



**STATE OF TENNESSEE**  
**Department of General Services, Vehicle and Asset Management**

**REQUEST FOR INFORMATION**  
**FOR**  
**Vehicle and Asset Management Mobile Application Development**

**RFI # 32106-2023-001**  
**December 18, 2023**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, Department of General Services (“DGS”), Vehicle and Asset Management (“VAM”) issues this Request for Information (“RFI”) for the purposes of designing, building, and implementing a new mobile application for State employees to have a centralized resource to assist them in their job duties. We appreciate your input and participation in this process.

**2. BACKGROUND:**

VAM is desiring to create a mobile app to allow State of TN drivers and employees mobile access to VAM resources and procedures in support of their fleet and surplus operations. Quick and convenient access to VAM resources and procedures is critical for State employees.

**3. PROPOSED SOLUTION(S):** DGS Vehicle and Asset Management is requesting to review solutions available to meet all or most of the needs listed in the Statement of Purpose above and List of Business needs (Table 3.1) below.

**Table 3.1: List of Business needs**

<b>#</b>	<b>REQUIREMENT DESCRIPTION</b>
<b>A.</b>	<b>INTERFACES, INTEGRATION AND SYSTEM MIGRATION</b>
1.	The mobile app solution must provide access to State of Tennessee fleet information and procedures, including the following:  Operations Manual Insurance certificate Accident procedures After-hours procedures Fuel card assistance Contact information

2.	The mobile app solution must provide access and direct users to the State’s surplus/excess information and procedures, including the following:  Surplus procedures Auction site connection Surplus contact information
3.	The mobile app solution must provide access to various publicly available resources, including the following:  Cheapest gas prices (i.e. GasBuddy) Available service facilities by maintenance type (i.e. oil change, brakes, tires, repairs, etc.) Car wash locations (by type—automated or handheld) Road construction information *TDOT SmartWay  *TDOT SmartWay is already an existing app, so full integration may not be possible or necessary.
4.	Application must incorporate, and should be built on, the currently available production build of an industry standard framework (i.e. Google Flutter). The framework should support multiple platforms from a single code base (i.e. Mobile, Desktop, Web).
<b>B.</b>	<b>ACCESSIBILITY</b>
1.	<b>User log-in</b> via user-specified credentials and the ability to add an existing credential to an account
2.	<b>Import/Export</b> of files
3.	<b>Ability to download</b> certificates, licensing, and documentation
<b>C.</b>	<b>BACK OFFICE</b>
1.	<b>Administrative Rights:</b> Allows users with administration rights to configure system security roles, configure data sources, configure profiles and workflows, and allow/decline access within the app
2.	<b>Push Notifications:</b> The ability to send notifications, reminders, and updates to State employees, individually or batch
3.	<b>Reporting and Analytics:</b> Ability to access app for reporting and conducting analysis on the data contained in the app
4.	VAM will need the ability to upload items (manuals, procedures, etc.) but end-users of the app will NOT need the ability to upload documentation.
<b>D.</b>	<b>USER HELP AND TRAINING</b>
1.	<b>Receive a complaint</b> through the online portal, including ability for complainant to provide additional information, track, and manage progress
2.	<b>Respond to a complaint</b> through the online portal, including ability for the respondent to provide additional information, track, and manage progress
3.	<b>Administration of complaints</b> including the ability to send communications and code the complaint with status and activities
4.	<b>User Training:</b> Training to support State employees and authorized administrators training
<b>E.</b>	<b>SUPPORT AND MAINTENANCE</b>
1.	<b>Maintenance:</b> App maintenance strategy
2.	<b>Support:</b> Help desk support via phone and email 24-7 for app users
<b>F.</b>	<b>SYSTEM REQUIREMENTS</b>
1.	<b>Security</b> that meets all requirements listed at the following location: <a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a>
2.	<b>Data Requirements:</b> Consisting of framework for application operation while safeguarding personal identifiable information
3.	<b>Performance Requirements:</b> e=Ensuring the application and data is available 99.9% of the time except for scheduled maintenance as defined by State of Tennessee.

4.	<b>Audit trail:</b> Changes in the application updates, including timestamp and user associated with the change
5.	<b>Backup and Recovery</b> of the application that adheres to State regulations
6.	<b>Date and Time Synchronization:</b> supporting multiple time zones
7.	<b>Application Platforms:</b> Android and iOS and Web browser.
<b>G.</b>	<b>Application Requirements</b>
1.	<b>Easy to understand design</b>
2.	<b>Finger-friendly navigation</b>

#### 4. COMMUNICATIONS:

4.1. Please submit your response to this RFI to:

Stephanie Reedy, Procurement Team Lead  
 Department of General Services  
 312 Rosa L Parks Ave. 22<sup>nd</sup> floor, Nashville, TN 37243  
 615-708-9382  
[Stephanie.Reedy@tn.gov](mailto:Stephanie.Reedy@tn.gov)

4.2. 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. 22<sup>nd</sup> floor, Nashville, TN 37243  
 615-708-9382  
[Stephanie.Reedy@tn.gov](mailto:Stephanie.Reedy@tn.gov)

4.3. Please reference RFI 32106-2023-001 with all communications to this RFI.

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

#### 5. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (All dates are State business days)
1.	RFI Issued		Monday, December 18, 2023
2.	Written Questions and Comments Deadline	1:00 pm	Thursday, January 11, 2024
3.	State Response to Written Questions and Comments		Wednesday, January 17, 2024
4.	RFI Response Deadline	2:00 pm	Wednesday, January 24, 2024

## **6. GENERAL INFORMATION:**

- 6.1. 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.
- 6.2. 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.
- 6.3. The State will not pay for any costs associated with responding to this RFI.
- 6.4. The State may request Oral Presentations from RFI respondents.

## **7. 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. If providing a separate proposal, the page limit cannot exceed 10 pages excluding title page. If response is submitted within the provided template the page limit cannot exceed 15 pages excluding title page.

<b>RFI 32106-2023-001</b>	
<b>TECHNICAL INFORMATIONAL FORM</b>	
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, Vehicle and Asset Management project experience is required, providing similar or comparable mobile application design, development, and implementation 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.	Describe your solutions that meet the critical needs of DGS VAM as detailed in Section 3.0 of this RFI. What was your approach to the solution? Please include additional requirements that need to be identified.
5.	Describe your project management methodology, including resources necessary for an implementation of this size and scope. Can you provide an example of an implementation plan? Can you please outline how you collect, catalogue, and share requirements?
6.	Describe your user acceptance testing and training approach, including resources necessary for an implementation of this scope and size. What are the recommended State resources needed to assist in UAT and training?
7.	Describe the maintenance requirements for the proposed solution. What are your methods and strategy in providing maintenance and support for the application and for State employees?
8.	Describe how milestones would be established for the solution.
9.	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.
10.	Provide a project timeline to complete all of the requirements described in Section 3 of this RFI, including a breakout of project phases.

<b>COST INFORMATIONAL FORM</b>	
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 the typical price range for annual maintenance, including license fees, and support.
3.	Describe the typical price range for hourly/daily services, 3.1. Describe which services are billed hourly/daily (e.g., project change requests, customizations, configuration management, etc...) 3.2. Describe the typical range for hourly/daily rates by resource (e.g., database administrator, business analysis, project manager, etc..)

**ADDITIONAL CONSIDERATIONS**

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