



STATE OF TENNESSEE, DEPARTMENT OF FINANCE AND ADMINISTRATION
DIVISION OF TENNCARE, LONG TERM SERVICES AND SUPPORTS

REQUEST FOR INFORMATION
FOR
NATIONALLY ACCREDITED WORKFORCE DEVELOPMENT COMPETENCY-
BASED LEARNING AND TRAINING PROGRAM

RFI # 31865-00710

October 14, 2022

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Finance and Administration, Division of TennCare (TennCare), Long Term Services and Support (LTSS) issues this Request for Information (“RFI”) for the purpose of gaining insight into the solutions available to meet TennCare’s needs related to access to a nationally accredited credentialing system for Direct Support Professionals (DSPs) working in Tennessee for the **administration, documentation, tracking, reporting and delivery of workforce development competency-based training programs**. We appreciate your input and participation in this process.

The RFI is intended it identify solutions in the market that meet the following needs:

- Has a system that can offer a national certification after completing a nationally accredited comprehensive competency-based training program(s) for individuals paid to deliver LTSS.
- A secured System that adheres to all identity management standards, protected information is maintained in an encrypted environment and is only accessible to authorized users.
- Interoperability with Shareable Content Object Reference Model (SCORM).
- Capability of assigning access level roles by an administrator, instructor, individual user, reports, security access, and more.
- Ability to create a registry/database that collects and maintains credentials, badges earned, and/or certifications by learners for completing the nationally accredited course modules and training programs.
- Reports by course, learner, agency/location, date range, and more such as job title, work group, location/region, year, month, etc.
- Ability to develop learner profiles that are searchable in multiple ways (ex: learner name, ID, job title, active/inactive learner status, date of hire, course title, date ranges, etc)

- A system that would allow for reporting and analytics.
- Ability to deliver services online and development activities seamlessly between a PC and mobile devices.
- Capability to import historical learner data from other applications in formats such as text files, csv, comma delimited, and rtf.
- Ability to measure, benchmark, report, and predict the impact of the nationally accredited learning programs.
- Ability to accredit created content as needed.

2. BACKGROUND:

The State of Tennessee's Medicaid program provides health care for approximately 1.6 million Tennesseans. Long-Term Services and Supports (LTSS) is one of the largest units within TennCare with a team of highly capable staff who are committed to leading the ongoing development and operation of an innovative, sustainable, person-driven long-term services and supports system in which older adults and people with disabilities and/or chronic conditions have choice, control and access to a full array of high-quality services and supports to assure optimal outcomes, including independence, health and quality of life.

LTSS has current contract(s) in place to support Direct Support Professional training. However, LTSS is interested in learning about qualified entities/organizations who can certify demonstrated competency and provide associated national credential.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Donovan Morgan, Assistant Director of Contracts
Division of TennCare
310 Great Circle Road, Nashville, TN 37243
(615) 741-0041
Donovan.Morgan2@tn.gov

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

Donovan Morgan, Assistant Director of Contracts
Division of TennCare
310 Great Circle Road, Nashville, TN 37243
(615) 741-0041
Donovan.Morgan2@tn.gov

3.3. Please reference RFI #31865-00710 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 | | October 14, 2022 |
| 2. | RFI Response Deadline | | October 28, 2022 |

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:

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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. *Please limit your section 4 response to five (5) pages

4.1. Please provide us with the following information about your company:

4.1.1. Background and history

4.1.2. Size of company

4.1.3. Areas of expertise

4.1.4. Services offered

4.1.5. What separates you from other vendors

4.2. Please provide a brief description of experience providing similar scope of services/products for the following services:

4.2.1. Access to a system that can offer a national certification after completing a nationally accredited comprehensive competency-based training program(s) for individuals paid to deliver LTSS.

4.2.2. Ability to create a registry/database that collects and maintains credentials, badges earned, and/or certifications by learners for completing the nationally accredited course modules and training programs.

4.2.3 System agility, customization, and enhancement capabilities with minimal regression issues.

4.2.4. Meet or exceed accessibility standards (ex: materials accessible to different communication styles i.e., deaf or hard of hearing, other languages, plain language standards, etc.).

4.2.5. Ability to provide a national credentialing/certification/accreditation.

4.2.6. Report learner satisfaction data and measures outcomes.

4.2.7. Ability to provide real time technical assistance to learners 24/7.

| COST INFORMATIONAL FORM |
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| 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 your normal pricing approach. |
| 4. Describe the typical price range for this service. |

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