



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION**

**REQUEST FOR INFORMATION
FOR
POST WARRANTY EQUIPMENT**

**RFI # 31701-03570
8/7/2024**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Finance and Administration, Strategic Technology Services (STS) issues this Request for Information ("RFI") for the purpose of Post Warranty Equipment Services. We appreciate your input and participation in this process.

2. BACKGROUND:

The State is seeking information related to break/fix hardware support of devices that are no longer under warranty by the vendor. The state is using a third-party vendor to manage this support for us and, as this contract comes to an end, we are looking for a new vendor to continue this support moving forward. Over the past 3 calendar years, we have averaged 77 calls/incidents for the 3rd party support vendor to manage per year. The State seeks responses from vendors that can service any or all Tennessee support areas (see Appendix A). The following devices are in-scope for this RFI:

- a. Desktops
- b. Laptops
- c. Tablets
- d. Printers

3. COMMUNICATIONS:

- 3.1. Please submit your response to this RFI to:
Stephanie Landmark, Contract Specialist

Department of F&A, STS
Email: Stephanie.M.Landmark@tn.gov

- 3.2. Please feel free to contact STS with any questions regarding this RFI. The main point of contact will be:
Stephanie Landmark, Contract Specialist
Department of F&A, STS
Email: Stephanie.M.Landmark@tn.gov
- 3.3. Please reference RFI # 31701-03570 with all communications to this RFI.
- 3.4. Questions or clarifications should be directly emailed to the main point of contact by the deadline listed below.
- 3.5. Please limit all questions to one submission per company.

4. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		8/7/2024
2.	Written Questions and Comments Deadline	2:00pm	8/16/2024
3.	State Response to Written Questions and Comments		8/21/2024
4.	RFI Response Deadline	2:00pm	8/28/2024

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.

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. If providing a separate proposal the page limit cannot exceed 10 pages excluding title page and account team bios. If response is submitted within the provided template the page limit cannot exceed 15 pages excluding the first four summary pages and team bios.:

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TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	Please describe your general approach for working with the State to provide post warranty equipment services.
4.	What are the key deliverables that would potentially result from your approach?
5.	What resources or capabilities would you bring that would differentiate you from others who would provide a similar service?
6.	Have you provided a similar service to <u>other states</u> in the past? If so, please provide a list of those as well as a point of contact. List should include State department or division name, contact's first and last name, telephone number and email address.
7.	What contract vehicle(s) were used to procure the services proposed in Question 6? Please provide the contract ID#, name of contract, point of contact with State, and scope of work summary. This may include services provided as a sub-vendor or registered partner under a state wide contract vehicle.
8.	If you hold or held a contract with the <u>State of Tennessee</u> to provide post warranty equipment services please provide the contract ID#, name of contract, point of contact with State, and scope of work summary. This may include services provided as a sub-vendor or registered partner under a state wide contract vehicle.
9.	Do you require any technical certifications for your repair technicians that perform equipment repairs? If so, what certifications?
10.	How do you develop and maintain the technical skills of your team?
11.	What tools do you use to create metrics and track Key Performance Indicators (KPI's) for the clients you serve?
12.	Does your organization have a documented Disaster Recovery (DR) plan? What contingencies do you have in place to ensure you can support your clients when responding to a declared

disaster?
13. Are you vendor authorized or certified to repair equipment from the following: Dell, HP, Panasonic, Lenovo, Lexmark, Canon
14. Please describe your ability to provide post warranty repair services to each county in the state of Tennessee and the timeframes you can have a technician on site for each county.
15.
16. Are there any locations that you cannot service within the State of Tennessee?
17. What liability coverage do you have for your staff that will be coming on to state properly and handling state equipment?

COST INFORMATIONAL FORM
1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, etc.):
2. Please provide a range within which you may reasonably expect the cost of such an engagement to fall.

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

Appendix A

