STATE OF TENNESSEE
DEPARTMENT OF HUMAN RESOURCES

REQUEST FOR INFORMATION
FOR
TALENT ACQUISITION AND TALENT MANAGEMENT SUITE

RFI # 31907-24001
May 10, 2024

1. **STATEMENT OF PURPOSE:**

   The State of Tennessee, DEPARTMENT OF HUMAN RESOURCES (DOHR) issues this Request for Information ("RFI") for the purpose of discovering a robust, all-encompassing talent acquisition and talent management suite. DOHR seeks a single, modern solution to manage the full lifecycle or their business beginning with talent marketing, recruiting, applicant tracking, and through the onboarding process. We appreciate your input and participation in this process.

   Through this RFI, DOHR seeks information on software solutions that currently exist in a cloud-based production environment to support an enterprise-wide talent management and talent acquisition process. DOHR will review responses to questions contained within this RFI and intends to observe the functionality of the vendor solutions in up to four (4) demonstrations. In planning its future procurement strategy, DOHR will consider all options available which meet the current and future needs of the fully integrated talent acquisition and talent management suite.

   BACKGROUND:

   The mission of DOHR is to lead enterprise human capital management for the optimal customer experience. The Recruiting Division's goal is to match open jobs with candidate skills and experience. The team supports DOHR's vision of being a top workplace in the Southeast. Recruiting helps build Tennessee State Government one successful hire at a time. The Recruiting Division posts nearly 13,000 jobs and holds over 30 career events annually.

   An excellent applicant experience is imperative as DOHR seeks to enhance the enterprise recruiting process, talent acquisition, and retention strategies. DOHR expects the cloud-based solution to enable seamless job postings across various platforms, source candidates, leverage modern communication tools like artificial intelligence (AI) and text messaging, enhance the candidate experience, streamline candidate screening, automate interview scheduling, analyze data, and forecast trends. The solution must integrate with the State's enterprise resource planning (ERP) and human capital management (HCM) software.

2. **PROPOSED SOLUTIONS:** DOHR is requesting to review cloud-based software applications available to meet the needs addressed in the Statement of Purpose above and List of Business Needs (Table 3.1) below.

   Table 3.1: List of Business Needs

All items in this table are required unless indicated by "N" below.

#	REQUIREMENT DESCRIPTION	REQUIRED?* ("N" indicates Not Required)
	TALENT ACQUISITION - PLAN	
1	Provide advanced analytics for labor market intelligence on job postings, publicly available resumes or talent profiles, census data, or dynamic skills ontologies. Provide insight on labor (compensation, unemployment, size/composition of available workforce) and skills trends (supply, demand, availability by location and disappearing or emerging skills).	
2	Provide advanced analytics for operational workforce planning to determine the right number and types of workforce resources to hit projected business targets and execute on that plan.	
3	Provides advanced analytics to strategic workforce planning to model impacts of digital transformation, shifts in workforce preferences and skills, automation, demographics, and other macro trends impacting the organization.	
	TALENT ACQUISITION - ATTRACT	
4	Ability to support recruitment marketing and employer branding practices.	
5	Ability to search for jobs utilizing a State of Tennessee map.	
6	Ability to search for jobs utilizing search facets like location, employment type, job family, agency, city, remote/work from home.	
7	Ability to candidate source from various job boards/websites.	
8	Ability to candidate source from in-person events.	
9	Provides a solution to attract a diverse network of students through messaging outreach, events, and career fairs.	
10	Provides automated job search capabilities like predict the intent of what candidate is searching for, helps find jobs with spelling errors, etc.	
11	Ability to view employee blog stories from public facing career website.	
12	Ability to display dynamic content based on the candidate's interested agencies. Dynamic content could include but is not limited to career progression, associate spotlight, videos, etc.	
13	Provide military skills translation to assist veterans in finding jobs.	
14	Provide recruiters the ability to match military skills to the minimum qualifications, knowledge, skills, abilities, competencies, etc.	

