



STATE OF TENNESSEE
DEPARTMENT OF GENERAL SERVICES

**REQUEST FOR PROPOSALS # 32101-2022-3
AMENDMENT # 1
FOR RESERVATION SYSTEM SOFTWARE**

DATE: JULY 29, 2022

RFP # 32101-2022-3 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		July 13, 2022
2. Disability Accommodation Request Deadline	2:00 p.m.	July 18, 2022
3. Pre-response Conference	2:00 p.m.	July 19, 2022
4. Notice of Intent to Respond Deadline	2:00 p.m.	July 21, 2022
5. Written "Questions & Comments" Deadline	2:00 p.m.	July 26, 2022
6. State Response to Written "Questions & Comments"		July 29, 2022
7. Response Deadline	2:00 p.m.	August 11, 2022
8. State Completion of Technical Response Evaluations (Sections B. and C., RFP Attachment 6.2.)		August 25, 2022
9. State Schedules Respondent Oral Presentation		August 26, 2022
10. Respondent Oral Presentation	8 a.m. - 4:30 p.m.	August 29-September 1, 2022
11. State Completion of Technical Response Evaluations (Section D., RFP Attachment 6.2.)		September 7, 2022
12. State Opening & Scoring of Cost Proposals	2:00 p.m.	September 8, 2022
13. Negotiations	4:30 p.m.	September 8-14, 2022
14. State Notice of Intent to Award Released <u>and</u> RFP Files Opened for Public Inspection	2:00 p.m.	September 16, 2022
15. End of Open File Period		September 23, 2022
16. State sends contract to Contractor for signature		September 27, 2022
17. Contractor Signature Deadline	2:00 p.m.	September 30, 2022

2. State responses to questions and comments in the table below amend and clarify this RFP.

Any restatement of RFP text in the Question/Comment column shall **NOT** be construed as a change in the actual wording of the RFP document.

RFP SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		1 Does this need to be a Cloud Hosted System?	Yes, it must be cloud-based.
		2 Can an exception be made to substitute the written questionnaire for TN DGS to call our clients?	Per RFP Attachment 6.4. The Respondent will be solely responsible for obtaining completed reference questionnaires as detailed in the solicitation requirements. The references should not dictate your company's response to the solicitation, however it's a business decision if you decide not to propose.
		3 Can an exception be made to provide Written Questionnaires only if our company becomes a finalist for the Oral Presentations?	Per RFP Attachment 6.4. The Respondent will be solely responsible for obtaining completed reference questionnaires as detailed in the solicitation requirements. The references should not dictate your company's response to the solicitation, however it's a business decision if you decide not to propose.
		4 Is the space, meeting rooms, workstations, and parking spaces that will be reservable on an AutoCAD drawing and polylined with room or parking space identification?	Yes, the State will provide AutoCAD drawings of most of the reservable spaces. When that is not available, a floorplan at the bear minimum is available.
		5 How many reservable spaces are there?	As stated in the RFP the State is offering this system as a opt-in and the State's real estate portfolio is undergoing an extensive right sizing initiative through Project Tetris this number is unattainable. We can provide the following: Approximately 6,500 employees are participating in Project Tetris and the future desk to employee ratio is 2:1.
		6 Will the state consider an alternate response which will expand its existing Archibus configuration to include Reservations and Hoteling activities and not require an external host?	No. The reservation system contract must remain separate from existing contracts.
		7 Will all persons able to make reservations be State of Tennessee Employees and in Active directory?	Yes, almost all State Employees are also in Active Directory.
		8 Will food service be an option when scheduling a meeting room?	No.
		9 Does the State staff rearrange the room prior to use to support Conference configuration, Classroom arrangements or small focus groups?	Yes, but only for the conference center rooms.
		10 Will the State require a pre-meeting window for setup of the room and a post meeting window for cleanup and sanitizing the room?	Yes.
		11 Will there need to be an option to have different configurations of a room?	Yes.
		12 Are there any organizational persons who would have the authority to cancel or to move a meeting to a different location?	Yes.

