



STATE OF TENNESSEE  
DEPARTMENT OF HEALTH

REQUEST FOR INFORMATION  
FOR  
TENNESSEE HOSPITAL DISCHARGE DATA SYSTEM

RFI # 34320-16721  
May 11, 2021

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, Department of Health (TDH) issues this Request for Information ("RFI") for the purpose of replacing the current Tennessee Hospital Discharge Data System (HDDS). We appreciate your input and participation in this process.

**2. BACKGROUND:**

The Office of Healthcare Statistics within TDH processes Tennessee Hospital Discharge Data (HDD) as required in T.C.A., Section 68-1-108. The Office of Healthcare Statistics receives quarterly data directly from fifteen (15) hospitals within the state. The Tennessee Hospital Association (THA) obtains HDD directly from the remaining facilities within the state, and processes and submits the data to the Office of Healthcare Statistics.

There is an existing process for handling HDD data, but it has countless weaknesses (such as the limitation of easily identifiable errors, time consuming editing and reconciliation of data, etc.) and no longer fits the needs of TDH. The State has identified the need of replacing the existing system and is seeking information for products currently in the market place that would assist in capturing more real-time data on hospital admissions, discharges, and final billing summaries..

The State may request web-based demonstrations from some or all respondents to this RFI.

**3. COMMUNICATIONS:**

3.1. Please submit your response to this RFI to:

Tara Roark, Sourcing Account Specialist  
Central Procurement Office  
Rosa Parks Ave., Nashville, TN 37243  
615 532 1837  
[Tara.Roark@tn.gov](mailto:Tara.Roark@tn.gov)

3.2. Please reference RFI # 34320-16720 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		May 11, 2021
2.	RFI Response Deadline	2:00 p.m.	June 14, 2021
3.	Demonstrations (if requested)		June 21-24, 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 RFI Coordinator will invite each Respondent, who is apparently responsive and responsible, to provide a demonstration of relevant functionality.
- 5.4. The RFI Coordinator will schedule Respondent presentations during the period indicated by the RFI Section 4, Schedule of Events. The RFI Coordinator will make every effort to accommodate each Respondent's schedules. When the Respondent presentation schedule has been determined, the RFI Coordinator will contact Respondents with the relevant information as indicated by RFI Section 4, Schedule of Events. A WebEx or Microsoft Teams style presentation will be allowed.
- 5.5. Demonstrations provide an opportunity for Respondents to explain and clarify their responses. Respondent pricing shall not be discussed during demonstration presentations.
- 5.6. RFI Responses become property of the State and shall remain confidential, unless a formal solicitation is completed. If a formal solicitation is completed, all RFI response material will become part of the procurement file and will be available for public inspection.
- 5.7. 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. **Vendor Background and Experience:**

Describe up to three (3) projects in which your company has implemented a data modernization project. Projects should have been implemented within the last five (5) years. For each project, describe:

- a. Client Name
- b. Brief description of the project.
- c. Size of the project in terms of: # users, # user locations, # user locations with electronic interfaces used, and # patient records.
- d. Technology platform and architecture
- e. Interfaces hospital settings
- f. Software and Hardware specifications used
- g. Date implemented and timing for the implementation process.
- h. The services and activities that your company performed for the project and the activities that the customer performed.
- i. Is the system still in use today? If yes, who is providing maintenance and support services? Are there additional fees associated with support services? If yes, please indicate the fee structure.
- j. Do you offer other products/services that other vendors may not offer?

4. **Vendor Solution**

- a. What do you propose is the best solution for TDH HDDS data modernization project?
- b. Is this a vendor solution?
- c. Is there an option for this to be a State-hosted solution?
- d. What value do you feel your company adds to the TDH HDDS?
- e. What do you see as the major risks associated with implementing the HDDS data modernization system? How would you address these risks?

f. **Other:**

- a. Describe your company's implementation process once you begin a new project?
- b. On average, how long does it take to release the logistics and complete implementation of the system.
- c. What type of methodology is used for identifying issues and problems during implementation and addressing them promptly?
- d. What does the HDDS data modernization support structure look like? Does your company provide or assign a direct contact for their customers?
- e. What kind of documentation/training does the vendor provide for their products?
- g. What kind of Help Desk services does the vendor provide?
- h. How does your company handle interfacing with existing systems?
- i. How many development teams do you have and what time zones are they located in?

#### **COST INFORMATIONAL FORM**

1. Describe what pricing units you typically utilize for similar services or goods (e.g., per hour, each, per month etc.):
2. Describe the typical price range on implementation, maintenance, and support costs.
3. Describe typical price range of any one-time fees

#### **ADDITIONAL CONSIDERATIONS**

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