



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

**REQUEST FOR INFORMATION  
FOR  
CORRESPONDENCE MANAGEMENT SYSTEM**

**RFI # 31701-03598  
01/27/2025**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, Department of Finance and Administration, Strategic Technology Services (STS) issues this Request for Information ("RFI") for the purpose of correspondence management systems. We appreciate your input and participation in this process.

**2. BACKGROUND:**

The State is seeking to gather feedback on current market offerings related to correspondence management systems to track incoming constituent correspondence to include paper based and electronic communications methods. STS is seeking to understand industry tools that offer the following enhancements:

- Quickly route constituent correspondence to the proper state agency to ensure the constituent gets a quick, accurate response.
- Efficiently process legacy input and output (paper/print).
- Ability to track Boards and Commissions appointments
- Leverage workflow processes and public web forms as automated input methods
- Intuitive searching methods for constituent data
- Customizable data formatting and displays within the system
- Customizable data exports

An estimated volume of 25 end users would need access to the overall system.

**3. COMMUNICATIONS:**

- 3.1. Please submit your response to this RFI to:  
Stephanie Landmark  
Department of Finance & Administration  
Strategic Technology Solutions (STS)  
STS Business Operations  
[Stephanie.M.Landmark@tn.gov](mailto:Stephanie.M.Landmark@tn.gov)
  
- 3.2. Please feel free to contact the STS with any questions regarding this RFI. The main point of contact will be:  
Stephanie Landmark  
Department of Finance & Administration  
Strategic Technology Solutions (STS)  
STS Business Operations  
[Stephanie.M.Landmark@tn.gov](mailto:Stephanie.M.Landmark@tn.gov)
  
- 3.3. Questions should be directly emailed to the main point of contact by the deadline listed below.
  
- 3.4. Please reference RFI # 31701-03598 within the subject line for all communications to this RFI.
  
- 3.5. Please limit all questions to one submission per company.

**4. RFI SCHEDULE OF EVENTS:**

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		Monday, 1/27/25
2.	Written Questions and Comments Deadline	2:00 pm	Wednesday, 2/5/25
3.	State Response to Written Questions and Comments		Monday, 2/10/25
4.	RFI Response Deadline		Thursday, 2/20/25

**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 answer the following questions and return to the contact listed before the requested deadline. Answers must be in Microsoft Word or PDF file format. If providing a separate proposal the page limit cannot exceed 10 pages excluding title page. Please ensure that all questions referenced in this template are carried over into the new proposal template. If response is submitted within the provided template the page limit cannot exceed 15 pages excluding title page:

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TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	Brief description of experience providing similar scope of services/products to public sector entities.
4.	What correspondence management systems does your company offer? Describe in depth all functional capabilities and technical features.
5.	Does the proposed system efficiently provide all the enhancements listed in Section 2 of the RFI? If not please describe which enhancements it cannot provide.
6.	What types of license agreements does your company offer, including bulk discounts, user licenses vs software licenses, renewals, updates, training for updates administered by state staff,

etc.?
7. What environment can the system reside on i.e. on-prem, cloud, hybrid cloud hosted environments? If cloud hosted which cloud platforms/tenants can it be installed on i.e. AWS, Azure, etc?
8. Is the proposed solution commercial off the shelf or can it be customized? Describe all customizable functionality for the proposed system.
9. Has your company installed the proposed system for other state governments and resulted in a successful fulfillment of the desired requirements? If so please provide a list of the states and date of solution implementation.
10. Please describe your implementation approach of the proposed solution along with a general timeline of an estimated implementation schedule.
11. During implementation, what types of knowledge transfer and training occurs for business and technology resources? It is the goal of the State for the product to be maintained by State Resources.
12. Is hardware required to be purchased in order to utilize the proposed system?

<b>COST INFORMATIONAL FORM</b>
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 including a breakdown of implementation, professional services and maintenance/support services.
3. Please describe any other pricing factors that could affect consideration of your product.

<b>ADDITIONAL CONSIDERATIONS</b>
1. Please provide input on alternative approaches or additional things to consider that might benefit the State: