



STATE OF TENNESSEE  
Department of General Services

**REQUEST FOR INFORMATIONS # 32101-03232026-SR1  
AMENDMENT # Three  
FOR INTEGRATED WORKPLACE MANAGEMENT  
SYSTEM (IWMS) SOFTWARE**

DATE: April 15, 2026

RFI # 32101-03232026-SR1 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)
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 15, 2026
4.	RFI Response Deadline	2:00 p.m.	April 22, 2026

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 Number	QUESTION / COMMENT	STATE RESPONSE
1.	Does the department have an estimated total contract value for this solicitation?	The State plans to use historical information as well as information gathered during this RFI to forecast the estimated value for this solicitation. This information will be included in any future competitive solicitation that is released.
2.	Is there a current vendor providing this service? If so could you please provide the current contract documents/information?	Yes, there is a current vendor providing this service.  Contract documents and related information are not included as part of this RFI. If you would like to obtain copies of current contract documents, you may submit a public records request through the State of Tennessee.  Information on how to submit a public records request can be found here: <a href="https://www.tn.gov/generalservices/about-dgs/public-records-requests.html">https://www.tn.gov/generalservices/about-dgs/public-records-requests.html</a>

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3.	Lastly, if the department issues a solicitation, what would be the estimated timeframe for procurement?	The State cannot provide an estimated timeframe at this time.
4.	Is the new IWMS solution expected to serve the FRF portfolio only, or would STREAM look for expansion opportunities outside of FRF?	The goal is to service our full portfolio, both FRF and non-FRF.
5.	Which application modules (capability areas) does the State of Tennessee - DGS plan to enable with this new IWMS implementation? In the RFI, we note references to capabilities associated with Real Estate Portfolio, Land Management (optional), Transaction Management, Lease Administration, Space Management, and Reservations. Is this correct?	The State is encouraging responses to include as many of the modules the respondent has experienced implementing. The State is looking to gain insight into past experiences from the vendor community.
6.	Are any the following application modules (capability areas) also of interest for this new solution? Facilities Management, Capital Projects Planning, Energy Management & Reporting, others? We understand that Capital Projects Management is handled using eBuilder.	Not at this time. A description of API interfaces and/or interactions via data exchange is sufficient at this time.
7.	The RFI references selected integration requirements, including: ESRI / Arc GIS, eBuilder, and enterprise data warehouse. Please identify other required integrations, such as: Finance / ERP, HRIS, procurement platform, public website, etc.	No additional integrations to note at this time. A description of API interfaces and/or interactions via data exchange is sufficient at this time.
8.	Would STREAM seek to use the new IWMS as the system of record for FRF payments, revenue, and expenses?	We are unsure of a specific answer to this question at this time. The State encourages comments from vendor experiences in this area.
9.	Would STREAM be interested in integrated IOT solutions that could significantly expand IWMS capabilities (e.g., parking utilization, parking space monitoring, etc.)	Yes.
10.	Does State of Tennessee - DGS prefer an on-prem or cloud-based solution?	A cloud-based solution is preferred, but on-premises is acceptable.
11.	We respectfully request a five (5) business day extension.	The schedule of events has been updated. Responses are now due on April 22, 2026.
12.	Are there any aspects of your current facilities operations you would like to see optimized that is not being met today with your current systems?	The State does not fully understanding the scope of this question as stated. The State is always looking for optimized workflow.
13.	What is the Department's expected timeline for decisions regarding vendor down-selecting and/or release of an RFP?	The State cannot provide an estimated timeframe at this time.
14.	Is there a desired go-live date?	The State cannot provide an estimated timeframe at this time.

