



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION**

**REQUEST FOR INFORMATION
FOR
CONTENT SERVICES PLATFORM**

**RFI # 31701-03587
1/10/2025**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Finance and Administration, issues this Request for Information ("RFI") to identify and implement a file storage and sharing Content Services Platform (CSP) to replace the State's existing solution. We appreciate your input and participation in this process.

2. BACKGROUND:

The State is seeking information on a Content Services Platform to replace the existing Content Collaboration Platform (CCP) currently in use. The system should meet the state's technical, security, and support requirements for file sharing and storage and offer similar functionality to the current solution. Preference will be given to cloud based or hybrid solutions. Candidate CSP options will be evaluated based on features, user friendliness, and overall cost. Integration capabilities with existing systems and workflows will be key considerations for this study as well as potential training requirements.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Josh Reedy
Finance & Administration – Strategic Technology Solutions (STS)
901 Rep. John Lewis Way North, Nashville, TN 37243
615-906-3428
joshua.reedy@tn.gov

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

Josh Reedy
Finance & Administration – Strategic Technology Solutions (STS)
901 Rep. John Lewis Way North, Nashville, TN 37243
615-906-3428
joshua.reedy@tn.gov

3.3. Please reference RFI # 31701-03587 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		1/10/2025
2.	Written Questions and Comments Deadline		1/17/2025
3.	State Response to Written Questions and Comments		1/31/2025
4.	RFI Response Deadline		2/14/2025

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:

RFI # 31701-03587	
TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	Provide a statement about your experience providing similar scope of services/products.
4.	Detail your ability to store billions of content objects in a single customer instance, hold all content types natively, regardless of format or size, and support encryption and data sovereignty.
5.	Detail your ability to enable organizations to store content and metadata in appropriate locations based on the information contained in the content, and help maintain data sovereignty and residency requirements.
6.	Detail your ability to provide easily understood, friendly interfaces with intuitive designs to facilitate user engagement.
7.	Detail your ability to enable organizations to provide role-based access at varying levels across all endpoints at either a file level, and if there are options to proactively identify, classify, and control sharing of sensitive content and data loss prevention.
8.	Detail your ability to upload content and create new content from within the platform.
9.	Detail your ability to provide access to basic document management capabilities such as read, search, or index via mobile devices on iOS and Android platforms.
10.	Detail your ability to define and run reports that describe system usage as well as reports that list content meeting certain metadata criteria.
11.	Detail your ability to enable end users to perform metadata or full-text searches for text that might occur anywhere within content in the system, and the ability to set additional filters based on metadata to narrow the presented results further.

12. Detail your ability to share content with internal and external recipients from the user interface.
13. Detail your ability to allow administrators to manage users, groups, roles, and general system performance and capability parameters, integrate with enterprise directory information services for user, group, role, and security management, and supports single sign-on.
14. Detail your ability to transform content types into other formats, such as converting Word documents to PDFs, and support formats such as images or engineering documents, sometimes using viewers.
15. Detail your ability to allow user to share a file/folder with external users via URL and password.
16. Detail your ability to allow user to share a link and/or link and password with external user to allow anonymous upload to a folder location.
17. Detail your ability to allow platform administrators have the ability to recover and access shares in case of employee termination.
18. Detail your ability to integrate with relevant applications, data sources and technologies.
19. Detail your ability to provide configurable proactive alerts on system events, and ability to enable logging and resolution reporting on all issues.
20. Detail your ability to enable configurable controls that extend data and transaction security and compliance to third-party platforms or the solution's hosting providers, and allows documentation of security policies, audits, attestations, or evaluations for compliance needs.
21. Detail your ability to enable monitoring, reporting, and management of data sharing and support encryption and security for data at rest and in motion.
22. Detail your ability to enable users to manage all aspects of data sharing, including full disablement.
23. Detail your ability to enable processes such as disaster recovery, rollbacks, extraction, or eradication.
24. Detail your ability to support capabilities such as user authentication, password policy management, two-factor authorization, single sign on, and role-based access.
25. Detail your ability to leverage network technologies like software-defined wide area networks and over-the-top monitoring to ensure the optimal performance of the solution.

26. Detail your ability to comply with relevant standards like CCPA, GDPR, and third-party or government certifications such as SOC 2, ISO 27001 and FedRAMP.
27. Detail your ability to support off-the-shelf localization such as insights, language, and currency support for required geographies.
28. Detail your ability to comply with ADA regulations and a minimum of WCAG 2.1 AA guidelines. Provides Accessibility Conformance Reports (ACRs).
29. Detail your ability to ensure all data stored in the product, and all vendor resources that may access the State's data must remain in the United States at all times
30. Detail your ability to deliver the required level of user and technical support, e.g., 24/7, multi-language and global support.
31. Detail your ability to provide clear implementation plan and resourcing, including setup, testing and training, to meet the desired go-live date.
32. Detail your ability to allow access to support across multiple formats including phone, email, chat and online knowledge base.
33. Detail your ability to present clear rollout options such as staggered, proof of concepts, or end-to-end enterprise deployments.
34. Detail your ability to meet relevant service level agreements related to system performance, concurrent users, uptime, and issue resolution.
35. Detail your ability to support on-demand training and assistance for users using online and offline mediums.

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):

2. Describe the typical price range for similar services or goods

3. Please provide any other relevant cost information about your Content Services Platform that you might think is beneficial to the State.

ADDITIONAL CONSIDERATIONS

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