



STATE OF TENNESSEE
Department of Health

**REQUEST FOR INFORMATION
FOR
MEDICAL EXAMINER CASE MANAGEMENT SYSTEM**

RFI # 34301-52493
[2/9/16]

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Health, State Medical Examiner Division (SME) oversees the administration of deaths investigated pursuant to Tennessee Code Annotated 38-7-109 and maintains the records thereof. The SME seeks to procure a state of the art death case management system that can incorporate best practices and can be a viable solution to meet the needs for a statewide system used in regional forensic centers and by county medical examiners and medicolegal death investigators. This Request for Information ("RFI") is issued for the purpose of inquiring for a centralized Medical Examiner Case Management System (CMS). We appreciate your input and participation in this process.

2. BACKGROUND:

The State of Tennessee has five (5) Regional Forensic Centers (RFCs) that serve the 95 counties for all reportable deaths, scene investigation, external examination, and autopsy findings. Presently, the RFCs use multiple methods of data collection and dissemination for reportable deaths which include manual paperwork, internal custom built database systems, and vendor provided CMS solutions. Ultimately, the Department of Health wants to provide a centralized, supported solution that addresses the unique requirements of each RFC to provide more comprehensive death case data collection and county, regional and statewide reporting.

3. COMMUNICATIONS:

Please submit your response to this RFI to:

Tyler Nowin
Central Procurement Office
Tennessee Tower, 3rd Floor
312 Rosa L. Parks Ave, Nashville, TN 37243
p. 615-741-0633
Tyler.Nowin@tn.gov

3.1. Please feel free to contact the Central Procurement Office with any questions regarding this RFI. The main point of contact will be:

Tyler Nowin
Central Procurement Office
Tennessee Tower, 3rd Floor
312 Rosa L. Parks Ave, Nashville, TN 37243
p. 615-741-0633
Tyler.Nowin@tn.gov

3.2. Please reference RFI # [34301-52493] 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		2/9/16
2.	RFI Response Deadline		2/24/16

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 fill out the following forms:

RFI # 34301-52493
TECHNICAL INFORMATION FORM

1. RESPONDENT LEGAL ENTITY NAME:

2. RESPONDENT CONTACT PERSON:

Name, Title:
Address:
Phone Number:
Email:

3. Background and Experience. Please describe up to three (3) projects in which your company has implemented an enterprise-wide centralized Medical Examiner Case Management System (CMS) solution/application. Projects should have been implemented within the last ten (10) years. For each project, provide and/or describe:

3.1. Client Name

3.2 Client Industry, e.g., State Public Health Department, State and County Medical Examiners, etc.

3.3 Name of the project, e.g., Forensic Case Management System, Integrated Death Case Management/Mass Casualty Reporting System, etc.

3.4 Brief description of the project, including features and capabilities targeted to management of both individual deaths across multiple jurisdictions and mass casualty events

3.5 Size of the project in terms of: number of organizations/medical examiners using the system; number of cases concurrently active in the system; number of records maintained in the system; number of locations at which the system was implemented

3.6 Technology platform of the application/solution and architecture(s)/operating system(s)/infrastructures supported

3.7 Proprietary elements of the application/solution; licensing

3.8 Security features, including support of separation of data belonging to different sections in a federated set of organizations

3.9 Ability of the system to integrate/ease of integrating standard and custom (client-specified) features

3.10 Date implemented; time in months from project start-up to go-live implementation

3.11 The services and activities that your company performed for the project and the activities that the customer performed

3.12 Whether the system is still in use today. If yes, who is providing maintenance and support services?

<p>4. <u>Resource Requirements: Implementation.</u> Based on your experience and the TDH project background information provided in the Statement of Purpose and Background sections of the RFI, describe the ideal and/or minimum number and type of project team members and roles that would be required to design, develop, implement, and deploy a CMS in TDH. Please include all project team members and indicate whether the team member would ideally be a State employee, a contract employee of your company, or another contractor.</p>
<p>5. <u>Resource Requirements: Maintenance and Support.</u> Based on your experience and the background information provided in the Statement of Purpose and Background sections of the RFI, describe the ideal and/or minimum number and type of project team members and roles that would be required to maintain and support a CMS in TDH. Please include all project team members and indicate whether the team member would ideally be a State employee, a contract employee of your company, or another contractor</p>
<p>6. <u>Resource Requirements: Vendor Resources.</u> Describe the number, type, and specific skills and experience of the resources you have on staff with experience in the technology components required to implement and support a CMS implementation in TDH. What are the constraints, if any, of finding and/or retaining these skill sets? What would you recommend to TDH regarding obtaining the required skill sets for its CMS project?</p>
<p>7. <u>Reporting Solutions.</u> Describe the reporting solutions you have implemented to integrate and report aggregate data from a CMS solution and external systems (e.g., legacy systems, State or Federal systems, etc.). Describe the tools, software, etc., used to implement the reporting solution and types of State resources that would be needed. Provide a list of reports included in the base CMS including National Association of Medical Examiner (NAME) required annual reports for accreditation.</p>
<p>8. <u>Metrics.</u> Describe your experience with implementing custom (client-specified) metrics calculation functionality in the solution. What were the challenges with your approach to integrating these custom metrics functions with the solutions that are standard in your CMS? What have been the successes?</p>
<p>9. <u>Converting Paper Records.</u> Describe the typical strategy and approach your company has utilized to convert structured data from an existing application to a CMS solution. What were the challenges with your approach? What have been the successes?</p>
<p>10. <u>Converting Application Data.</u> Describe the typical strategy and approach your company has utilized to convert structured data from an existing application to a CMS solution. What were the challenges with your approach? What have been the successes?</p>
<p>11. <u>Training.</u> Describe the typical strategy and approach your company has provided for training user and technical staff to use and support a CMS solution.</p>
<p>12. <u>Security.</u> Describe your experience with implementing security features that support compartmentalization of data belonging to different entities in a federated set of organizations while providing access for centralized staff to certain aspects of all data, regardless of the entity that owns it. What were the challenges with your approach? What have been the successes?</p>
<p>13. <u>Support of Mobile Devices.</u> Describe your experience with implementing your solution on mobile devices. What were the challenges with your approach? What have been the successes?</p>
<p>14. <u>Audit Controls.</u> Describe the audit controls included as standard features of your solution and explain how they ensure the integrity of solution operations. Explain how additional client-specified controls can be integrated into the solution. What have been the challenges with your approach to this type of integration? What have been the successes?</p>
<p>15. <u>Interfaces/Interoperability.</u> Describe the ability of the CMS to interface/interoperate with other applications or organizations using standard protocols. What have been the challenges with your approach to this capability? What have been the successes?</p>
<p>16. <u>Billing.</u> Describe the ability of the CMS to support billing functions for multiple accounts in multiple entities (e.g., Medical Examiners, Toxicology, etc.). What have been the challenges with implementing this capability? What have been the successes?</p>

17. Help Desk. Describe the ability of your organization to provide a 24x7 help desk supporting the State's Chief Medical Examiner, the regional forensic centers, and the THD central office. Explain the structural and operational relationships between this help desk and the other elements of your organization. What have been the challenges in providing this function? What have been the successes?

18. Describe the CMS architecture. Describe the hosting solutions available. Describe the licensing models, including cloud services models.

19. What type of licenses or certifications would be necessary for a **company** to have in order to perform the services described in this RFI?

20. Describe all work that is routinely subcontracted by your company. Describe your companies' selection process for sub-contractors and your vendor management process / procedures.

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 typical price ranges you give customers of similar size, scope and implementation requirements.