



**STATE OF TENNESSEE  
HEALTH FACILITIES COMMISSION**

**REQUEST FOR INFORMATION  
FOR  
COMPREHENSIVE ONLINE LICENSURE SYSTEM**

**RFI # 31607-24100  
JUNE 14, 2023**

**1. STATEMENT OF PURPOSE:**

The State of Tennessee, Health Facilities Commission issues this Request for Information ("RFI") for the purpose of development of a modern online system for licensure and regulation. We appreciate your input and participation in this process.

**2. BACKGROUND:**

The Health Facilities Commission is seeking vendors with expertise and experience in delivering solutions for managing HFC's licensing and regulation program. The information obtained from responses to this request will be used by Health Facilities Commission to develop a potential solicitation for Health Facilities Commission Licensure and Regulation's online licensure system. Commission seeks a system specifically to provide online licensure and auto print license certifications, track legal/disciplinary actions, migration of legacy data, and storage space for historical data and future growth. The Commission further seeks the following solutions:

- 2.1. Multiple credential tracking functionality that supports customized requirements for multiple regulatory program certificates, state licenses, registrations, and permits ("credentials").
- 2.2. Online and mobile portal for credential management including historical data.
- 2.3. Online payment processing.
- 2.4. Digital credentialing.
- 2.5. Public facing search functionality with drill down by credential.
- 2.6. Back-end system for management and configuration of transactions, workflow, and validation.
- 2.7. Remote inspection.

- 2.8. Case management, including an online and mobile portal for submission of complaints.
- 2.9. A strategy for improving services. Please include key metrics that you believe are especially pertinent.

We appreciate your input and participation in this process.

### 3. PROPOSED SOLUTIONS:

HFC is requesting a system to provide certification, tracking, and data housing. The program must have flexibility, as it will need to be adjusted regularly based on any legislative or rule changes which will occur.

**Table 3.1: List of Business needs**

A.	MIGRATION & SYSTEM CONFIGURATION
1.	<b>Migration</b> of existing data from current solutions to the new application
2.	<b>System Configuration</b> of existing transaction templates, workflows, and user roles from current solution to the new application(s)
3.	<b>Incident Reporting System (IRS/FRI)</b> to this new system and integrating with the licensed facility information
B.	ONLINE PORTAL
1.	<b>User log-in</b> via user-specified credentials and the ability to add an existing credential to an account
2.	<b>Submit transaction</b> including all information required and subsequent documentation
3.	<b>Payment</b> via integration with the State's payment processor capable of excepting initial renewal CMP and other cost.
4.	<b>Submit subsequent information</b> as requested by HFC staff or required by system validation
5.	<b>Digital credentialing</b> available to download existing credentials in common electronic wallets, such as Google, Apple, and/or Samsung
C.	PUBLIC SEARCH
1.	<b>Search</b> credentials utilizing configuration by certificate or license type, including status, education, insurance, and other program specific information
2.	<b>Translations</b> to present credential statuses and other information in a user-friendly manner
3.	<b>Disciplinary information</b> displayed, including a copy of the supporting documentation
D.	BACK OFFICE
1.	<b>Field(s)</b> to identify transaction assigned to a particular user or group of multiple users and various levels of program users
2.	<b>Entity</b> to identify a single individual or organization affiliated with one or more licenses
3.	<b>Application</b> <ul style="list-style-type: none"> <li>• <b>Preliminary Review</b> of the submitted application and accompanying documentation to validate the data, determine sufficient information is received, or correct any problems.</li> <li>• <b>Pre-Issuance Review</b>, which may include referral to specific staff for financial review, education review, pre-license inspection, board review, or legal review</li> <li>• <b>Credential Issuance</b> from those authorized to approve the credential, which may be associated with a secondary fee</li> <li>• <b>Credential Denial</b> from those authorized to deny the credential, including notification of any appeal process</li> <li>• <b>Renewal</b> including notification and opening transactions on the portal in a timely manner</li> </ul>
4.	<b>License management</b> , including, but not limited to, ability to house standardized letters for licensure and any other related programs' use in order to communicate to/with licensee/providers, updating contact and other pertinent information, viewing and updating related regulatory certificates and licenses; creating and sending ad hoc letters; viewing and exporting license history; and viewing and updating other license specific data