Question Number	QUESTION / COMMENT	STATE RESPONSE
15.	<p>Please provide a user count for Requestors/Self-service Users:</p> <p>_____</p> <ul style="list-style-type: none"> <li>- Users who will use a mobile app and/or a web form to submit work requests/work orders, book reservations/spaces, request a move, etc.</li> </ul>	<p>The State does not fully understand the specifics of this question. The ability to provide a mobile app for the provided solution would be beneficial.</p>
16.	<p>Please provide a user count for the Space Management Module (power users): _____</p> <p>*Examples of Space Management Module users are:</p> <ul style="list-style-type: none"> <li>- CAD Specialists: users who will manage import of CAD drawings in to the system such that assets can be viewed on floorplans.</li> <li>- BIM Specialist: users who will manage import of BIM models in to the system such that assets can be viewed on floorplans.</li> <li>- Space/Floorplan Managers: users who will manage the AutoCAD floorplans and data represented on them in the system.</li> <li>- Move Managers: users who will review/approve move requests and do move scenario planning</li> <li>- Reservation Managers: users who will review/approve room reservations</li> </ul>	<p>15-20 power users</p> <p>This estimate includes CAD/BIM specialists, space/floorplan managers, move managers, and reservation managers across central real estate and key agency partners.</p> <p>Final user counts will be refined during implementation planning based on confirmed workflows and role definitions.</p>
17.	<p>Please provide a user count for Real Estate Module (power users): _____</p> <p>*Examples of Real Estate Module users are:</p> <ul style="list-style-type: none"> <li>- Users who will manage lease portfolio data</li> <li>- Users who will track and manage leases including rent and fee commitments</li> <li>- Users who will manage invoice and cashflow process</li> <li>- Project Managers and support staff who manage capital projects</li> <li>- Users who will manage project schedules and associated tasks</li> <li>- Users who will Submit/approve workflows related to a project</li> </ul>	<p>~50 power users</p> <p>Final user counts will be refined during implementation planning based on confirmed workflows and role definitions.</p>

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18.	<p>Please provide a user count for the Asset/Maintenance Module (power users): _____</p> <p>*Examples of Asset/Maintenance Module users are:</p> <ul style="list-style-type: none"> <li>- Facilities/Maintenance Back Office: users who will be reviewing work order requests from requestors and asset data/libraries</li> <li>- Crew Chiefs: users who will be assigning and scheduling work orders to technicians</li> <li>- Field Technicians: users who will be using the web user interface to manage work orders (Include external Contractors who need access to the system.)</li> </ul>	This will be performed via API and/or Data Exchange.
19.	<p>Please provide a user count for Field Technicians: _____</p> <ul style="list-style-type: none"> <li>- Users who will be using a mobile app to manage work orders in the field (This may include Crew Chiefs. Include external Contractors who need access to the system/mobile app.)</li> </ul>	Not in scope for this RFI.
20.	<p>Please provide a user count for Inventory Managers: _____</p> <ul style="list-style-type: none"> <li>- Users who will be using a mobile app to manage inventory/stores</li> </ul>	Not in scope for this RFI.
21.	<p>Please provide a user count for the Energy &amp; Sustainability Module (power users): _____</p> <p>*Examples of Energy &amp; Sustainability users are:</p> <ul style="list-style-type: none"> <li>- Users who manage, review, and do reporting on energy related data such as utility usage, consumption, waste, emissions, etc.</li> </ul>	Not in scope for this RFI as energy data is maintained by another state agency. However, understanding if the vendor could integrate that data into STREAM's centralized system is something we would be interested in discussing as a future item.
22.	<p>Please provide a user count for System Administrators: _____</p> <ul style="list-style-type: none"> <li>- System Administrators: users who will configure and support the system</li> </ul>	An early estimate at this time would be 8 System Administrators for the total solution.
23.	Is there a defined budget for this initiative?	The State plans to use historical information as well as information gathered during this RFI to forecast the estimated value for this solicitation. This information will be included in any future competitive solicitation that is released.
24.	Will State require its new system to be FedRAMP or State RAMP certified?	For response purposes, data must be housed in the continental United States.
25.	Do you have any other initial Data Migration? If yes, how much data needs to be migrated? What format is that data currently?	The data migration plan has not be determined at this time. The anticipated methods for data migration would be .cvs, .xlsx, .txt and/or API.
26.	Will you provide the data in our format? (For e.g., if we provide an excel template)	The State will work with the vendor to determine the best method and format for data exchange.

