



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

**REQUEST FOR INFORMATION
FOR
ENTERPRISE DATA WAREHOUSE
AND DECISION SUPPORT SYSTEM**

**RFI # 31865-00485
September 29, 2017**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Finance and Administration, Division of TennCare, issues this Request for Information ("RFI") to obtain information about available or planned solutions in the marketplace for an enterprise data warehouse (EDW) and decision support system (DSS). TennCare seeks information about current and possible solutions suited for health care programs, particularly those that are government funded programs, such as the Medicaid program, the Children's Health Insurance Program (CHIP), waiver programs and populations such as Medicaid managed care, long-term supportive services (LTSS), behavioral health, and other state-supported benefit programs. Respondents with experience in some areas can collaborate with others in their responses to provide a robust view of potential solutions. We appreciate your input and participation in this process.

BACKGROUND:

TennCare currently has two operational decision support solutions and a third contracted that is currently being built. Each DSS has its own database. Different data and tools are available in each one.

Of growing importance is the need for more expansive health care analytics. TennCare wants to gain insight to EDW and DSS marketplace offerings that can perform health care data analysis, trending, and forecasting with a high level of complexity using a broad range of information.

The following statements provide TennCare's objectives for the RFI:

- a. Gain insight to innovative solutions that will support TennCare's current and future EDW and DSS requirements, with the potential to scale beyond TennCare and serve other state agencies as well.
- b. Gain a clear understanding of the solutions that the respondent is able to offer in support of clinical, financial, and regulatory data capture, storage, analytics, and reporting.

- c. Gain exposure to respondents' creative, unique, and "outside the box" approaches to EDW and DSS solutions.

2. COMMUNICATIONS:

- 2.1. Please submit your response to this RFI via email to:

Alma Chilton, Director of Contracts
 Department of Finance and Administration
 Division of Health Care Finance and Administration
 310 Great Circle Road
 Nashville, TN 37072
 615-507-6384
alma.chilton@tn.gov

- 2.2. Please feel free to contact the Division of TennCare with any questions regarding this RFI. The main point of contact will be:

Max Arnold, Chief Technology Officer/TennCare Information System Assistant Director
 310 Great Circle Rd.
 Nashville, TN 37228
 615-507-6937
 615-253-5995

- 2.3. Please reference RFI # [31865-00485](#) with all communications to this RFI.

3. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		September 29, 2017
2.	RFI Response Deadline	3:00 P.M.	October 30, 2017

4. GENERAL INFORMATION:

- 4.1. 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.
- 4.2. 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.
- 4.3. The State will not pay for any costs associated with responding to this RFI.

5. INFORMATIONAL FORMS:

The State is requesting the following information from all interested parties. Please fill out the following forms.

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. TennCare seeks to gain insight about innovative solutions that respond to the following questions. Please respond fully to the items below.

A. What are your recommended approaches to address the data warehousing and reporting requirements of Medicaid and other public health care departments and/or agencies? Please respond individually for each of the following requirements:

i. Warehousing data

ii. Mining and analyzing data

iii. Detecting patterns

iv. Modeling changes

v. Forecasting outcomes

vi. Real-time, flexible reporting of the results of items i through v

B. What current or emerging solutions do you recommend to support Medicaid and other public health care program information needs? Please respond individually for each of the following needs:

i. Service delivery and service utilization patterns and forecasts

- ii. Effectiveness and cost of health care service delivery
 - iii. Modeling of impacts resulting from potential changes to benefit plans, capitation rates, quality of care indicators, and other aspects of managed care
 - iv. Contract management analytics and financial performance comparisons against estimated expenses to support federal and/or state reporting
- C. What do you consider the best approach to providing the following types of functionality? Please respond individually for each of these functions and examples:
- i. Consolidation, normalization, and denormalization of data across an agency or division
 - ii. Secure electronic data interchange with other agencies, entities, and providers utilizing industry standard formats, protocols, and services
 - iii. Access to logical and physical data constructs within the information repository in the form of standardized reports, as well as ad-hoc queries
 - iv. Dashboards for visual understanding of key performance indicators (KPIs)
 - v. Ability to view record-level data or aggregated (summary) datasets for identification and analysis of trends and changes in behavior over time, including but not limited to the following examples:
 - 1) MCO-based capitation rate, payment, and adjustment statistics and summaries
 - 2) Enrollee-based premium rate, payment, and adjustment statistics and summaries
 - 3) Enrollee/family-based copayment, deductible, coinsurance, and service limit statistics and summaries that also identify percentages of maximums
 - 4) Member-based and episodic predictive models for expenditures, such as episodes of care to support payment reform initiatives
 - 5) Identification of high-risk, high-cost members

6) Aggregated statistics for managed care organizations (MCOs), such as pent-up demand members/costs

7) All CMS-required reports

- D. What approaches do you recommend to provide end-user support for operational, analytical, clinical, and financial reporting needs?
- E. How does your recommended solution support and respond to business process needs?
- F. What current or emerging tools and technologies help TennCare's business areas advance in Medicaid Information Technology Architecture (MITA) maturity?
- G. What are best practices to ensure that a proposed solution addresses the checklists in the current Medicaid Enterprise Certification Toolkit (MECT) version 2.2, particularly the DSS, Program Integrity, Financial Management, Performance Management, Access and Delivery, Information Architecture, Integration and Utility, Intermediary and Interface, and Standards and Conditions checklists?
- H. What is your approach to system conversion and deployment while maintaining business continuity throughout the delivery process?
- I. Provide an example of a case in which your tools and capabilities were used to improve patient outcomes, identify cost savings opportunities, and/or detect fraud and abuse.
- J. What ongoing services do you recommend for TennCare?
- K. What innovative methods, techniques, and/or tools does your recommended solution offer?
- L. What methodologies and development practices does your company use to ensure quality outcomes for modifications, enhancements, and delivery of automated solutions within a secured enterprise environment?

- M. Does your recommended solution meet security and compliance standards, such as ADA Section 508 and MARS-E?
- N. What deployment options does your recommended solution offer, such as on-site, off-site, hosted, web portal, and/or cloud-based options?
- O. What elements of governance do you recommend to balance policies with efficiency (such as agility and flexibility)?
- P. Please describe your recommendations to support the analytics value chain (such as producers, users, algorithms, data, and so on).
- Q. How do you recommend handling delegation of decision rights based on ownership, responsibility, and accountability of information assets?
- R. What are your recommendations to implement business-defined ethical and code-of-conduct requirements?
- S. Please describe your recommendations for data discovery and management capabilities.
- T. How does the recommended solution support data classification, indexing and retention as well as overall data governance?
- U. What are your suggestions for addressing differences in data quality from varying sources?
- V. Please describe how your recommended solution integrates with industry-leading tools for governance, risk, and compliance; audit; and other data management functions.
- W. Please describe your recommendations for integrating encounter data from MCOs directly into the data warehouse?

--

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. Provide Pricing Information Requested Below: A. Describe how you can separately identify costs associated with implementing new products or services for a new client. B. Describe how you can separately identify costs associated with transferring data and transitioning operations from or to another contractor when needed. C. Describe how you can separately identify costs associated with operating products or services. D. Describe your licensing approach to any licensed hardware or software. E. Describe your approach to offering a catalog of services with corresponding pricing from which a client can select their desired services.
--

ADDITIONAL CONSIDERATIONS

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