



STATE OF TENNESSEE
DEPARTMENT OF HEALTH

REQUEST FOR INFORMATION
FOR
ENTERPRISE ENTITY MANAGEMENT SERVICES

RFI # 34301-35122
August 18, 2021

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Health (TDH), Office of Informatics and Analytics (OIA) issues this Request for Information ("RFI") for the purpose of gathering information on an Enterprise data entity management and resolution solution for the TDH Integrated Data System. We appreciate your input and participation in this process.

2. BACKGROUND:

The Integrated Data System (IDS) was created to integrate data from various internal and external data sources used by the Tennessee Department of Health (TDH) to provide a definitive source of integrated data supporting analysis and data visualization across the entire department, linking disparate data sources via use of entity management and resolution techniques. Entities in this case refer to objects in the data that may be common across data sources, including but not limited to people (patients and providers), places (addresses), and things (organizations, facilities), and may be further categorized by roles, like in the case of patients and providers.

OIA is currently searching for a data entity resolution solution to identify and manage unique entities (patients, providers, addresses) both within a single dataset and across multiple datasets that contain the same type of entity.

3. COMMUNICATIONS:

3.1. Please submit your response to this RFI to:

Tara Roark, Sourcing Account Specialist Division of General Services
Central Procurement Office Tennessee Department of Health
WRS Tennessee Tower, 3rd floor
312 Rosa L. Parks Avenue
Nashville, TN 37243-1102
615-532-1837
Tara.Roark@tn.gov

- 3.2. Please feel free to contact the Department of Health (TDH) with any questions regarding this RFI. The main point of contact will be:

Jeremiah Pasley, Clinical Application Coordinator 3
 Office of Informatics and Analytics, Tennessee Department of Health
 Andrew Johnson Tower, 7th floor
 710 James Robertson Pkwy
 Nashville, TN 37243
 615-770-1155
 Jeremiah.J.Pasley@tn.gov

- 3.3. Please reference RFI # 34301-35122 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		August 18, 2021
2.	RFI Response Deadline	2:00 PM	September 3, 2021

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

- a) Briefly describe your application/product.
- b) Describe the approach used by your product to resolve data entity discrepancies.
- c) Architecture
 - i. Explain the technology, platform and architecture needed for the application/product.
 - ii. Explain how your product integrates with established processes or applications/products. (ex. Microsoft SQL Server, Oracle)
 - iii. Briefly describe the level of security offered within your application/product
 - iv. Explain the primary location of your product/application. If vendor or cloud hosted, please explain any firewall access or restrictions that might be required.
 - v. Please explain any standard licensing requirements needed per user and any limitations on the number of users.
- d) Implementation & Service
 - i. Explain the steps and timeline for implementation of application.
 - ii. What documentation is provided?
 - iii. What training is provided/available?
 - iv. Describe the maintenance support structure (updates/patches) and associated schedule?
 - v. Explain your most recent production implementation with both healthcare and government domain/entities?

e) Functionality

- i. What alert or monitoring features does your application provide?
- ii. Describe the administration of the application.
 1. Describe user roles and rights.
 2. Describe configuration of the application including what must be supported by vendor vs what is able to be supported by the State.
- iii. How does your product/application handle integration of data sets with varying levels of data availability and quality during the entity management process?
- iv. Explain the file formats and data types your application/product supports.
- v. Explain the scalability of your application/product for our future needs/demands.
- vi. Briefly describe any masking feature available with your application/product that will allow us to deidentify data to HIPAA or other confidentiality standards.
- vii. Which of the security standards does your product's processing environment follow? If not listed, please provide security standard employed.
 1. ex. International Standards Organization ("ISO") 27001; Federal Risk and Authorization Management Program ("FedRAMP") or is 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 service organizations ("SOC") Type II audit.
- viii. What are the entity types that can be resolved (person/place/things)?
- ix. What are the minimum data elements needed to accurately match/identify an entity?
- x. What level of user access/ownership and/or intervention is required to resolve data entity discrepancies?
- xi. What is the average resolution/processing time per 100,000 records?
- xii. Explain the availability of code, code sets, and/or data sets from your application that will be made available for the State's documentation purposes.

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. Please describe the estimated costs associated with implementation.
4. Please describe the estimated costs associated with any provided maintenance or support.

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