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27.	Do you currently have CAD files? If yes, how many CAD files will need to be migrated into the system?	The State has a significant number of CAD files. The State has not determined the scope for CAD drawings at this time. The State would base their strategy on cost to migrate versus starting from a point in time and moving forward.
28.	What existing solution or combination of solutions does the state wish to consider replacing or consolidating with an IWMS? What systems are you using now?	The goal is to consolidate as many disparate systems as possible. The State utilizes a few Enterprise level products as well as spreadsheets and documents.
29.	Please indicate how many integrations are in scope for this project. Which systems will need to be integrated?	It is anticipated there will be an integration per functional area.
30.	As part of the migration process, do you have any documents that need to be migrated to the new system? If so, could you please provide us with an estimate of the number of documents, their file formats, and their current location?	The migration strategy has not been determined at this time. As an early count, the State has identified over 75 templates in use with the majority of these documents being in WORD and PDF format.
31.	<p>Our licensing model is based on system user roles. Please provide detailed information about the expected user roles in the new system across the modules such as Leasing, Procurement, Design, Facilities Management (FM), Strategy, and Capital Projects.</p> <ul style="list-style-type: none"> <li>i) Total number of users using the system?</li> <li>ii) Number of System Administrators?</li> <li>iii) Number of Space Management Administrators?</li> <li>iv) Number of Reporting and Analytics Administrators?</li> <li>v) Number of Facility Maintenance users?</li> <li>vi) Number of Lease Users?</li> <li>vii) Number of Capital Project Managers?</li> <li>viii) Number of Asset Managers?</li> </ul>	<p>Total Users: 157</p> <p>System Administrators: 27</p> <p>Space Management Administrators: 14</p> <p>Reporting and Analytics Administrators: 27</p> <p>Facility Maintenance User: 15</p> <p>Lease User: 24</p> <p>Capital Project Manager: 50</p> <p>Asset Manager: 15</p>
32.	How many environments does the state need (development, test, production, etc.)?	Two, test and production.

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33.	What essential elements should be factored into the pricing, such as hosting, upgrades, etc.? Does the pricing exclusively cover the hosting costs, or does it also encompass the expenses related to upgrades? In which year of the project are you planning to upgrade the application?	<p>Pricing should reflect the full lifecycle cost of the IWMS solution and not be limited to hosting alone. Vendors are expected to include and clearly itemize the following components in their pricing:</p> <ul style="list-style-type: none"> <li>- Hosting / Infrastructure (including storage, backups, disaster recovery, and environments as applicable)</li> <li>- Licensing or subscription fees</li> <li>- Implementation costs (configuration, integration, and data migration)</li> <li>- Ongoing support and maintenance</li> <li>- Application updates, patches, and version upgrades</li> <li>- Any optional or variable costs (e.g., additional modules, enhancements, or scaling)</li> </ul> <p>In summary, pricing should encompass all costs required to operate, maintain, and keep the system current over the term of the contract.</p>
34.	For the Lease Module, do you require Lease Accounting? If yes, please specify the accounting standard used.	The State is open to either native lease accounting functionality within the IWMS or integration with a dedicated financial/accounting system, provided compliance and data consistency are maintained. The State requires lease accounting capabilities to support compliance with applicable governmental accounting standards, including GASB 87.
35.	Procurement & Process - 1. Can STREAM provide an overview of the anticipated next steps following this RFI, including whether a formal solicitation (e.g., RFP) is planned, the expected timeline, and how vendor responses will be utilized in shaping the procurement strategy?	The State cannot provide an estimated timeframe at this time.
36.	Procurement & Process - Will respondents to this RFI be given the opportunity to provide a demonstration of their solution prior to or as part of the RFP evaluation process?	It is anticipated there will be opportunity to demonstrate product functionality.
37.	Scope & Functional Requirements - Attachment 1 notes that Land is being piloted with Trimble/eBuilder and may remain in consideration. Can the State clarify whether Land management workflows are expected to be in or out of scope for the initial IWMS implementation, and what the decision timeline is?	The inclusion of Land functionality in this RFI is to allow vendors to respond with their solutions if they wish to do so.
38.	Scope & Functional Requirements - Can STREAM provide an example of a current end-to-end workflow, such as a lease transaction from need identification through execution, and identify where the most significant process breakdowns or manual handoffs occur today?	The State does not have a specific example to provide, but is looking for an easy-to-use, flexible mechanism that allows workflow to be sequential and/or parallel in nature.

