



**STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES**

**REQUEST FOR INFORMATION
FOR
INTEGRATED WORKPLACE MANAGEMENT SYSTEM (IWMS) SOFTWARE**

**RFI # 32101-03232026-SR1
March 23, 2026**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of General Services, issues this Request for Information ("RFI") for the purpose of refining requirements and identifying possible vendors for IWMS software. We appreciate your input and participation in this process.

2. BACKGROUND:

The State of Tennessee Real Estate and Asset Management division of the Department of General Services is initiating a project to research IWMS solutions as part of an evaluation of alternatives to its current platform, Archibus. The current environment utilizes various software products, spreadsheets, documents, and email to communicate a project from start to finish. There are several teams involved in the end-to-end process flow, with each responsible for their own workflow. Data is located in disparate places and there is a significant amount of manual communication between the teams on status and important dates. Task workflow is not system enforced so some data elements become stale and/or inaccurate.

Evolving operational requirements and advancements in IWMS technology have prompted a review of the broader market to determine whether other systems may offer improved functionality, integration capabilities, or long-term value. The State is requesting information on IWMS solutions that can fill the following general requirements:

- provide a consolidated, enforced workflow environment
- centralize and secure document management
- reduce process and data silos
- enable seamless data exchange with other systems
- allow for APIs into other software systems
- improve user experience and operational efficiency
- provide GIS-enabled asset and facility visibility

Refer to Attachment 1 for a detailed outline of the State's needs, functional requirements, and challenges identified to date.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI electronically to:

Stephanie Reedy, Procurement Team Lead
 Department of General Services
 312 Rosa L Parks Ave. 22nd floor, Nashville, TN 37243
 615-708-9382
Stephanie.Reedy@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:

Stephanie Reedy, Procurement Team Lead
 Department of General Services
 312 Rosa L Parks Ave. 22nd floor, Nashville, TN 37243
 615-708-9382
Stephanie.Reedy@tn.gov

3.3. Please reference RFI # 32101-03232026-SR1 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		March 23, 2026
2.	Written Questions and Comments Deadline	2:00 p.m.	March 30, 2026
3.	State Response to Written Questions and Comments		April 6, 2026
4.	RFI Response Deadline	2:00 p.m.	April 13, 2026

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.	Provide a brief description of your organization. The description should identify: 3.1. History of organization, including number of years in business; 3.2. Total number of employees 3.3. The divisions, sections, and teams that support the services available through you and the number of employees dedicated to each section
4.	Provide a brief description of your company's public sector experience providing similar or comparable IWMS solutions as referenced in this RFI. Please include the name of the project, the length of the project, and a contact person at the Agency.
5.	Provide a high-level description of your IWMS offering, including: 5.1. System architecture (cloud, hybrid, on-prem) 5.2. Core modules and features 5.3. Technology stack and security framework 5.4. Mobile/tablet capabilities
6.	Describe how your IWMS offering provides enforced, configurable workflows that support both sequential and parallel processes. Include descriptions of the following capabilities or features: 6.1. Enforcement of workflow rules and required fields 6.2. Ability to track start, end, due, and projected dates 6.3. Tracking of project status, phase, responsible party, and other metadata 6.4. Robust access controls for internal and external stakeholders 6.5. Ability to support multi-team collaboration without creating silos
7.	Describe how your IWMS offering provides a consolidated document management system integrated within the workflow. Include descriptions of the following capabilities or features: 7.1. Storage and management of electronic and physical documents 7.2. Automated signature workflows (multiple signatures and phased signature events) 7.3. Support for documents requiring wet signatures (offline process handling) 7.4. Role-based access control for internal users, agencies, vendors, and landlords 7.5. Enforced document flow tied to business processes (documents cannot advance until required data is complete)
8.	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?

9. 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?
10. Describe what types of knowledge transfer and training will be needed for the proposed solution. Who will maintain the solution after implementation?
11. Is your software solution configurable and/or customizable? To what extent?
12. What levels of technical support and maintenance do you provide?
13. Please confirm understanding of the following statement: Access to State data shall be limited to US-based (onshore) resources only.
14. Do you provide support that is not US-based? If so, where are your support resources located?
15. 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.
16. Describe the difference between internal vs. external user licensing (e.g., State users vs. landlords or vendors).
17. Please fill out RFI 32101-03232026-SR1_Attachment 2_IWMS Workbook in its entirety utilizing drop-down boxes in Column E and comment spaces in Column F to identify your ability to fulfill the necessary functional requirements pertaining to this RFI. Please include any additional capabilities that you can provide.

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. Describe the typical price range for the following items: <ul style="list-style-type: none"> • annual maintenance, including license fees • SLA tiers • update/upgrade policies • technical support levels (basic vs. premium) • additional support hours or after-hours support • system configuration • workflow development • data migration (legacy systems, documents, metadata) • integration setup (eBuilder, Data Warehouse, ArcGIS) • testing, UAT support • project management and vendor-side staffing

4. Describe how your price is calculated (per user, per module, per sire, per asset, or enterprise-wide).
5. Describe any user minimum or pricing thresholds that you require.
6. Describe any modular pricing for your software (e.g., Leasing module, FM module, Document Management, GIS integrations).
7. Is license pricing subscription-based, perpetual, or hybrid?
8. Describe annual support and maintenance costs. Include: <ul style="list-style-type: none">• Annual software fees• SLA tiers• Update/upgrade policies• Technical support levels (basic vs. premium)• Costs for additional support of after-hours support

ADDITIONAL CONSIDERATIONS

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