15	Provide ability to post resources to assist candidates including but not limited to Frequently Asked Questions, information about State agencies, benefits, the hiring process, etc.	
16	Ability to broadcast jobs to various job boards/websites.	
17	Provides job board aggregation as a one-stop-shop for programmatic advertising to target interested/capable talent.	
18	Ability to automatically find, screen, and engage eligible candidates.	
19	Provide job fair event management tools like advertisement, registration, candidate sourcing, etc.	
20	Candidates should be able to set up job alerts (texts/emails) for jobs they are interested in.	
TALENT ACQUISITION - APPLY		
21	Provides an online mobile experience/plugin so candidates can access their profile from any device.	
22	Ability to accept/receive applications completed by candidates from online career/job sites.	
23	Ability to apply for a job without a resume.	
24	Ability to upload resume with embedded images.	
25	Ability to upload and parse resume data into corresponding application step.	
26	Ability to quickly apply by uploading a resume and submitting.	
27	Could have the ability to text to apply for jobs.	N
28	Could have the ability to auto create a profile in the State ERP system.	N
29	Could have the ability to apply for a job by scanning an QR code.	N
30	If candidates abandoned their application, provides auto-generated emails to remind candidates to complete their application. Delivery/timing of the emails should be configurable by the business.	
31	Provide flexibility to configure different application steps for various posting types.	
32	Ability to apply for a job without having to register for an account.	
33	Ability for candidates to utilize single sign on to State ERP system.	
34	Must be able to integrate first round interview questions (single choice, multiple choice, open ended) within the application process and capture candidates' responses.	
35	Ability to screen candidates automatically based off minimum qualifications.	
36	Ability to post internal jobs that are only available to State of Tennessee employees.	
37	Ability for candidates to withdraw their application if the job has not been routed to the agency recruiter.	

38	Ability for candidates to apply using a screen reader.	
39	Allow candidates to save application in process and return to it at a later point if job is still available.	
40	Provides summary view to candidates so they can view what applications or correspondence they have either submitted or sent.	
41	Provides automated notification for selected activities (application submitted, withdrawn, etc.).	
42	Provide applicants the ability to scroll through what jobs are available when they are reviewing the contents of the job postings (i.e., qualifications, skills, abilities, etc.).	
43	Provides ability to track what application step candidates abandoned in the application process.	
TALENT ACQUISITION - ENGAGE		
44	Ability to manually tag candidates based on certifications, skills, education, etc. and send tailored communications via lists	
45	Provide auto-tagging on candidate profiles based on certifications, skills, education, etc.	
46	Provide the ability to send and receive text messages from candidates.	
47	Provide the ability to text candidates on an individual basis.	
48	Provide the ability to text candidates in a group but it hides other recipients contact information.	
49	Ability to see what correspondence is being sent via a recruiter vs. automated messages.	
50	Ability to see historical correspondence sent to candidates in candidate's profile.	
51	Provides candidates the option to opt in/out of receiving/sending text messages.	
52	Ability to set up configurable texting templates.	
53	Ability to configure notifications to the agency and DOHR recruiter, within 5 days of a job posting closing, to alert users if the list has not reached the minimum of 3 candidates with options to alter the posting (Extend, Cancel, Create a Recruiting Plan, etc.)	
54	Ability to personalize texting templates with relevant candidate or job information.	
55	Ability to text candidates from a team number or an individualized number.	
56	Provides auto alerts when there are new candidates and provide predictive analysis on the next action to take for that candidate.	
57	Ability to auto send email and/or text when candidates are found via auto-search.	

58	Ability to sequence auto generated messages to candidates. For example, if candidates attend a recruitment event it auto generates messages like "Thanks for attending our event, would you like to learn more?" If no action is taken by candidate, it auto-remind the candidate to act. Example: 5 days later send a message like: "We know you're busy, would you like to learn more?" If candidates no longer want to be notified, they should be able to opt out.
59	Provides a chatbot that candidates interact with when they text the general recruitment team number.
60	Ability for the chatbot to provide solutions to frequently asked questions and learn new responses from the questions posed by candidates.
61	Provide automated updates to candidate information so recruiters can actively talent pool for targeted recruiting.
62	Ability to capture Talent Network interests (who are not ready to apply) and add them to Customer Relationship Manager/ERP site.
63	Ability to delineate between external and internal candidates.
64	Has a UI designed to quickly view and send communications to both external and internal users on an individual basis and in bulk.
TALENT ACQUISITION - SELECT	
65	Ability to automate matching candidates to eligible jobs.
66	Ability for recruiters to directly hire candidates and it synchronize to the State ERP system.
67	Provides talent assessments of candidates based off knowledge, skills, abilities, competencies, behavior, technical abilities, etc.
68	Ability to automatically schedule interviews with eligible candidates on a variety of platforms.
69	Ability to code candidate lists (hired, rejected, failed screening, etc.)
TALENT ACQUISITION - PREBOARD	
70	Provide a variety of background checks for various types of positions (depending on what position candidates apply for determine what type of background check is conducted).
71	Ability to create an offer letter that the candidates can either accept or deny.
72	Provide automation to streamline the reference checking process by automating the collection and analysis of feedback, eliminating the need for time-consuming manual outreach.
TALENT ACQUISITION - TRANSITION MANAGEMENT/MOBILIZE	
73	Provide automated onboarding solution personalized to the agency/user.