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39.	System Integrations & Technical Environment - Does STREAM currently use DocuSign, Adobe Sign, or another e-signature platform, and is there a preference or existing state contract for e-signature services that the new IWMS vendor would be expected to integrate with?	The State utilizes AdobeSign in several products.
40.	System Integrations & Technical Environment - What specific data exchanges are required between the new IWMS and Trimble/eBuilder? For example, is STREAM expecting real-time API synchronization, scheduled batch transfers, or read-only data visibility into capital project records?	The State does not have a detailed description of data content to exchange and is interested in learning about API and data exchange capabilities of respondents.
41.	System Integrations & Technical Environment - What is the State's current data warehouse platform or roadmap, and what data from the IWMS would be expected to flow into it (operational records, financial KPIs, space utilization, or all of the above)?	All the mentioned items would be reviewed for inclusion into a data warehouse roadmap.
42.	System Integrations & Technical Environment - Does the State have an existing ArcGIS/Esri enterprise license or portal that the IWMS would be expected to connect to, and is bi-directional data exchange with GIS required, or is link-out/visualization sufficient?	The STREAM team initiating this RFI currently has two enterprise level software products containing ArcGIS/esri licensing as well a team of users with Desktop licensing with link-out/visualization.
43.	Hosting & Architecture - Is the State's preference for a cloud-hosted SaaS solution, an on-premises deployment, or would a hosted/managed environment also be considered — and are there specific cloud provider requirements (e.g., FedRAMP, StateRAMP) that must be met?	The State's preference would be for a cloud-hosted solution and would consider a hosted/managed environment. The State currently requires cloud-hosted solutions to host data in the continental United States. It is being noted that during a more detailed review of data, if sensitive data is determined to be needed in the solution, we would look at a FedRAMP solution.
44.	Implementation, Timeline & Data - Does STREAM have a target go-live date or implementation timeline in mind, and are there specific fiscal year or legislative constraints that would drive the project schedule?	The State cannot provide an estimated timeframe at this time.
45.	Implementation, Timeline & Data - What is STREAM's current data volume in Archibus — for example, approximate number of lease records, asset records, work orders, and documents — and what data migration support is expected from the vendor?	The State does not have a detailed description of data content to exchange and is interested in learning about API and data exchange capabilities of respondents.
46.	Is the ask for an on-prem or Software-as-a-Service (SaaS) solution?	The State's preference would be for Software-as-a-Service (SaaS) and would consider a hosted/managed environment.
47.	Are there any restrictions for the development work to be performed offsite?	Yes, offsite work must be performed within the Continental United States.

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48.	Is there a budget earmarked for this effort?	The State plans to use historical information as well as information gathered during this RFI to forecast the estimated value for this solicitation. This information will be included in any future competitive solicitation that is released.
49.	Can work be performed and supported from locations outside the United States (remotely) in addition to US based onshore teams.	No, offsite work must be performed within the Continental United States.
50.	Are you currently an AWS or IBM customer, and do you require a partner to host and manage your environment?	We are an AWS customer, we do not use IBM. Hosting management unknown at this point.
51.	How many users will need access to the IWMS? Are these users categorized in any way?	The State cannot provide a total user count at this time because there are various scenarios being explored that would change an estimate considerably.
52.	How many buildings/sites does DGS have in it's portfolio that would be managed using this IWMS?	5000+ buildings; 5000+ sites
53.	Can you provide details on data migration?	The State does not have a detailed description of data content to exchange and is interested in learning about API and data exchange capabilities of respondents.
54.	In regards to integrations, will these be bidirectional or unidirectional integrations?	Potentially both.
55.	In regard to the data warehouse, what data will be stored? What is part of your data warehouse?	The State does not have a detailed description of data content to exchange and is interested in learning about API and data exchange capabilities of respondents.
56.	Will Space Management be a core part of this project, or will space Management capabilities still reside in Archibus? If yes, what other functions will Archibus still be leveraged for?	The State is looking for respondents to indicate how their product(s) manage the various functional areas of this RFI.
57.	Is Archibus the primary source of Document Management today or are other solutions also being used? If yes, what other solutions?	STREAM uses a variety of sources for document management, depending on the process. This is an area of opportunity where the State would like to better understand how products could manage the various functional areas of the RFI.
58.	Is Archibus the primary source of Project Management tracking today or are other solutions also being used? If yes, what other solutions?	Currently, the State uses Archibus as the official project tracking for leases and land. However, business units are also using other solutions, such as Microsoft Planner, to track projects. The State is looking for respondents to indicate how their product(s) manage the various functional areas of this RFI.
59.	Are you able to provide a few examples of desired workflows that the system will need to accommodate?	The State does not have a specific example to provide, but is looking for an easy-to-use, flexible mechanism that allows workflow to be sequential and/or parallel in nature.
60.	Are you able to provide a few examples of KPIs you'd like to see on reports/dashboards?	Leases expiring by year; total lease cost by year; average time to execute a lease; average time to complete renovation (lease); lease vs. owned square footage.

