



STATE OF TENNESSEE
HEALTH FACILITIES COMMISSION

**REQUEST FOR INFORMATION # 31607-24100
AMENDMENT # 1
FOR COMPREHENSIVE ONLINE LICENSURE
SYSTEM**

DATE: JUNE 23, 2023

RFI # 31607-24100 IS AMENDED AS FOLLOWS:

1. This RFI Schedule of Events updates and confirms scheduled RFI dates. Any event, time, or date containing revised or new text is highlighted.

INSERT 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

2. State responses to questions and comments in the table below amend and clarify this RFI.

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

RFI SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
		1. If this RFI greenlights a solicitation, what is the estimated procurement timeframe for procurement?	HFC is not prepared to provide a timeframe at this time. Information gained through the RFI will influence possible next steps and timing of any potential solicitation.
		2. What is the anticipated contract value?	HFC is not prepared to provide an estimated budget at this time. Information gained through the RFI and other sources will influence possible next steps and other elements of any potential solicitation.

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		3. Is there a current vendor providing these services? If so, how may I obtain copies of any incumbent contract documents?	No
		4. One of the business needs in the RFI states "Payment via integration with the State's payment processor capable of excepting initial renewal CMP and other cost." What is the State's payment processor?	FIS is our payment processor per Policy 24 our statewide contract
		5. We currently collect payments on behalf of another State of Tennessee department using Stripe. Is HFC open to using Stripe for payment collection?	See response to question # 4.
		6. For adding credentials to digital wallets, does HFC have a preferred service (e.g. Accredible, Badgr, etc)?	HFC does not wish to utilize digital wallets or apps.
		7. For inspections, does HFC have any need for "offline" functionality for areas with poor internet/cellular connectivity?	No
		8. Is there a specific continuing education paradigm that HFC uses? For example, a licensee might have to complete 30 hours of CEUs every 3 years but 10 of those hours have to be on a specific subject.	HFC currently does not have a paradigm for continuing education, it is being completed manually. If a solicitation results from this RFI, HFC would like to see this functionality as part of the new system.
		9. Does HFC have a need to approve continuing education training providers?	Yes
		10. Does HFC want Learning Management System functionality to offer its own CEUs to licensees?	Yes
		11. Does HFC want to be able to approve specific curricula for CEUs?	Yes
		12. Do you know what federal systems the licensure system will need to integrate with?	Aspen and iQies
		13. Does HFC have a preferred timeline to have this system "go live?"	See response to question # 1.
		14. What costs has HFC incurred for the initial set up, ongoing maintenance, hosting, software licensing, support, and enhancements (i.e., "change orders") over the lifetime of the current system(s) to be replaced by the new solution?	See response to question # 2.

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		15. For data conversion requirements, please inventory all data sources, file formats, and size of the current data sets to be converted and migrated into the new system.	TBD, HFC does not currently have this information at this time, HFC is working to obtain this information and will provide if a solicitation results from this RFI.
		16. Please provide an approximate number of standard email/letter templates that will be used by HFC that are to be integrated and automated by the system.	HFC cannot provide a number at this time. HFC would like the capability to generate new letters and templates with the new system and the abilities to add without long downtime with any change requests.
		17. How many different or distinct certification and license application types will be supported in this solution? Please provide a comprehensive list.	Approximately seventeen (17) with the possibility of more which will be determined by our board and addition of rules and renewal changes. If this RFI results in a solicitation, HFC will provide a comprehensive list.
		18. Please identify ALL other systems that the new solution will need to integrate with (i.e. payment processor, other systems such as financial, etc.) along with an inventory of which interfaces will need to be, whether a one-way (import or export) or two-way data exchange?	<ul style="list-style-type: none"> • Payment Processor - FIS Two-way • Import data from existing system will be one-way • Background Checks one-way import • ABSORB, ASPEN, iQies • Possibly others as determined by user/customer
		19. Please provide the annual number of applications / renewals processed by HFC.	At this time, HFC can only provide an estimate of 50,000 to 75,000.
		20. Please provide a breakdown of the number of HFC employees that will be using the new solution by HFC Program, role, as well as which ones will be performing mobile inspections.	HFC has around 190 employees but subject for potential increase. Approximately 150 would be using the mobile inspections.
		21. Will this engagement develop into an RFP? If so, when do you anticipate the issue of one?	Please see answer to question #1 regarding timeframes and question #2 regarding development of a solicitation.
		22. Does this need to be a separate user experience (i.e. native applications for Android/iOS) for mobile or can a single responsive solution be built?	See response to question # 6.
		23. Is the request here for business users at the Health Facilities Commission to be able to configure all of this themselves or to have developers manage/configure new transactions, workflow, and validation?	HFC wishes to have developers that will take input from the HFC, create application to support the transactions and workflow. Validation may be joint, but testing/acceptance will be

