



**STATE OF TENNESSEE  
DEPARTMENT OF GENERAL SERVICES**

**REQUEST FOR INFORMATION  
FOR  
SWAG MANAGEMENT COMPANIES**

**RFI # 32109-2025-002  
February 20, 2025**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, DEPARTMENT OF GENERAL SERVICES issues this Request for Information ("RFI") for the purpose of SWAG MANAGEMENT COMPANIES. We appreciate your input and participation in this process.

**2. BACKGROUND:**

The State is working to gather information about potential solutions to streamline the Documents Solutions workflow in the field of swag. Their goal is to partner with a vendor who can streamline their swag projects for customers with the highest operational efficiency. Document Solutions managed hundreds of projects in 2024. Document Solutions aims to explore contractors who provide a turnkey service that can manage and support a high-volume of orders and be at the forefront of managing customer service, invoice access, website operation, and more.

**3. COMMUNICATIONS:**

- 3.1. Please submit your response to this RFI to:  
REID STUBBLEFIELD, PROCUREMENT AND CONTRACT MANAGER  
DEPARTMENT OF GENERAL SERVICES  
312 ROSA L. PARKS AVE NASHVILLE, TN 37243  
(615) 795-8307  
Reid.Stubblefield @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:  
REID STUBBLEFIELD, PROCUREMENT AND CONTRACT MANAGER  
DEPARTMENT OF GENERAL SERVICES  
312 ROSA L. PARKS AVE NASHVILLE, TN 37243  
(615) 795-8307  
Reid.Stubblefield @tn.gov

3.3. Please reference RFI 32109-2025-002 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		February 20, 2025
2.	Written Questions and Comments Deadline	2:00 P.M. CT	March 6, 2025
3.	State Response to Written Questions and Comments		March 13, 2025
4.	RFI Response Deadline	2:00 P.M. CT	April 30, 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.

**6. INFORMATIONAL FORMS:**

The State is requesting the following information from all interested parties. Please fill out the following forms:

RFI #32109-2025-002	
TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	Please provide a brief description of your company's government experience. 3.1 If so, please provide the names of other states for which you provide full service for.
4.	Describe your ability to streamline the process of estimating, order entry, scheduling, shipping, billing, and maintaining inventory control.
5.	How do your operations work?
6.	Please provide a detailed scope of services that your company can fulfill.
7.	What does implementation look like?
8.	What resources does your system require from the State to implement and maintain operations?
9.	How often do you provide an updated catalog providing the various products and merchandise for the requesting agency?
10.	Does your company have a team capable of managing the customer service, sales, website management to offer the requesting agency the 'turnkey' service they require?
11.	Do you have the capabilities to be self-supporting with no funding coming from the State? 11.1 If awarded the future contract and registered with the State, is there a maximum purchase order amount without a deposit required?
12.	What are your hours of operation?
13.	Through which public sector cooperative purchasing organizations can you currently provide your services? (GSA, NASPO, OMNIA, etc.) 14.1. If none, are you willing to participate in a cooperative?

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. Provide an estimated cost range for this engagement to aid the State's budget development. Please include your reasoning for the variance in the range, if applicable.
4. Describe the typical price range for annual maintenance, including license fees, and support.
5. Is a fee for service revenue structure or a revenue structure more appropriate for your services? Would you be able to bid on a revenue contract with the State instead of charging a monthly fee?

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