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61.	How are you handling version control and signatures (digital and wet) today?	<p>Version control is managed through a combination of shared drives and system storage based on the process. Naming conventions are used to track versions with responsibility distributed across teams. Wet signatures: Wet signatures are still required for certain document types based on statutory, policy, or stakeholder requirements. These are handled through offline routing, scanning, and reattachment to the relevant record or shared repository. Digital: Usage varies by document type and business process; not all workflows are fully digitized end-to-end.</p> <p>The State is interested in solutions that provide integrated document management, enforce version control, and support both digital and offline signature workflows within a unified process.</p>
62.	Do external parties/vendors have access to Archibus or internal systems today or are those new capabilities that you'd be interested in deploying?	The State is interested in a solution that provides more direct input from our external stakeholders.
63.	How important is Space Management to your overall IWMS project management?	The State is encouraging responses to include as many of the modules the respondent has experienced implementing. The State is looking to gain insight into past experiences from the vendor community.
64.	Are there any purchasing vehicle requirements to be considered?	Not at this time. The State will consider the cost information gathered from this RFI to inform a payment methodology in any future competitive solicitation.
65.	Do you intend to go to RFP after this RFI and is there a specific timeline?	The State cannot provide an estimated timeframe for a competitive solicitation at this time.

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66.	What are "STREAM" workflows listed in the 2nd attachment requirements under section 1.1?	<p>Lease Lifecycle Management</p> <p>New lease procurement (LPR, evaluations, award)</p> <p>Lease execution (drafts, redlines, final agreements, amendments)</p> <p>Renewals, terminations, and rent adjustments</p> <p>Acquisitions &amp; Dispositions</p> <p>Due diligence (appraisals, inspections, environmental reports)</p> <p>Transaction approvals and legal documents</p> <p>Closing documentation and record retention</p> <p>Space &amp; Move Management</p> <p>Move requests and approvals</p> <p>Space planning documents and floorplans (CAD) (future)</p> <p>Move execution plans and post-move updates</p> <p>Facilities Operations &amp; Maintenance (not a requirement in our current setup but may look to change this in the future)</p> <p>Work orders and service requests</p> <p>Vendor contracts and service agreements</p> <p>Inspection reports and compliance documentation</p> <p>Document Approvals &amp; Signature Workflows</p> <p>Routing of documents for review and approval</p> <p>Digital and wet signature tracking</p> <p>Version-controlled document progression tied to workflow stages</p>
67.	Platform Strategy & Scope Alignment - What functional areas are in-scope for Phase 1 vs. future phases (Leasing, FM, Procurement, Design, Strategy, Reservations)?	The State is encouraging responses to include as many of the modules the respondent has experienced implementing. The State is looking to gain insight into past experiences from the vendor community.
68.	Platform Strategy & Scope Alignment - Are there any existing ServiceNow modules or licenses currently in use within the State?	Yes, the State does use ServiceNow modules, and user licenses are available.