74	Could have one-on-one personalized video content specific to new hires.	N
75	Provide checklists and workflows for HR administrators to onboard a new employee.	N
HUMAN CAPTIAL MANAGEMENT/APPLICANT TRACKING SYSTEM (ATS)		
76	Must be able to synchronize users from any job/career site source from the State's ERP interface into the vendor's solution.	
77	Ability to search for candidates based off skills, location/geographical preferences, weighting/candidate ranking, qualifications.	
78	Ability to quickly analyze data so recruiters know what actions are needed for jobs.	
79	Provides data visualizations and data visualization configuration options for jobs, candidates, and demographics.	
80	Must be able to delineate between non-veterans, veterans, and verified veterans.	
81	Provide the option to lock lists and automatically set job expiration dates (30 days from posting the job).	
82	Configurable approval workflow stages for processing of job approvals.	
83	Ability to configure/send auto reminders to agency recruiters and hiring managers to fill vacant positions within expiration date (30 days from posting job).	
84	Provides a different interface based on various user roles.	
85	Ability to configure intuitive user-friendly low code activity dashboards for varying user roles (e.g., DOHR recruiter dashboard with number of jobs posted, number of applicants by agency, etc.).	
86	Automatically pulls data from online applications into the core applicant tracking system.	
87	Ability for recruiters to set the open/remove date of jobs and it automatically post/remove jobs once date is reached.	
88	Must be able to automatically route eligible candidates when a job posting closes. The job type determines the routing workflow (executive, non-competitive, preferred service). Agency recruiters should only see candidates when they are routed to them.	
SOFTWARE - INTERFACING/INTEROPERABILITY		
89	Please specify all out-of-the-box integrations currently available, including but not limited to, with and between ERP systems, reporting software, electronic signature, email, and other applications.	
MIGRATION AND SYSTEM CONFIGURATION		

90	Migration of existing data and files from current solution to the new system(s).	
91	Secure cloud document storage and document migration from secured file transfer protocol (SFTP) database.	
92	System configuration and customization of existing application templates, workflows, and user roles.	
USER TRAINING, MAINTENANCE, AND SUPPORT		
93	Provides online and in person training of solution.	
94	Provides detailed error messages with suggested solutions via online help.	
95	Allows administrators to update a help system to enter cases on behalf of customers/candidates.	
96	Ongoing maintenance and support of the system throughout the contract cycle, including established Service Level Agreements (SLA's) requiring response times, status reporting, and target resolution times. SLA's should consider impact, urgency, and priority.	
VENDOR DOCUMENTATION/ASSISTANCE		
97	Full project management support during migration, initial configuration, and implementation of the system.	
98	Support via phone and email during defined business hours.	
99	System specific documentation in an electronic format.	
AUDIT AND SECURITY		
100	Security that meets all the requirements listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html.	
101	Backup and recovery of the system that adheres to State regulations.	
102	Audit trail, for changes in the system, including timestamp and user associated with the change.	
103	Online tool designed to view audit trails.	
104	History tables that maintain change information related to application/job/recruiter activity.	
105	Date and time synchronization, which supports multiple time zones.	
106	Confidential data encrypted at rest and in transit, using the current version of Federal Information Process Standard ("FIPS") 140-3 or higher, specifically designed to safeguard FTI and PII.	
107	Provide the ability of security role to manage external user accounts (*i.e.*, log out users, reset passwords, disable log-on).	
108	Provides the ability to interface with State ERP system for internal/external user authentication (single sign on).	

