



**STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF TENNCARE, MEMBER SERVICES**

**REQUEST FOR INFORMATION
FOR
INCARCERATION DATA SERVICES**

**RFI # 31865-00715
Monday, July 15, 2024**

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Finance and Administration, Division of TennCare (TennCare), Member Services issues this Request for Information (“RFI”) for the purpose of gaining deeper insight into the solutions available to meet TennCare’s needs related to the receipt of county-level incarceration data for purposes of the suspension of eligibility per TCA § 71-5-106. TennCare is seeking information and insight from experienced vendors to help identify the industry’s best practices, approaches, and technologies. This information may aid in organizing requirements for a formal procurement.

2. BACKGROUND:

The Division of TennCare is required, per the requirements of SSA § 1905(a)(29), 42 USC § 1396d(a)(29)(A), 42 CFR 435.1010, 42 CFR 435.1009(a)(1) and Tenn. Code Ann. § 71-5-106(r), to suspend eligibility for TennCare Medicaid for the duration of incarceration. The suspended member will be enrolled in TennCare Select, the Division of TennCare’s Managed Care Organization (MCO) which serves certain special populations. Upon release from incarceration, the State is required to return the member to his or her previous MCO, assuming conditions for eligibility are still met. This suspension process does not guarantee or preclude continued eligibility on its own; the member must continue to meet all criteria for eligibility.

This RFI is intended to identify solutions in the market that meet the following needs:

- A web services data-sharing solution or an Application Program Interface (API) integration that contains current and accurate data relating to the county-level incarcerated population in Tennessee’s county jails, including, but not limited to:
 - First name, last name, Social Security Number, and date of birth
 - Indicator relating the level of match on the basis of demographic data
 - Arrest/incarceration date
 - Ninety (90) day Incarceration date
 - Release date
 - Release indicator (to indicate whether individual is in jail, work furlough, or is being released)
 - Jail/facility name, address, phone number, and county

- A web services data-sharing solution/API that can be transmitted on a daily, or real-time/near-real time basis to the Division of TennCare's Medicaid Management Information System (MMIS).
- A web services data-sharing solution/API that is legally compliant with all applicable privacy laws and regulations.
- A web services data-sharing solution/API that has demonstrated success in aggregating and transmitting county-level incarceration demographic data in Tennessee or another state.

3. DEFINITIONS:

API Integration – Application Programming Interface (API) - The ISL Component that provides the capability to manage APIs securely and to provide a uniform experience by acting as the single entryway into the TennCare enterprise. The API Gateway and Proxy provides TennCare the ability to design API specs, helps provide enterprise-grade security, and manage APIs centrally.

FedRAMP – Federal Risk and Authorization Management Program (FedRAMP) - The Federal Risk and Authorization Management Program (FedRAMP) is a United States federal government-wide compliance program that provides a standardized approach to security assessment, authorization, and continuous monitoring for cloud products and services.

ISO 27001 – International Standards Organization (ISO 27001) - The world's best-known standard for information security management systems.

MCO – Managed Care Organization (MCO) - A health maintenance organization that participates in the TennCare program.

MMIS – Medicaid Management Information System (MMIS) - The MMIS is a mechanized Claims processing and information retrieval system that State Medicaid programs must have to be eligible for Federal funding. For Title XIX purposes, "systems mechanization" and "mechanized claims processing and information retrieval systems" is identified in Section 1903(a)(3) of the Act and defined in regulation at 42 CFR 433.111. The objectives of this system and its enhancements include the Title XIX program control and administrative costs; service to recipients, Providers, and inquiries; operations of Claims control and computer capabilities; and management reporting for planning and control.

Penetration Tests – A security exercise where a cyber-security expert attempts to find and exploit vulnerabilities in a computer system.

PHI – Protected Health Information (PHI) - Individually identifiable health information that is transmitted by electronic media, maintained in electronic media, or transmitted or maintained in any other form.

PII – Personally Identifiable Information (PII) - Information that can be used to identify a specific individual, either alone or when combined with other information, such as birth dates, biometric records, or social security numbers.

SSA – Social Security Administration (SSA) - Government agency that administers social programs, covering disability, retirement, and survivor's benefits.

SOC Type II audit – System and Organization Controls for services organizations (SOC Type II Audit) - A command center facility for a team of IT professionals with expertise in information security who monitors, analyzes, and protects an organization from cyber-attacks. A Type II audit examines how well a service organization's system and controls perform over a period of time.