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69.	Workflow & Process Standardization - Are current workflows documented, or will process discovery/re-engineering be required?	Some workflows are documented; however, STREAM may need process discovery or re-engineering.
70.	Workflow & Process Standardization - Where are workflows expected to be: <ul style="list-style-type: none"> <li>o Standardized across all agencies vs.</li> <li>o Configurable per agency or business unit?</li> </ul>	Configurable per agency and business unit.
71.	Workflow & Process Standardization - What level of workflow enforcement is required (hard stops vs. guided processes)?	Workflow enforcement would entail both hard stops and guided processes.
72.	Workflow & Process Standardization - Are there SLAs or compliance requirements tied to workflow steps?	It is anticipated there will be SLA and/or compliance requirements tied to workflow.
73.	Workflow & Process Standardization - How should exceptions or escalations be handled?	It is anticipated this will be handled in workflow definition.
74.	Document Management - What is the current system of record for documents (e.g., SharePoint, network drives, eBuilder)?	Network drives for certain business units and eBuilder for capital projects.
75.	Document Management - Expected document volume (total + annual growth)?	<p>The State manages a large and growing volume of documents across real estate, facilities, and project workflows. Based on current operations, estimated volume is:</p> <p>Total documents: 500,000 – 1,000,000+ documents across active and archived records</p> <p>Annual growth: ~50,000 – 100,000+ new documents per year</p> <p>This includes leases, amendments, project documents, CAD files, work orders, transaction records, and supporting documentation across agencies. Document growth is driven by ongoing lease activity, space management updates, and compliance requirements. Final volumes will depend on scope (e.g., inclusion of historical records, agency participation, and file types such as large CAD models). The State is interested in solutions that can scale to support continued growth, high-volume document storage, and efficient retrieval.</p>
76.	Document Management - Are documents primarily: <ul style="list-style-type: none"> <li>o Structured (templates/forms)</li> <li>o Unstructured (leases, contracts, PDFs)?</li> </ul>	These State has a large quantity of both structured and unstructured documents. It is anticipated that part of the implementation plan would be to determine which of the documents could become more standardized and/or migrated to electronic documents.

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77.	<p>Document Management - For signature workflows:</p> <ul style="list-style-type: none"> <li>○ Is there a preferred eSignature tool (DocuSign, Adobe Sign)?</li> <li>○ What % of documents require wet signatures?</li> </ul>	<p>The State currently utilizes Adobe Sign in many areas, but is open to other products as well. The State will not supply an actual percentage at this time, but will note based on current research, the wet signature is usually the last modification to a document.</p>
78.	<p>Document Management - Should document management be:</p> <ul style="list-style-type: none"> <li>○ Fully native within the platform OR</li> <li>○ Integrated with an external system?</li> </ul>	<p>The State is looking for respondents to indicate how their product(s) manage the various functional areas of this RFI.</p>
79.	<p>Integrations &amp; Data Exchange - What systems are considered systems of record for:</p> <ul style="list-style-type: none"> <li>○ Assets / Facilities</li> <li>○ Projects (eBuilder)</li> <li>○ Financials</li> <li>○ GIS (ArcGIS)</li> </ul>	<p>Assets / Facilities:</p> <p>Current IWMS (Archibus) serves as the primary system of record for facility, asset, and space data. Supplemented by spreadsheets and agency-managed data sources for certain datasets</p> <p>Projects:</p> <p>Trimble is the system of record for capital project management, including project financials, schedules, and documentation.</p> <p>Archibus is the system of record for lease, interior, and land projects.</p> <p>Financials:</p> <p>The State's enterprise financial system (Edison) is the system of record for all financial transactions, accounting, and reporting. IWMS and other tools provide supporting operational data, but do not serve as the official financial record</p> <p>GIS:</p> <p>ArcGIS is the system of record for geospatial data, including parcel, location, and mapping services</p> <p>The State is interested in solutions that clearly define system-of-record boundaries while enabling real-time or near real-time data exchange via APIs or other integration methods. Maintaining data integrity and avoiding duplication across systems is a key priority.</p>
80.	<p>Integrations &amp; Data Exchange - What integration patterns are preferred, real time API's or batch/file uploads?</p>	<p>The State does not have a detailed description of data content to exchange and is interested in learning about API and data exchange capabilities of respondents.</p>
81.	<p>Integrations &amp; Data Exchange - Expected frequency of data sync (real-time, hourly, daily)?</p>	<p>The exact frequency of data exchange has not been determined at this time. The most commonly used frequencies at this time are daily, weekly, and monthly.</p>
82.	<p>Integrations &amp; Data Exchange - Are there existing integration platforms (MuleSoft, Boomi, etc.)?</p>	<p>The team working on this RFI does not utilize the mentioned platforms.</p>