109	Records unsuccessful logon attempts and allows for automatic lockout of account upon specified number of attempts.	
110	Ability to generate security reports reflecting authorized use, account changes, security breaches or attempts.	
111	Ability to segment user access/roles by agency.	
112	Vendor must meet the state's defined RDA (Records Disposition Authorization).	
113	All state data must remain in the United States, regardless of whether the data is processed, stored, in transit or at rest.	
114	Meets all the requirements of the Tennessee Information Protection Act as provided in T.C.A. § 47-18-3201, *et seq.*	
115	Does not allow state data to be consumed by a vendor large language model and all inputs and outputs will be reviewed by a human to verify accuracy.	
116	Meets all provisions in the Generative Artificial Intelligence ISC Policy: https://www.tn.gov/lawsandpolicies/policies/information-systems-council--isc--policies/information-systems-council--isc--policies-main-redirect/isc-information-resources-policies/isc-policy-3-00--generative-artificial-intelligence--ai-.html	
COMPATIBILITY		
117	Works with all major internet browsers running the latest version (*i.e.,* Edge, Chrome, Firefox, Safari).	
118	Mobile friendly and responsive interface with no degradation of features or capabilities.	
119	Ability to add new customizable job/application templates and requirements as agency needs change.	
120	Allows integration of State Branding.	
121	Provides integration with Microsoft Office applications, supporting 'cut and paste' functionality between Office application and system applications/modules.	
REPORTING		
122	Describe reporting solutions you have implemented to integrate and report aggregate data from your systems. Include the tools, software, etc. used to implement the reporting solution and types of State resources that would be needed.	
123	Provides the ability to dynamically create and save reports.	
124	Provides users the ability to search, sort, filter, and view data and/or reports.	
125	Ability to auto generate reports and send to designated user/groups.	
126	Allows reports to be saved in various formats (*i.e.*, word, xlsx, txt, pdf, html, xml, *etc.*).	

127	Allows date comparisons on reports (year-to-year, month-to-month, period-to-period, year to date, *etc.*).	
128	Includes pre-packaged reports, report modification query capability.	
129	Retains history of all generated reports.	
130	Data management system that is designed to enable and support business intelligence (BI), dashboards, and data analytics without negatively affecting the transaction system (s).	
131	Reporting which integrates with the State's suite of tools that can query and conduct analysis on the data contained in the system, including real-time or near real-time reporting.	
132	Data retention policies supported via system settings for specific documents and document groups.	
GENERAL SYSTEM REQUIREMENTS		
133	Cloud hosting capabilities that ensure the system is available 99.99% of the time except for scheduled maintenance.	
134	Ability to set up automated testing using defined test cases.	N
135	Provides accessibility for persons with disabilities consistently as reflected in Web Content Accessibility Guidelines WCAG 2.2. Level AA.	
136	Allows concurrent use of no less than 2,000 users without negatively impacting system performance.	
137	Provides Extract, Transform, Load (ETL) capabilities for data import.	
138	Administration, which allows users with administration rights to configure system security, roles, data sources, profiles, data elements, workflows, manage user accounts, and perform other necessary configurations.	
139	Provides ability to open multiple screens/windows.	
140	Automated features must be controlled by system administrators. For example, the State must be able to opt out of using specific automated features.	
141	Provides spell checking for text-based fields.	

3. **COMMUNICATIONS:**

    3.1.   Please submit your response to this RFI to:

        Cherie L. Graves, Contract Manager
        Tennessee Tower,17th, Floor
        312 Rosa L. Parks Ave, Nashville, TN 37243
        (615) 253-2275
        Cherie.L.Graves@tn.gov

    3.2.   Please feel free to contact DOHR with any questions regarding this RFI. The main point of contact will be:

Cherie L. Graves, Contract Manager
Tennessee Tower,17th, Floor
312 Rosa L. Parks Ave, Nashville, TN 37243
(615) 253-2275
Cherie.L.Graves@tn.gov

