



STATE OF TENNESSEE
Department of General Services

**REQUEST FOR INFORMATION
FOR
Enterprise Parking Management Solution**

**RFI #32101-2024-001
March 8, 2024**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of General Services (“DGS”) issues this Request for Information (“RFI”) for the purposes of identifying an enterprise parking management software solution, including implementation services. We appreciate your input and participation in this process.

Through this RFI, DGS seeks information for a Commercial Off-The-Shelf (COTS) software solution in a cloud-based [production] environment and/or available development opportunities that meet the technical and functional requirements as defined in Attachment 1_DGS Parking Management Requirements Workbook_3.6.24 offering a more efficient parking management solution, minimizing manual tasks and elevating user experiences. The information obtained from responses to this RFI will be used by DGS to plan a future procurement strategy.

2. BACKGROUND:

Currently, the parking information is maintained in the State’s ERP system with Excel Spreadsheets on DGS shared drives and SharePoint which presents many challenges with operation, monitoring, maintenance, and security. A more effective, efficient parking management solution and user-friendly process is critical for DGS and State employees.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Stephanie Reedy, Procurement Team Lead
Department of General Services
312 Rosa L Parks Ave. 22nd floor, Nashville, TN 37243
615-708-9382
Stephanie.Reedy@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:

Stephanie Reedy, Procurement Team Lead
Department of General Services
312 Rosa L Parks Ave. 22nd floor, Nashville, TN 37243
615-708-9382
Stephanie.Reedy@tn.gov

3.3. Please reference RFI #32101-2024-001 with all communications to this RFI.

3.4. Please limit all questions to one submission per vendor.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (All dates are State business days)
1.	RFI Issued		March 8, 2024
2.	Written Questions and Comments Deadline	2:00 pm	March 19, 2024
3.	State Response to Written Questions and Comments		March 26, 2024
4.	RFI Response Deadline	2:00 pm	April 5, 2024

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.

5.4. The State may request Oral Presentations or Demonstrations from RFI respondents.

5.5. Responses should be prepared, with emphasis on completeness and clarity, and should NOT exceed fifteen (15) pages in length. Responses, as well as any reference material presented, must be written in English, and must be written on standard 8 ½" x 11" pages and all text must be at least a 12-point font. All pages must be numbered.

6. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please answer the following questions and return to the contact listed before the requested deadline. Answers must be in Microsoft Word or PDF file format apart from Attachment 1. If providing a separate proposal, the page limit cannot exceed 15 pages excluding title page. If response is submitted within the provided template the page limit cannot exceed 15 pages excluding title page:

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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 public sector experience providing similar or comparable parking management solutions as referenced in this RFI. Please include the name of the project, the length of the project, and a contact person at the Agency.
4.	Vendors must please fill out Attachment 1_DGS Parking Management Requirements Workbook_3.6.24 in its entirety utilizing the drop-down boxes and comment spaces provided to identify their ability to fulfill the necessary functional requirements pertaining to this RFI. Please include additional requirements that need to be identified.
5.	Describe your solutions that meet the critical needs of DGS as detailed in Section 1. and Attachment 1 of this RFI. What was your approach to the solution?
6.	Describe your project management methodology, including resources necessary for an implementation of this size and scope.
7.	Describe what types of knowledge transfer and training will be needed for the proposed solution. Who will maintain the solution after implementation?
8.	Can you share any examples of successful parking management solutions you have implemented?
9.	Is your software solution configurable and/or customizable? To what extent?
10.	What levels of technical support and maintenance do you provide?
11.	Does your solution offer real-time monitoring and reporting? If yes, please describe how this functionality operates.
12.	Are there any limitations on the number of users, parking lots, and/or vehicles the system can support?

13. How does your solution integrate with other state parking system requirements (such as Nuvolo, parking sensor hardware, connectivity, etc...) as defined in Attachment 1?
14. Provide a detailed narrative on the risks and challenges you would advise the State to consider as they move forward with the project. Please include any mitigation strategies.
15. Provide a project timeline to complete all of the requirements described in Attachment 1 of this RFI, including an estimated implementation schedule and a breakout of project phases that may be necessary.

COST INFORMATIONAL FORM
1. 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.
2. Describe what pricing units you typically utilize for similar services and/or goods (e.g., per hour, each, etc)
3. Describe the typical price range for similar services or goods
4. Describe the typical price range for implementation
5. Describe the typical price range for annual maintenance, including license fees, and support.
6. Describe which services are billed hourly/daily (e.g., project change requests, customizations, configuration management, etc...) 6.1. Describe the typical range for hourly/daily rates by resource (e.g., database administrator, business analysis, project manager, etc..)
7. Describe any alternate payment methods for the solution

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