



STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES

**REQUEST FOR INFORMATION # 32109-2025-001
AMENDMENT # ONE
FOR DOCUMENT SOLUTIONS PRINT MANAGEMENT
SOFTWARE**

DATE: February 4, 2025

RFI # 32109-2025-001 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		January 15, 2025
2.	Written Questions and Comments Deadline	2:00 P.M. CT	January 23, 2025
3.	State Response to Written Questions and Comments		February 4, 2025
4.	RFI Response Deadline	2:00 P.M. CT	February 11, 2025

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 / COMMENT	STATE RESPONSE
1. We are an organization based in India with an office in the US. Do we qualify to bid for this or future RFPs?	All applications that are non-Software as a Service (SaaS) applications and are not hosted in either the State's Data Center or the State's Cloud Tenant, must receive an STS Security and Risk Management written approval to be hosted elsewhere. The Contractor shall ensure that all State Data is housed in the continental United States, inclusive of backup data. All State data must remain in the United States, regardless of whether the data is processed, stored, in-transit, or at rest. Access to State data shall be limited to US-based (onshore) resources only.
2. We are experts of the printing industry and solutions, but we do not have any exposure to public sector projects. Do we get considered for this, or the future RFPs/RFIs?	Yes, the supplier can be considered for future RFPs/ RFIs.

QUESTION / COMMENT	STATE RESPONSE
3. Are there requirements for accounting connections?	Yes, there will be requirements.
4. Are there requirements for CXML punchout (for procurement systems) connections?	At this time, the State is unsure.
5. Does Document Solutions require integration with an existing Web-to-Print system and/or MIS software or is Document Solutions open to considering an all-in-one Print Management Solution?	The State is open to these features/ suggestions.
6. Can you let me know how many employees work in Document Solutions or how many licenses/seats will be required?	The State is expecting less than 50 people will require seats/ license.
7. Does Document Solutions plan to use this solution to offer promotional products and/or apparel?	The State currently offers promotional and apparel services. We will use this system to perform such tasks if possible.
8. Is Document Solutions focused solely on printing or do they also need this solution to support the ordering and management of bulk mail and/or graphic design requests?	The State will need the system to support such tasks.
9. Does the expected solution need the following features? - P&L/G&L, Accounts Receivable/Accounts Payable, and Inventory of raw materials and/or products	The State is open to these features/ suggestions.
10. Will solution be integrated with the following departments? - Print (Digital, Offset, and Large Format), Mail, Fulfillment, Data Services, Design/ Creative Services, Marketing Services, Promotional Products, Signs, and Bindery	Possibly. The State has not finalized specifications currently.
11. How many printshop and end users are expected to manage/submit/access the new solution?	The State has close to 100 users.
12. What is your existing MIS/order management or fulfillment system?	The State currently has a system. The State is open to exploring other options and exploring the market.
13. What are your priorities/requirements, should you make a change, that you are looking for in a new software? - Browser based-cloud system, faster estimating, clearer job tickets, streamlined billing, automated scheduling, postage tracking, barcode inventory, more automated workflow, detailed job sorting, client portal, and Online approval tracking.	The State will require a client portal, online approval tracking, clearer job tickets, faster estimating, postage tracking, streamlined billing, browser based-cloud system, more automated workflow, detailed job sorting, and barcoding inventory capability.

QUESTION / COMMENT	STATE RESPONSE
14. What other solutions do you currently use? - Web 2 print, "Amazon" user experience, Accounting, CRM, Presort/ Post-sort, BCC/ Acuzip/ Windowbook	The State has current systems in place, but would like to gather information about other possibilities.
15. Are you looking to combine the transactional business with the commercial business?	The State is open to these features/ suggestions
16. Will you be replacing existing systems, Enterprise/ProConductor/PageDNA?	The State has current systems in place, but would like to gather information about other possibilities.
17. Would you prefer to continue using PageDNA?	The State has current systems in place, but would like to gather information about other possibilities.
18. If you keep PageDNA, what changes would you like to see?	The State has current systems in place, but would like to gather information about other possibilities.
19. What system, if any, do you currently use for the following? - Online ordering, Estimating, Work Orders, Scheduling, Job Costing, Purchase Orders, Inventory, Fulfillment, Mailing, Billing: Process and in what system are invoices generated?	The State has current systems in place, but would like to gather information about other possibilities.
20. Is there redundant data entry, a place in the process where same or additional data is entered more than once?	The State is trying to eliminate this.
21. What is the expected timeline for implementation completion?	The State has not finalized a timeline.
22. Will you have other competing priorities that could impact the implementation of a new MIS system? Dividing your time for support and training.	The State has not finalized a timeline.
23. Can we request a live meeting to gather specific details?	Not currently. The State will request meetings to gather specific details if needed.
24. Do you want to include job management for transaction cutsheet & CF printing?	The State is open to these features/ suggestions.
25. If transactional printing is to be included, what characteristics would you like to see with managing those jobs?	The State's goal is to manage transactional (roll-fed) the same way as we manage commercial printing (sheet-fed) including inventory, job scheduling, estimating, etc.
26. How many users would the print shop need for Midnight MIS?	The State does not have a current license for this System. The State will have approximately 50 users and 100 on the shop floor.

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.