5.	<b>Cash</b> , including, but not limited to, generating receipts, maintaining payments, reconciling payments, managing payments made outside of the system, and creating payment audit trails
6.	<b>Continuing Education and Exams</b> , which includes the abilities to record and audit progress
7.	<b>Reporting</b> , which allows users to select criteria and view results within the system
8.	<b>Administration</b> , which allows users with administration rights to configure system security roles, configure data sources, configure profiles and workflows, and make other configurations within the system.
9.	<b>Batch Processes</b> , which are automated computer processing of a number of tasks to a particular group of records that meet defined criteria, in a non-stop, sequential order without a person interaction with the system doing the job
<b>E.</b>	<b>ENFORCEMENT AND CASE MANAGEMENT</b>
1.	<b>Receive a complaint</b> through the online portal, including ability for complainant to provide additional information, track, and manage progress
2.	<b>Respond to a complaint</b> through the online portal, including ability for the complaint and legal staff to provide additional information, track, and manage progress
3.	<b>Administration of complaint</b> , including the ability to send communications and code the complaint with status and activities
4.	<b>Legal review and investigation of complaint</b> , including reviewing documents, adding documents, and coding the complaint with status and activities
5.	<b>Assessing penalties</b> , including acceptance of orders, payment of penalties, and other requirements
6.	<b>Payment Plans</b> , which is the ability to accept partial payment on an agreed upon schedule
7.	<b>License disposition</b> , which is defined as the ability to notify staff and execute a change to the license status and/or the ability to renew a license
<b>F.</b>	<b>REMOTE INSPECTIONS</b>
1.	<b>Workflow and assignment</b> to schedule inspections and organize inspector's routes
2.	<b>Completion of inspection</b> via checklist, form, or Statement of Deficiencies, including ability to take pictures and real time upload of documents from inspections
3.	<b>Inspection results</b> to be provided to customer on site, including signatures as necessary
4.	<b>Follow-up or ad hoc inspection</b> as needed
5.	<b>Board notification</b> and issuance of corrective action, as necessary
<b>G.</b>	<b>SYSTEM REQUIREMENTS</b>
1.	<b>Cloud Hosting</b> , which integrates with the State's Active Directory
2.	<b>Data Requirements</b> , consisting of framework for system operation and tables for essential license management while safeguarding personal identifiable information
3.	<b>Performance Requirements</b> , ensuring the system is available 99.9% of the time except for scheduled maintenance as defined by HFC
4.	<b>Security</b> that meets all requirements listed at the following location: <a href="https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html">https://www.tn.gov/finance/strategic-technology-solutions/strategic-technology-solutions/sts-security-policies.html</a>
5.	<b>Audit trail</b> , for changes in the database, including timestamp and user associated with the change.
6.	<b>Backup and Recovery</b> of the system that adheres to State and Federal regulations
7.	<b>Date and Time Synchronization</b> , which supports multiple time zones
8.	<b>Training Requirements provide HFC staff and administrator training</b>
9.	<b>Email Distribution List</b> the ability to send email for broadcast of emergency information and technical updates
10.	<b>Quality Assurance:</b> the ability to develop a quality assurance tool to audit the files
<b>H.</b>	<b>INTEROPERABILITY</b>
1.	<b>Integrations</b> with continuing education, errors and omissions insurance, bond, TBI and FBI background checks, third-party billing systems, accounts receivable solutions, reporting software, CMS software (such as ASPEN and ACO) and other applications
2.	<b>Publication</b> the ability to publish disciplinary actions
<b>I.</b>	<b>DATA WAREHOUSE AND REPORTING</b>

1.	<b>Data Warehouse:</b> the ability to access data for reporting, which includes backend access to an online analytical processing (OLAP) reporting or other agreed upon database by those designated by the State.
2.	<b>Historical Data:</b> the ability to store and access data
3.	<b>Reporting:</b> support State's connection to a suite of tools that can query and conduct analysis on the data contained in the database, simultaneous review with real time uploading
4.	<b>Public Record Request:</b> the ability to track and log public record requests
5.	<b>Interface with other systems:</b> the ability to interface with multiple Federal System

#### 4. COMMUNICATIONS:

4.1. Please submit your response to this RFI to:

Van Bryant, Sourcing Account Specialist  
 Department of General Services  
 Tennessee Tower, 3<sup>rd</sup> Floor  
 312 Rosa L. Parks Ave.  
 Nashville, TN 37243-1102  
 Phone (615) 253-3675  
[Van.Bryant@tn.gov](mailto:Van.Bryant@tn.gov)

4.2. Please feel free to contact the Health Facilities Commission with any questions regarding this RFI. The main point of contact will be:

Jennifer Richardson, Contract Manager  
 Health Facilities Commission  
 Andrew Jackson Building  
 502 Deaderick St., 9<sup>th</sup> Floor  
 Nashville, TN 37243  
 (615) 979-7382  
[Jennifer.B.Richardson@tn.gov](mailto:Jennifer.B.Richardson@tn.gov)

4.3. Please reference RFI # 31607-24100 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		JUNE 14, 2023
2.	Written "Questions and Comments" Deadline		JUNE 23, 2023
3.	State Response to Written "Questions & Comments"		JUNE 30, 2023
4.	RFI Response Deadline		JULY 14, 2023

**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. INFORMATIONAL FORMS:**

The State is requesting the following information from all interested parties. Please fill out the following forms:

**RFI #31607-24100**

**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. ARE YOU A CURRENT VENDOR UNDER TENNESSEE STATEWIDE CONTRACT

**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

**ADDITIONAL CONSIDERATIONS**

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