

HOUSE BILL 2674

By Shaw

AN ACT to amend Tennessee Code Annotated, Title 4,
Chapter 56, relative to technology procurement.

BE IT ENACTED BY THE GENERAL ASSEMBLY OF THE STATE OF TENNESSEE:

SECTION 1. Tennessee Code Annotated, Title 4, Chapter 56, is amended by adding the following as a new section:

(a) The chief procurement officer may develop regulations, policies, procedures, templates, or other guidance related to the acquisition of information systems and software to the full extent of the authority of the chief procurement officer, including, but not limited to:

(1) Criteria or guidance for when this state should acquire custom-designed products or services and when this state should acquire off-the-shelf products or services;

(2) For software or information systems proposed for use by the public, standards for appropriate levels of user-friendliness and customer convenience, including, but not limited to, device interoperability, minimizing customer wait times, and minimizing administrative burdens imposed on the user;

(3) For engaging employees and, where appropriate, citizens who will be end users of the software or information system in the design of solicitations, the testing of new software or information systems, and the continuous improvement of software or information systems;

(4) For appropriate transitions in the implementation of procured software or information systems to minimize service disruptions likely to violate state or

federal law, impede citizen access to government services, or materially diminish the user experience or trust in state government;

(5) For avoidance of excessive costs and management of state costs resulting from changes in state statutes or policies;

(6) For avoidance of excessive costs and management of state costs resulting from transitioning from one (1) vendor to another; and

(7) For avoidance of potential incumbent bias in procurements resulting from the cost or complications associated with transitioning from one (1) vendor to another vendor.

(b) The chief procurement officer may coordinate with the division of strategic technology solutions and the information systems council in developing the regulations, policies, procedures, templates, or other guidance under subsection (a).

(c) When appropriate, the chief procurement officer may submit any of the regulations, policies, procedures, templates, or other guidance developed pursuant to subsection (a) to the commission.

SECTION 2. This act takes effect upon becoming a law, the public welfare requiring it.