		13	How many total users do you estimate will have access- to the reservation system?	Approximately 6,500 employees could opt-in the system.
		14	Since the pricing is "per Floor" should we expect that all floors are of similar size and that there are 20 separate floors.	All floors in State buildings in the downtown Nashville portfolio range from 15,000-20,000 sq ft.
		15	If Floor plans showing the location of the spaces to be reserved on a map, how often are the arrangement of the reservable spaces changed?	The only spaces that will need the option to be rearranged will be conferencing spaces.
Section A.3.3	41	16	"Be accessible from any web-based device..." Is the State of Tennessee requiring that all functionality of the solution be exclusively web- and browser-based (i.e. no components downloaded to/operated from a local desktop), or is the requirement that all hosting be provided as a SaaS cloud-based solution?	The requirement is that all hosting be provided as a SaaS cloud-based solution.
		17	Will the State respond to questions as they are received, or will you respond to all clarification simultaneously on August 4th	The State will respond to all Written Questions & Comments per the RFP Schedule of Events, Event #6 above.
		18	Will you be providing an extension so we can adjust our proposal based on your responses?	No, we have revised the Schedule of Events to provide responses to questions earlier, which allows for more time for respondents to complete their proposals.
		19	Does the State have current and up to date AutoCAD drawings for all facilities and spaces in consideration?	The State has up to date AutoCAD drawings for the majority of the reservable spaces. If an AutoCAD drawing is not available a floor plan is.
		20	Does the State have an example of an AutoCAD drawing that can be shared to assess and confirm quality and consistency of data in the files?	Yes, see example file.
		21	How many State employees are anticipated to require immediate access to the reservation systems at the beginning and at the end of the project?	Approximately 800-900 to begin with and potentially more than 6,500 by the end of the contract.
RFP Section 1.1.2	2	22	Can the State clarify the statement made in Section 1.1.2 "Pursuant to Tenn. Code Ann. § 12-3-305(c), the State estimates the maximum liability of this Contract to not exceed \$800,000.00 over sixty (60) months."? Please clarify if this statement references the State's total budgeted amount for this reservation system software project over the sixty month contract period.	\$800,000.00 is the State's budgeted amount for the project over the sixty-month contract period.
		23	Is the State open to an alternative subscription/ licensing model for this solution?	No.
Pro Forma A.3.14.	42	24	Prompt User to upload a list of external vendors / visitors of meeting attendees. Is this regarding preregistration of external invitees of meetings, so they get an email with an invite / instruction on what to do when they arrive?	Yes.
		25	Do you want initial pricing to reflect the entire Scope of Work (3.2 Million SQF)?	No. Since the State is offering this system as opt-in we expect the first phase of the roll-out to be 20 floors or approximately 300,000 sq ft.

		26 Pricing is contingent upon the total number of desks and total number of rooms the State intends to manage in the platform. Can you provide those numbers broken out in # of desks and # of rooms?	The State is offering this system as an opt-in and the State's real estate portfolio is currently undergoing extensive renovations through Project Tetris which is a multi-year initiative. Due to these two factors these numbers are unattainable. We are asking for a per-floor pricing model because that is the most consistent number we can provide.
		27 How many total users will the State have?	The State is offering this system as an opt-in for individual agencies. Based off our initial interest research we expect approximately 800-900 users to begin with and potentially more than 6,500 by the end of the contract.
		28 It is noted that the Technical Response and Cost Proposal must be submitted as exact duplicates, however, the 'attachments' were provided in PDF format w/in the RFP. Can you send editable documents separately?	The PDF document is editable and there is also the option of printing, filling out and scanning.
		29 We do not manage an interface with Cisco, Webex or Janus. We do have an open API that customers use and manage. Would that be acceptable?	Yes. Please explain what this is in your technical response for the evaluators.
		30 The references are only required to fill the questionnaire, correct? Can you send that in an editable format?	Correct, references are only required to fill out the questionnaire and return to Solicitation Coordinator per instructions. The PDF document is editable and there is also the option of printing, filling out and scanning.
Pro Forma A.4.9.	43	31 Section A4 #9 you mentioned files for import. Is this referring to floor plans? If so, are all those formats a requirement or would PDF, jpeg, png suffice?	No, this is referring to the ability to attach documents to a reservation appointment. Ex: A user makes a reservation and attaches a file to the reservation for the attendees.
		32 Parking looks to be a requirement. Parking is handled similar to desk booking, with no approval workflow and few barriers for the user to overcome, limit admin notifications. Would not meeting this requirement fully remove us from consideration?	Yes, as parking is a requirement for this RFP. We would accept parking being handled similarly to desk booking in that the process for booking parking can be formatted as if each spot were a desk.
		33 We are SOC2 and ISO certified. "Link Provided" is our Security and Privacy policy. Does this satisfy the State's minimum requirements?	It is the responsibility of the respondent to make sure the requirements of the State detailed in the RFP and Contract are satisfied. The respondent is to address items in their technical responses that provide information on their ability to perform the requirements of the RFP and Contract.
		34 We will need to incorporate some of our standard language into the contract. There are also other State requirements like termination for convenience, tech support, limitation of liability and others that we cannot accept as written. Given the number of contracts we are currently executing, we did not have enough time to redline a document that hasn't even reached the point of being the technical vendor of choice. Are you open to negotiation on your terms and conditions?	See Sections 3.3.1 and 5.3.5 of the RFP. The State may entertain limited negotiations that would be consistent with the original intent of the RFP, in the best interest of the State, and that do not materially impact the competitive nature of the RFP.

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.