3.3. Please reference RFI # 31907-24001 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 10, 2024
2.	Written Questions & Comments Deadline	2:00 p.m.	May 17, 2024
3.	State Response to Written Questions & Comments		May 24, 2024
4.	RFI Response Deadline	2:00 p.m.	May 31, 2024
5.	State Completes Review of Responses and Schedules Demonstrations		June 21, 2024
6.	Demonstrations for Selected Vendors	8:00 a.m. – 4:30 p.m.	July 11, 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 RFI Coordinator will invite up to four (4) Respondents, who are apparently responsive and responsible, to provide a demonstration of relevant functionality. Presentations will be held according to the Schedule of Events in Section 5 above at the following location:

TENNESSEE DEPARTMENT OF HUMAN RESOURCES
WILLIAM R. SNODGRASS TENNESSEE TOWER, CONFERENCE ROOM TBD
312 ROSA L. PARKS AVENUE
NASHVILLE, TN 37243-1102

5.4. Demonstrations provide an opportunity for Respondents to explain and clarify their responses. Respondent pricing shall not be discussed during demonstration presentations.

5.5. RFI Responses become property of DOHR and shall remain confidential unless a formal solicitation is completed. If a formal solicitation is completed, all RFI response materials will become part of the procurement file and will be available for public inspection.

5.6. The RFI Coordinator will schedule Respondent presentations during the period indicated by the RFI Schedule of Events in Section 5 above. When the Respondent presentation schedule has been determined, the RFI Coordinator will contact Respondents with the relevant information during the period indicated by the RFI Schedule of Events in Section 5 above.

5.7. DOHR intends to invite up to four (4) vendors for demonstration. Demonstrations will be limited to three 1 hour 50 minutes and will follow the agenda outlined below:

ITEM	TIME
Presentation set-up	5 minutes
Introduction: Respondent background information, including description of projects completed in similar scope and size.	10 minutes
List of Business Needs: Tailor a demonstration to DOHR business practices showing how the Respondent meets the most significant business needs described in Table 3.1. Ensure this demonstration follows the entire talent acquisition and talent management process.	40 Minutes
Break	10 minutes

Best-in-class Solutions, Product Roadmap, & Product Support: Demonstrate new and upcoming features that the Respondent's solution offers, which sets the software application apart from others in the industry. Discuss product support method and strategy.	25 minutes
Questions & Answers: DOHR and Strategic Technology Solutions ("STS") will present any questions based on the demonstration.	20 minutes

5.8.   The State will <u>not</u> 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 #31907-24001
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. Vendor background experience and implementation of similar projects:
 	
Describe three (3) projects in which your company has implemented, maintained, and hosted a talent acquisition and talent management suite solution:
 	
For each project, please describe:
 	
    a) Client Name and Industry.
 	
    b) Name of the project.
 	
    c) Brief description of the project.
 	
    d) Size of the project in terms of: # of external users, # jobs posted annually, candidate to job ratio, # agency recruiters, *etc.*
 	
    e) Technology platform and architecture.
 	
    f) Interfaces/interoperability with other applications or organizations.
 	
    g) Length of the project and implementation date.
 	
    h) The services and activities that your company performed for the project and the activities that the customer performed.
 	
    i) Is the system still in use today? If yes, who is providing maintenance, support, and hosting services?
 	
    j) Can DOHR contact this entity for reference? If yes, please provide the contact information.
 	
    k) What standards or best practices are met by the implemented solution(s)?

5. Business needs assessment:
 	
    a) Provide a detailed analysis of the critical business needs identified by this RFI.
 	
    b) Clearly outline how the proposed solution addresses each identified business need in Table 3.1 above.

6. Solution impact on business operations   a) Describe how the proposed solution will impact various aspects of business operations, including application abandonment and completion rates, time to fill, candidate sourcing, and customer satisfaction.

b) Provide specific examples or case studies demonstrating how this your solution has positively impacted businesses in similar contexts.

7. Alignment with strategic objectives:

   a) Explain how the proposed solution aligns with DOHR's strategic objectives to improve the enterprise recruiting process and enhance the enterprise talent acquisition and retention strategies.

   b) Highlight any synergies between the solution and DOHR's strategic objectives.

8. Scalability and flexibility:

   a) Assess the scalability and flexibility of the proposed solution to adapt to changing business needs and growth opportunities.

   b) Discuss any customization or configuration options available to tailor the solution to specific business requirements.