83.	GIS / Spatial Requirements - What specific use cases are required for ArcGIS integration?	<p>The proposed IWMS/EAM solution must support ArcGIS integration for the following operational and analytical workflows:</p> <p>1) Building, Lease, and Parcel Visualization</p> <p>Use case: Users need to view or launch a map directly from a property, lease, or building record to view associated parcel geometry and surrounding state-owned land context.</p> <ul style="list-style-type: none"> <li>• Hyperlink from building, lease, or parcel records into ArcGIS web maps and dashboards</li> <li>• Pass key identifiers (Property ID, LIS Number, Parcel ID, County ID)</li> <li>• Display parcel, building, and lease geometries alongside business records</li> <li>• Maintain updated AGOL service URLs</li> </ul> <p>2) Map-Based Search and Reverse Lookup</p> <p>Use case: Staff must be able to begin with the map as the primary interface, select a parcel, building, or lease area, and open the corresponding record in the proposed system.</p> <ul style="list-style-type: none"> <li>• Select parcel polygon → open property record</li> <li>• Select building point → open building record</li> <li>• Select lease area → open lease administration record</li> <li>• Support reverse lookup from GIS features into system records using unique IDs</li> <li>• Support workflows where the exact asset identifier is unknown</li> </ul> <p>3) Spatial Validation of Property Records</p> <p>Use case: System records should validate against authoritative GIS layers to improve data quality and reduce errors.</p> <ul style="list-style-type: none"> <li>• Confirm parcel lies within the correct county and ZIP code</li> <li>• Verify building point or footprint falls within the correct parcel polygon</li> <li>• Flag records with missing or conflicting geometry</li> <li>• Detect slivers, gaps, overlaps, and other topological anomalies</li> <li>• Support automated QA/QC checks during data load and ongoing edits</li> </ul> <p>4) Lease, Facility, and Transaction Impact Analysis</p> <p>Use case: Staff require GIS-based analysis to support lease administration, acquisitions, dispositions, capital planning, and environmental review.</p> <ul style="list-style-type: none"> <li>• Identify buildings located within a disposal parcel</li> <li>• Determine leases affected by a proposed sale</li> </ul>
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Question Number	QUESTION / COMMENT	STATE RESPONSE
		<ul style="list-style-type: none"> <li>• Identify facilities located within floodplains or near wetlands</li> <li>• Determine what state assets are within a defined distance of a proposed project</li> <li>• Identify adjacent state-owned lands</li> <li>• Evaluate fragmentation of parcels after disposal</li> <li>• Track transaction history spatially</li> <li>• Support historical snapshots of parcel geometry over time</li> </ul> <p>5) Two-Way Data Synchronization</p> <p>Use case: The replacement system must support bi-directional synchronization between enterprise business records and ArcGIS.</p> <ul style="list-style-type: none"> <li>• Synchronize business attributes from the IWMS/EAM platform to GIS layers</li> <li>• Synchronize geometry edits from GIS back into system records</li> <li>• Provide conflict resolution and audit trail capabilities</li> <li>• Support scheduled ETL and API-based near-real-time synchronization</li> </ul>

