



**STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES - CENTRAL PROCUREMENT OFFICE**

**REQUEST FOR INFORMATION
FOR
AI CONTRACT AND TASK MANAGEMENT SOLUTION**

**RFI # 32110-26041
5/4/2026**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of General Services - Central Procurement Office issues this Request for Information ("RFI") for the purpose of gathering information on AI Contract and Task Management solutions that can enhance our procurement processes and improve contract oversight. We appreciate your input and participation in this process.

2. BACKGROUND:

The Department of General Services - Central Procurement Office is dedicated to enhancing efficiency and effectiveness in its procurement processes. In an effort to streamline contract management, the Department recognizes the need for an advanced solution that leverages artificial intelligence (AI) capabilities. As the volume and complexity of contracts continue to grow, traditional methods of contract oversight and task management are increasingly inadequate. The adoption of an AI-driven contract and task management solution is essential to ensure that critical elements such as service level agreements (SLAs), renewal dates, and report deadlines are effectively monitored and managed.

The proposed solution must provide robust features that facilitate the extraction and categorization of key contract elements using natural language processing (NLP). This functionality will enable contract specialists to maintain a high level of accuracy and efficiency in their operations. Furthermore, a user-friendly dashboard interface is crucial to allow specialists to visualize, sort, and filter contracts based on various criteria. This capability will not only enhance individual productivity but also improve collaborative efforts across teams, ensuring that multiple users can work on projects simultaneously while tracking progress and updating statuses in real time.

In addition to these functional requirements, the solution must adhere to stringent compliance standards regarding data privacy and security. The ability to generate comprehensive reports on contract statuses and project milestones will provide leadership with insights into the workload and progress of team members. By implementing this AI-driven solution, the Central Procurement Office aims to transform its contract management processes, enhance organizational effectiveness, and ultimately deliver better outcomes for the State of Tennessee.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Ryan Gaddis, Category Specialist
Department of General Services - Central Procurement Office
Tennessee Tower 312 Rosa L. Parks Ave
Phone: 615-532-4043
Email: ryan.gaddis@tn.gov

3.2. Please feel free to contact the Department of General Services - Central Procurement Office with any questions regarding this RFI. The main point of contact will be:

Ryan Gaddis, Category Specialist
Department of General Services - Central Procurement Office
Tennessee Tower 312 Rosa L. Parks Ave
Phone: 615-532-4043
Email: ryan.gaddis@tn.gov

3.3. Please reference RFI # 32110-26041 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		May 4, 2026
2.	Vendor Questions Due	2:00 p.m.	May 11, 2026
3.	State Response to Vendor Questions	2:00 p.m.	May 18, 2026
4.	RFI Response Deadline		May 29, 2026
5.	Complete Review of Responses		TBD: June 2026
6.	Schedule Demo Sessions		TBD: June 2026
7.	Conduct Virtual Demos/Q&A Sessions		TBD: July 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.

6. INFORMATIONAL FORMS:

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

RFI #32110-26041

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:

4. Please provide a detailed description of your solution's capabilities in utilizing AI-driven natural language processing to extract and categorize key elements from contracts. Include information on the accuracy of these capabilities as verified through user testing.

5. Describe the user interface of your dashboard, including how contract specialists can view, sort, and filter contracts by various parameters. Explain how customizable dashboard widgets work and any limitations that may apply.

6. Explain how your system facilitates collaborative project and task management. Include details on how multiple users can be assigned to projects, track progress, and communicate in real-time within the platform.

7. Detail the reporting capabilities of your solution. Specify the types of reports that can be generated, the data they can filter by, and how users can export these reports for further analysis.

8. Describe the notification and reminder features of your system. Include information on how users can configure these notifications based on their preferences and contract requirements.

9. Provide information on your solution's performance metrics, specifically its capacity to manage a high volume of contracts and concurrent users without affecting performance. Include response times for dashboard actions.

