



STATE OF TENNESSEE
DEPARTMENT OF TOURIST DEVELOPMENT

**REQUEST FOR PROPOSALS # 34901-01627
AMENDMENT # 5
QUEUING AND VIRTUAL LINE MANAGEMENT**

DATE: APRIL 23, 2026

RFP # 34901-01627 IS AMENDED AS FOLLOWS:

1. This RFP Schedule of Events updates and confirms scheduled RFP dates. Any event, time, or date containing revised or new text is highlighted.

EVENT	TIME (central time zone)	DATE
1. RFP Issued		November 17, 2025
2. Disability Accommodation Request Deadline	2:00 p.m.	November 20, 2025
3. Pre-response Conference	10:00 a.m.	November 21, 2025
4. Notice of Intent to Respond Deadline	2:00 p.m.	November 24, 2025
5. Written "Questions & Comments" Deadline	2:00 p.m.	December 1, 2025
6. State Response to Written "Questions & Comments"		December 19, 2025
7. Response Deadline	2:00 p.m.	January 8, 2026
8. State Completion of Technical Response Evaluations		January 28, 2026
9. State Schedules Field Testing		January 30, 2026
10. State Field Testing		February 23-27, 2026 (FIELD TEST #1)
		March 23-27, 2026 (FIELD TEST #2)
		April 20-24, 2026 (FIELD TEST #3)
11. State Scoring of Field-Testing Results (RFP Attachment 6.2., Section E)		April 29, 2026

12. State Opening & Scoring of Cost Proposals	2:00 p.m.	April 30, 2026
13. Cost Negotiations with Central Procurement Office		May 1, 2026
14. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	3:00 p.m.	May 7, 2026
15. End of Protest Period		May 15, 2026
16. State sends contract to Contractor for signature		May 18, 2026
17. Contractor Signature Deadline	2:00 p.m.	May 20, 2026

2. **Delete RFP section 1.4.2.1. RFP Communications in its entirety and insert the following in its place** (any sentence or paragraph containing revised or new text is highlighted):

1.4.2.1. Prospective Respondents must direct communications concerning this RFP to the following person designated as the Solicitation Coordinator:

Kyle Villagomez
Central Procurement Office
312 Rosa L. Parks Ave
Nashville, TN 37243
615-360-4460
Kyle.Villagomez@tn.gov

3. **RFP Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFP not expressly amended herein shall remain in full force and effect.