full user access. Approximately fifteen (15) employees will need limited access (review, approval, etc.) access. All two hundred fifty (250) employees will need to view the published document.</p>
<p>3 Please provide a preference to having an OnPrem Solution or Cloud Hosted Solution?</p>	<p>The State has no preference and would like to know more about both solutions.</p>
<p>4 You mentioned 250 users of the system. Can you break down the users? How many are policy creators?</p>	<p>Approximately four (4) users will need Administration access and thirty (30) employees will need full user access. Approximately fifteen (15) employees will need limited access (review, approval, etc.) access. All two hundred two hundred fifty (250) employees will need to view the published document.</p>
<p>5 Are there external (citizens or others outside of your agency / active directory) who will need access to these policies? If so, is there a web site provided or would this also be required?</p>	<p>Outside parties will not be involved in the workflow process for editing and approving policies and procedures. Refer to Question 1 for access.</p>
<p>6 Will there be others inside the Agency beyond the 250 users who will need access to the policies? Please confirm they are not part of the review/approval process.</p>	<p>No. It is anticipated that two hundred fifty (250) Department employees will need the ability to review the policies and procedures in the Solution. Of the two hundred fifty (250) employees, it is anticipated that thirty (30) will need full user access (as defined in the answer to question 1), and fifteen (15) will need limited access, such as the ability to review and approve.</p>
<p>7 Are you seeking to be ISO 55001 compliant with the overall management of the policies?</p>	<p>No. This is not a requirement.</p>
<p>8 Do you have a budget range for this project? Can you share it?</p>	<p>The State currently does not have a budget for this project.</p>
<p>9 Will the project scope include the public facing portals, or just be for internal use/ an internal portal?</p>	<p>The Solution must include internal use and an internal portal; The State would like to see responses about Solutions that may be internally accessed only.</p>
<p>10 What is the current format of all documents?</p>	<p>Word, Excel and PDF formats.</p>

QUESTION / COMMENT	STATE RESPONSE
<p>11 What is an example of the current workflow process?</p>	<p>Policy creation/edit to policy reviews to policy acceptance to policy publication to optional policy attestation by employees.</p> <p>Procedures, desk guides, etc. may have a similar workflow.</p> <p>An example of the current workflow process is: (1). Policy creation; (2). Policy review and edits; (3). Policy approval; (4). Policy publication; (3). Possible policy acknowledgment or attestation, depending on the nature of the policy.</p>
<p>12 Do outside parties ever need to be involved in the workflow process for editing/ approval? Or do they only need access to view certain documents on occasion?</p>	<p>Outside parties will not be involved in the workflow process for editing and approving policies and procedures. Outside parties may need access to view certain documents on occasion.</p> <p>See also Question 1.</p>
<p>11 Do you have any existing server like AWS / Azure or are you looking at on premises deployment</p>	<p>The State has no preference and would like to know more about both solutions.</p>
<p>13 How many admins or super admins are expected for data authorities and would they have maker checker concept.</p>	<p>Approximately four (4) users will need Administration access and thirty (30) employees will need full user access. Approximately fifteen (15) employees will need limited access (review, approval, etc.) access. All two hundred and fifty (250) employees will need to view the published document.</p>
<p>14 We would be able to support PDFs, docs, excel sheets, text files and external links are there any more formats like videos / drawing, animations that are expected to be maintained.</p>	<p>Documents would be Word, Excel and PDF formats.</p>
<p>15 Will the search suggested be only through login or can be searched publicly?</p>	<p>The State envisions the search being available through a log in but is open to other options for secure accessibility for those listed in question 1 as external, not public.</p> <p>The Department envisions that the search will be available by login only.</p>
<p>16 Is there a concept of keeping documents like private / protected / public / non-searchable.</p>	<p>Yes.</p>
<p>17 Can we have a tentative number of documents that we are expecting.</p>	<p>The Department currently has approximately three thousand (3,000) documents, with the expectation that this number will increase over time.</p>
<p>18 Are you going to do the first migration of old documents or do we have to plan that in current scope.</p>	<p>The State has no preference and would like to know more about a Solution that would migrate the State's current policies and procedures for the State.</p>

QUESTION / COMMENT	STATE RESPONSE
19 Is any onsite resource/developer needed?	No.
20 Is training to complete ~250 staff to be considered in current scope.	The State envisions training for Administrators and policy creators.

3. **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.