10. Outline the audit trail features of your system, including what actions are logged, how long logs are retained, and the access controls in place for authorized administrators.

11. Provide examples of user and administrator documentation available for your solution. Discuss how you ensure that documentation is kept current with system updates and any additional resources you provide for troubleshooting.

12. Explain how your solution integrates with existing government procurement and document management systems. Include details on the APIs used for secure data exchange and workflow continuity.

13. Describe your project delivery timeline, including key milestones from contract award to final deployment. Provide assurances regarding your ability to meet these milestones.

14. If selected, is your company willing to participate in a Proof of Concept (POC) phase to further demonstrate the capabilities of your GenAI Procurement Tools? Please confirm your availability and willingness to dedicate the necessary resources for the POC.

<ul style="list-style-type: none"> • What timeframe would you propose for the POC phase? (how long would you suggest the State to use the tool to see its potential value?) • Would you offer the POC at no cost to the state?
15. Detail the functionality of your AI-driven spend analysis features. Include how your system monitors spending against contract terms and generates recommendations for negotiation or cost savings based on purchase data.
16. Is your solution cloud-based, on-premise, or a hybrid model? <ul style="list-style-type: none"> • Describe the deployment process and timelines. • What level of customization and configuration is available?
17. What security measures does your proposed solution provide to ensure that confidential/sensitive state data is secure? <ul style="list-style-type: none"> • How does the solution adapt to new security threats over time? • What encryption and/or security protocols does it utilize? • What threat detection capabilities does it utilize if any? • In regard to threat detection does it automate any response if a threat is detected? • Discuss the encryption methods used for contract and task data, both at rest and in transit. Specify any compliance standards your encryption methods adhere to.
18. Through which public sector cooperative purchasing agreements can you currently provide these services? (OMNIA, NASPO, GSA, etc.)
19. What if any additional agreements will the State have to sign in order to procure your solution i.e. End User License Agreement (EULA)? If applicable, please provide a PDF version of the agreement.
20. Explain the specific AI/ML models and techniques used in your tools. <ul style="list-style-type: none"> • What languages are utilized in your tool for example Natural Language Processing (NLP), Optical Character Recognition (OCR), etc.?
21. Provide details on the qualifications and experience of key personnel involved in the development and support of your GenAI procurement tools.

COST INFORMATIONAL FORM	
1.	Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2.	<p>System Development, Features, and Performance Costs Please provide a comprehensive cost breakdown for the design, development, and implementation of an AI-driven contract management solution. This should include:</p> <ul style="list-style-type: none"> • Costs for AI technology and resources enabling accurate extraction and categorization of key contract elements, validated by user testing. • Pricing for the user-friendly dashboard interface, with customization options for sorting and filtering contracts by metadata (e.g., SLAs, due dates). • Estimates for collaboration features, supporting multiple users, project tracking, and real-time communication.

- Costs associated with **automated notifications and reminders**, including configuration options for user preferences.
- Pricing for **comprehensive reporting** on contract and project milestones, with filters by user, contract, project, or date range.
- Infrastructure and scalability costs to support a **large volume of users and contracts** without performance degradation.
- Integration costs for **existing government procurement and document management systems**, covering secure API development and data exchange.
- A **timeline with milestone-based costs**, including requirements validation, prototype, UAT, and final deployment, as well as expenses for a **pilot proof-of-concept phase**.

3. Please provide a detailed outline of all costs related to **data security, compliance, and ongoing support**, including:

- Compliance with **federal, state, and local data privacy regulations**, covering secure data storage, processing, certifications, and audits.
- Costs for **data encryption** (at rest and in transit), specifying the technologies or methodologies used.
- Expenses related to maintaining a **full audit trail of user actions**, including storage, retention, and access management for administrators.
- Cost estimates for **user and administrator documentation**, including guides, troubleshooting resources, API documentation, and periodic updates.

ADDITIONAL CONSIDERATIONS

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