1. **STATEMENT OF PURPOSE:**

The State of Tennessee, Department of Finance and Administration, Strategic Technology Solutions (STS) issues this Request for Information ("RFI") for the purpose of seeking knowledge from the vendor community regarding the availability of various workstation services including warehousing, tagging, imaging and/or a remote imaging software solution, and deployment. We appreciate your input and participation in this process.

2. **BACKGROUND:**

The State has seen an increase in computer, laptop, etc., activity over the last several years. As the need for such devices increases, we are limited in our warehousing space and imaging/deployment of assets. Supply chain constraints and disruptions have also negatively impacted these areas. STS purchased, imaged, and deployed approximately 9,000 laptops and 1,000 desktops this fiscal year (July 1, 2021, to June 30, 2022). We are seeking information on the capabilities and services of the vendor community to assist with these tasks. Respondents may respond regarding their capabilities for any or all of the services requested in this RFI. Summary of requested services is provided below.

- **Warehousing** – Vendor holds State specified configurations (laptops, desktops) and accessories (monitors, docking stations) in Vendor warehouse until individual Purchase Orders are dispatched and received by Vendor. Purchase Orders will be issued as Agencies enter request for devices and/or accessories.
- **Tagging** – Vendor affixes State designated or designed Tag to device (Laptop, Desktop, Docks)
- **Imaging** – Vendor images the device at vendor’s imaging lab using State created images.
  - Currently STS manages approximately 100 images over various State Agencies. Images are specific to each agency as well as some additional images needed within agency departments. There is also a Standard Image that is included on all devices.
• Remote Imaging Software – Vendor hosted solution that State employees will use to perform the Imaging process remotely – not at an imaging lab or data center.
  o Currently STS manages approximately 100 images over various State Agencies. Images are specific to each agency as well as some additional images needed within agency departments. There is also a Standard Image that is included on all devices.
• Deployment - Described as simply shipping items to a specific address or the actual act of handing off items to a specific individual, customer, or agency.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI by email to:

Allison Gilbert, IT Supply Chain Manager
Department of Finance and Administration, Strategic Technology Solutions
Email: Allison.Gilbert@tn.gov

Submissions sent via another method may not be received.

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

Allison Gilbert, IT Supply Chain Manager
Department of Finance and Administration, Strategic Technology Solutions
Email: Allison.Gilbert@tn.gov (preferred method of communication)
Phone: 615-253-4537

All questions and answers will be shared with all participants.

3.3. Please reference RFI # 31701-03378 with all communications to this RFI.

4. RFI SCHEDULE OF EVENTS:

<table>
<thead>
<tr>
<th>EVENT</th>
<th>TIME (Central Time Zone)</th>
<th>DATE (All dates are State business days)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. RFI Issued</td>
<td></td>
<td>May 31, 2022</td>
</tr>
<tr>
<td>2. RFI Response Deadline</td>
<td>10:00 AM</td>
<td>June 16, 2022</td>
</tr>
</tbody>
</table>

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:
### RFI #31701-03378
TECHNICAL INFORMATIONAL FORM

1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:
   - Name, Title:
   - Address:
   - Phone Number:
   - Email:

3. Please indicate the services your company can provide, using the list below:
   - Warehousing
   - Tagging
   - Imaging by Vendor
   - Remote Imaging Software
   - Deployment
   a. Do you offer any of the above services as a “bundled” offering?
   b. Are any of the services above or offered as a “bundle” not compatible with any of the others?

4. BRIEF DESCRIPTION OF EXPERIENCE PROVIDING SIMILAR SCOPE OF SERVICES/PRODUCTS WITH CUSTOMERS OF A SIMILAR SIZE TO THE STATE OF TENNESSEE.
   a. Do you offer any of these services through a Cooperative Contract, General Services Administration (GSA), Purchasing Group, existing State of Tennessee contract, etc.?

5. Briefly describe any experience providing services to the State of Tennessee

6. WAREHOUSING: Please describe your capabilities to provide warehousing services.
   a. What is the range or typical number of items you can store for a client?
   b. What is the range or typical length of time you offer storage?
   c. Describe the process for setting the inventory amounts with a customer.
   d. Describe how requests are made for items from the inventory.
   e. When is ownership of the device transferred from the vendor to the State?
   f. Detail your approach around device liability. If the State receives a damaged device from the warehouse or a device is misplaced or stolen, what is the process?
   g. What is the process if the State does not utilize all warehoused stock within the set period of time?
   h. Is there a restocking fee?
   i. When does the warranty begin for the device?
7. TAGGING: Please describe your capabilities to tag devices.
   a. Can you provide custom tags using the State's numbering system?
   b. What are the size offerings for the tags?
   c. Can additional information be added to the tag?
   d. What is the range for the number of tags that can be placed on a device?
   e. Describe your barcoding capability.

8. IMAGING BY VENDOR
   a. Describe you overall Imaging Lab capabilities, programs, offerings
   b. Describe your ability to manage the State’s volume of images
   c. Describe your process of imaging a customer device prior to shipping
   d. Describe your measures to ensure the State’s images are secured
   e. Describe your Quality Assurance process to ensure images are correctly assigned to the system
   f. Describe your ability to connect to each State Domain

9. REMOTE IMAGING SOFTWARE:
   a. Describe your Remote Imaging Software solution, software as a service, portal, etc.
   b. Describe the process once the user receives their device – for example they log into a portal and the software performs all imaging tasks or they contact a call center (State or Vendor Operated) for imaging services, etc.
   c. Describe your Quality Assurance and Security measures
   d. Describe any volume constraints with multiple users accessing/calling in the remote imaging software

10. DEPLOYMENT:
    a. Can you ship to multiple addresses across the State? Is there a minimum quantity to ship to a specific address?
    b. Do you utilize deployment teams for large order requests? i.e., Agency specific device refreshes
    c. Describe your general deployment/shipping process
## COST INFORMATIONAL FORM

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

2. Will you be willing/able to provide pricing for each service PER DEVICE?

3. What is the typical range of pricing PER DEVICE for each of the services provided?

## ADDITIONAL CONSIDERATIONS

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