9. Risk mitigation:

   a) Identify potential risks or challenges associated with implementing the proposed solution.

   b) Present strategies or measures to mitigate these risks and ensure successful deployment and adoption.

10. Infrastructure and Technology:

    a) Describe the recommended cloud computing service for your technology.

    b) Does the cloud computing service meet the International Standards Organization (ISO) 27001 or Federal Risk and Authorization Management Program (FedRAMP)? If yes, please detail requirements.

    c) Does the vendor engage in an annual System and Organization Controls (SOC) Type II audit?

    d) Describe how your system(s) meets security requirements listed at the following location: https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html

    e) Describe the process for Penetration Tests and Vulnerability Assessments against its Processing Environment.

    f) Describe the audit process within the product, including disaster recovery testing.

    g) Describe how Personally Identifiable Information (PII) is secured.

    h) Is the data encrypted at rest and in transit?

    i) What is the encryption level?

11. Provide promotional and other materials, which include details on the software, including, but not limited to, key features, screenshots, workflows, and information flow diagrams.

12. Describe your project management methodology, including resources necessary for an implementation of this scope and size. Will you use business partners and/or subcontractors

during implementation? Provide an example of an implementation plan. Describe how milestones will be established and typical timeframes for each.

13. Data conversion and file migration: Describe your company's approach to data conversion and file migration. Explain how your company will address the following:

   a) Scope definition – explain how your company will identify the scope of data conversion and file migration, including the types pf data (structured, and unstructured).

   b) Data and file inventory, including their types, sizes, and locations.

   c) Data mapping

   d) Data cleansing

   e) Conversion Tools and Techniques

   f) Data Security and Privacy – adhere to all regulatory requirements including encryption in transit and at rest.

   j) Data Validation and Testing

   k) Error Handling and Rollback Procedures

   l) Documentation and Training of the data and file migration process for future reference.

   m) Timeline and Milestones – establish clear timeline for each phase of data and file migration process

   n) Post-Migration Support

   o) Compliance and Governance

   p) Feedback and Continuous Improvement:

14. Describe your User Acceptance Testing (UAT) 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?

15. How do you make sure business operations are not impacted during roll-out of the solution?

16. Describe your methods and strategy in providing maintenance and support of the solution.

17. Describe your release management process for updates, current releases, maintenance, and customizations required for compliance with federal and state law. What are your communication methods for maintenance, support, and system updates? Will you use business partners for maintenance and support?

18. Describe your approach to the sustainability and ongoing maintenance of your solution.
19. Describe how you approach organizational change management for a solution of this type.
20. Describe any resources, capabilities, or features not included in Table 3.1 that differentiate you from others who provide a similar service.
21. Do you have a partnership with a public sector cooperative purchasing organization (*e.g.,* NASPO, GSA, etc.)?

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.:
2. Describe the typical price range for similar services or goods
3. Describe the typical price range for implementation.
4. Describe the typical price range for annual maintenance and support.
5. Describe the typical price range for SaaS cloud hosting.
6. Describe the typical price range for hourly/daily services outside the scope of implementation, maintenance, and support,   i) Describe which services are billed hourly/daily (e.g., project change requests, customizations, configuration management)   ii) Describe the typical range for hourly/daily rates by resource (e.g., database administrator, business analyst, project manager.
7. Outline your tiered pricing for services and support, including specific information provided in each tier.
8. Describe any alternate payment methodology for the solution.

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

GLOSSARY

TERM	DEFINITION
AI	Artificial Intelligence of machines or software which use robust datasets to enable problem-solving
BI	Business intelligence
ETL	The import of data or Extract, Transform, Load
FedRAMP	Security standards by the Federal Risk and Authorization Management Program
FIPS	Federal Information Processing Standard, validated encryption technologies for data at rest and in transit
ISO	Security standards by the International Standards Organization (ISO) 27001
PII	Personal Identifying Information data used to confirm a specific person's identify
RFI	Request for Information
RFP	Request for Proposals
SaaS	Software as a service, a web-based centrally hosted software
SLA	Service Level Agreement
SFTP	Secure File Transfer Protocol
SOC	System and Organization Controls for service organizations Type II audit

State	State of Tennessee, including all agencies involved with this RFI and RFP
STS	Strategic Technology Solutions, a division of F&A