Vulnerability Assessments – A vulnerability assessment is the testing process used to identify and assign severity levels to as many security defects as possible in a given timeframe.

4. COMMUNICATIONS:

4.1 Please submit your digital questions and response to this RFI to:

Sharon Way
 Division of TennCare
 310 Great Circle Road, TN 37243
 (615) 339-1741
Sharon.D.Way@tn.gov

4.2 Please feel free to contact the Department of Finance and Administration, Division of TennCare with any questions regarding this RFI. The main point of contact will be:

Sharon Way, Solicitation Coordinator
 Division of TennCare
 615-339-1741
Sharon.D.Way@tn.gov

4.3 Please reference RFI # 31865-00715 with all communications to this RFI.

5. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		July 15, 2024
2.	RFI Response Deadline	4:00 p.m.	August 15, 2024

6. GENERAL INFORMATION:

6.1 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.

6.2 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.

6.3 The State will not pay for any costs associated with responding to this RFI.

7. INSTRUCTIONS FOR RESPONDING

- 7.1 Sections **8 through 13** below indicate the information specified to be included in your response. All components should be addressed according to the instructions within this section and any item-specific instructions, e.g., page limitations, as noted below.
- 7.2 Respondents are **not** expected to insert responses directly into the RFI template. Please provide your response under separate cover in accordance with the details noted in the sections below.
- 7.3 Please clearly label each question/item in your response according to the exact numbering system used in the requirements below.
- 7.4 To better enable an efficient and effective review process, please respond as succinctly as reasonably possible to satisfy the questions/requirements.

8. RESPONDENT LEGAL ENTITY NAME:

9. RESPONDENT CONTACT PERSON:

Name/ title, role, address, phone number, email.

10. EXPLANATION OF VENDOR EXPERIENCE AND RELEVANT SOLUTION:

- 10.1 Please provide a summary statement regarding how your solution for incarceration data analytics can help TennCare achieve the goals articulated within sections: 1. STATEMENT OF PURPOSE and 2. BACKGROUND.
- 10.2 Please describe how the incarceration data is obtained from third parties.

11. TECHNICAL SPECIFICATIONS AND REQUIREMENTS

- 11.1 Please confirm whether your solution has previously utilized Medicaid-related demographic data, which is considered Personally Identifiable Information (PII) and Protected Health Information (PHI) in the performance of incarceration data analytics.
- 11.2 Please describe your experience meeting the standards described under the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"), Health Information Technology for Economic and Clinical Health ("HITECH") Act and any other relevant laws and regulations regarding privacy of member demographic and health information.
- 11.3 Please describe your solution's past experience in Penetration Tests and Vulnerability Assessments against its Processing Environment.
- 11.4 Please describe your solution's experience with complying with one of the following security standards: (i) International Standards Organization ("ISO") 27001; (ii) Federal Risk and Authorization Management Program ("FedRAMP"); or (iii.) be subject to an annual engagement by a CPA firm in accordance with the standards of the American Institute of Certified Public Accountants ("AICPA") for a System and Organization Controls for services organizations ("SOC") Type II audit. If your solution undergoes a SOC Type II audit, please explain how prior SOC examination(s) have demonstrated success with (1) security; (2) availability; (3) processing integrity; (4) confidentiality; and (5) privacy.

- 11.5 Please provide background of your solutions's existing systems/processes, as well as the years of operation pertaining to such, or if systems/processes would be a net new item. If a net new item, please provide the approach to building out the new solution.

12. COST INFORMATION

**Please limit your response to three (3) pages.*

- 12.1 Describe your standard pricing approach as follows:

- 12.1.1 Describe your standard pricing structure (one time or ongoing monthly/annual costs; variable costs based on number of users/amount of data/number of members or other variables) for each component of the solution (e.g., analytics solution vs. case management solution). Specifically address on-premise vs. cloud implementations as described in your response.
- 12.1.2 Describe the typical price range for similar services or goods and elaborate on key considerations, drivers, and components that are priced separately (technology, data, personnel, etc.).

13. ADDITIONAL INFORMATION

**Please limit your response to two (2) pages.*

- 13.1 Please provide any other information that might be helpful to the State in planning its efforts the collection of, and usage of, county-level incarceration demographic information.
- 13.2 Please provide details about any successful attempts to aggregate county-level incarceration demographic information in other states and how this approach might be tailored to Tennessee.