Question Number	QUESTION / COMMENT	STATE RESPONSE
84.	GIS / Spatial Requirements - Should GIS data be integrated/embedded in workflows? Or just referenced externally?	<p>A hybrid approach is required.</p> <p>GIS capabilities should be embedded directly within workflows where spatial context is necessary for data entry, validation, operational decision-making, and transaction review, while also supporting external reference to ArcGIS web maps, dashboards, and specialized analytical applications for advanced mapping, executive reporting, and enterprise-level spatial analysis.</p> <p><b>Embedded GIS Requirements</b></p> <p>GIS data should be embedded within workflows involving:</p> <ul style="list-style-type: none"> <li>• parcel, building, and lease selection during record creation or editing</li> <li>• map-based search and reverse lookup</li> <li>• spatial validation and QA/QC checks</li> <li>• lease, disposal, and acquisition impact review</li> <li>• displaying parcel and facility geometry directly alongside business records</li> </ul> <p><b>External GIS Reference Requirements</b></p> <p>The solution must also support launching users into external ArcGIS applications for:</p> <ul style="list-style-type: none"> <li>• statewide land portfolio dashboards</li> <li>• environmental and floodplain analysis</li> <li>• transaction review dashboards</li> <li>• ArcGIS Story Maps, Experience Builder, and executive dashboards</li> <li>• advanced enterprise spatial analysis beyond standard IWMS workflows</li> </ul>
85.	Users, Roles & Access Control - Approximate number of: <ul style="list-style-type: none"> <li>○ Internal users</li> <li>○ External users (vendors, landlords)</li> </ul>	<p>Internal: 200 - 300</p> <p>External: 600+</p>
86.	Users, Roles & Access Control - Should external users: <ul style="list-style-type: none"> <li>○ Submit requests only</li> <li>○ Or fully participate in workflows?</li> </ul>	The State is exploring external users fully participating in specific workflows.
87.	Users, Roles & Access Control - Are there security or compliance constraints beyond US-based access?	Yes, must conform to the state Enterprise Information Security Policy.

Question Number	QUESTION / COMMENT	STATE RESPONSE
88.	Reporting & Analytics - What are the top KPIs the State wants to measure?	<p>The State is focused on KPIs that improve data quality, workflow accountability, portfolio performance, and operational efficiency across the real estate lifecycle. Key measures include:</p> <ul style="list-style-type: none"> <li>Portfolio &amp; Space Performance</li> <li>Total square footage (owned vs. leased)</li> <li>Space utilization rates (by building, agency, and space type)</li> <li>Vacancy rates and underutilized space</li> <li>Cost per square foot (owned and leased)</li> <li>Occupancy cost per employee</li> <li>Lease &amp; Financial Management</li> <li>Lease expirations and renewal pipeline</li> <li>Lease vs. market rate comparisons</li> <li>Rent and operating cost trends</li> <li>Budget vs. actuals for leases and facilities</li> <li>Workflow &amp; Process Efficiency</li> <li>Cycle times for key workflows (e.g., lease approvals, move requests, project approvals)</li> <li>Task completion rates and overdue tasks</li> <li>Bottlenecks by workflow stage or team</li> <li>Space &amp; Move Management</li> <li>Move request volume and fulfillment time</li> <li>Move cost per employee or per move</li> <li>Space allocation by agency and function</li> </ul> <p>These KPIs should be configurable, role-based, and supported by dashboards that enable both enterprise-level visibility and agency-level reporting. The State is particularly interested in solutions that can integrate data across systems and enforce data standards to improve KPI reliability.</p> <p>KPI definitions and prioritization will be refined during requirements validation and implementation planning.</p>
89.	Reporting & Analytics - Is there a preferred reporting tool?	STREAM uses Tableau as its primary reporting tool outside the current system.

Question Number	QUESTION / COMMENT	STATE RESPONSE
90.	Risks, Constraints & Transition Considerations - What are the biggest pain points with Archibus or current tools?	<p>The State's current environment has supported core functions but presents challenges as operational complexity and expectations have grown. Key considerations include:</p> <p>Distributed data and process fragmentation - Data is maintained across multiple systems, spreadsheets, and teams, creating inconsistencies and reconciliation efforts.</p> <p>Data quality and timeliness: Variability in data-entry ownership affects completeness and accuracy, which in turn affects synchronicity across systems, leading to stale data.</p> <p>Workflow visibility and accountability: Limited end-to-end visibility into project and transaction status across teams, leading to difficulty tracking ownership, milestones, and bottlenecks in real time.</p> <p>Reporting and analytics: Reporting requires aggregating data from multiple sources, increasing staff effort to develop reports.</p> <p>These challenges are consistent with a highly distributed operating model and have informed the State's interest in solutions that provide centralized data management, enforced workflows, and improved integration capabilities.</p>
91.	Risks, Constraints & Transition Considerations - Are there known data migration challenges (documents, leases, workflows)?	Yes.
92.	<p>Risks, Constraints &amp; Transition Considerations - Will legacy systems need to:</p> <ul style="list-style-type: none"> <li>○ Be fully decommissioned</li> <li>○ Or coexist temporarily?</li> </ul>	Coexist for a period of time.

**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.