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			completed by HFC personnel
		24. Could you provide a full list of current solutions?	Current solution is LARS. HFC is seeking information for its possible replacement.
		25. Are these translations of static content from the system or other data provided as part of digital intake?	It will be a digital intake into the new system.
		26. Does this include actually delivering the Continuing Education and Exams? Will vendor of choice need to create learning center within the back office solution?	Possibly, depending on new rules put in place per our board.
		27. Can you clarify what 'remote inspections' entail? Do agents need to be able to enter data offline for later sync?	Not at this time, more specifics will be developed if a solicitation results from this RFI.
		28. Could you provide a full list of current integrations?	Not at this time, more specifics will be developed if a solicitation results from this RFI.
		29. Can you break down active licensee/permit types count to date and specific types?	See response to question # 16.
		30. What is your desired go-live date? Is there anything driving that date? For example, expiration of a contract with current vendor?	See response to question # 1.
		31. What type of ROI are you hoping to see from this change?	An updated online system for licensure and regulation that will discontinue manual input.
		32. What key metrics does the department track now?	More specifics will be provided if a solicitation results from this RFI.
		33. What are the current batch process use cases?	More specifics will be provided if a solicitation results from this RFI.
		34. Could you describe the key challenges with your current workflow?	Current solution is reaching the end of its life cycle.
		35. What is the state's current payment processing vendor?	See response to question # 4.
		36. How will you measure success?	More specifics will be provided if a solicitation results from this RFI.
		37. (How many users do you have in the system that pay an annual fee to the agency as part of the license/renewal process?)	More specifics will be provided if a solicitation results from the RFI.

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		38. Can you provide examples of the different types of credentials to be tracked?	See response to question # 16.
		39. What payment processor does the State use?	See response to question # 4.
		40. How much data needs to be migrated and from what systems?	TBD, HFC does not currently have this information at this time, HFC is working to obtain this information and will provide if a solicitation results from this RFI.
		41. Will the State accept an electronic signature as part of the remote inspection process?	See response to question # 26.
		42. How many emails are on the Email Distribution List for broadcast of emergency information and technical updates?	Current system does not currently have this functionality. HFC would be interested in this functionality if a solicitation results from the RFI.
		43. Does the State maintain any existing integration libraries within the systems listed under the interoperability requirements?	No, it does not.
2.2		44. Does the Commission expect the mobile portal to be a custom mobile app (iOS/Android) or a responsive web portal on a mobile device?	See response to question # 6.
2.2.a		45. Does the commission have a definition for the different user groups the mobile portal will be used by?	Currently and at a minimum: 1 base user level, an administrator level, and a compliance level. Possibility of more roles being added if a solicitation results from the RFI.
3.a.1		46. Does the Commission have an estimate of the volume of data that needs to be migrated to the new system? For example, number of tables, records per table, volume of files etc.	TBD, HFC does not currently have this information at this time, HFC is working to obtain this information and will provide if a solicitation results from the RFI.
3.a.2		47. How many and what are the existing system today that will need to be migrated?	Migrating data from two state systems, Versa Online (VO) and Versa Regulation (VR). These systems feed the LARS system. VO and VR would provide the data to the new system to be developed.
3.b.3		48. What payment processing application is used by the Commission today?	See response to question # 4.
3.c.2		49. What are the languages that the Commission intends to support on this	Currently we have in English only. HFC may need to consider more languages. More specifics

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		system?	will be provided if a solicitation results from the RFI.
3.d.1		50. What is the approximate number of internal employees of the Commission who will need access to the system?	See response to question # 19.
3.d.1		51. How many different 'roles' with unique configurations or job needs will be required?	See response to question # 44.
3.d.2		52. What are the approximate number of intended audiences - individuals and organizations - served by the system?	See response to question # 19.
3.d.3		53. What are the expected volumes for applications and documents per month/year?	See response to question # 18.
3.d.5		54. Is there a requirement for the licensing system to integrate with the Commission's existing financial systems? If so which are those systems?	See response to question # 4.
3.d.6		55. Does the Commission currently use or intend to use any Learning Management Systems for education and exams? Or are these capabilities supposed to be included as part of this licensing system?	See response to question # 9.
3.f.1		56. Does the Commission currently use any mapping/routing service, that can be reused for this system?	No
3.g.9		57. What is the expected volume of emails?	HFC cannot provide an expected volume at this time.
3.h.1		58. While some are listed, is there an approximate number of total system integrations as well as anticipated complexity?	See response to question # 17.
3.h.1		59. Does the Commission have an integration standard and/or middleware used today? If yes, what are they?	No
3.h.2		60. What are the formats of publications?	PDF
4		61. Is there any need for learning resources and if so, in what format i.e., virtual, in-person, self-guided?	See response to question # 9.
5		62. How many role types are impacted by the change?	See response to question # 19.
6		63. Does the organization utilize change managers or an internal change management framework?	No

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		64. Is the complete list of licenses required listed on the site: https://www.tn.gov/content/tn/hsda/health-care-facilities/hcf-main/licensure/licensure-applications/licensing-applications.html	Yes
		65. Is the State requesting any custom reports to be built by the vendor, or will the State create all necessary reports? If vendor provided, does the State have an estimated number of reports that will be needed?	Yes, HFC would like ad hoc report functionality if a solicitation results from the RFI.
		66. Does the State require asset management of devices at facilities?	No, Asset management is maintained separately.
		67. What integrations are required for the initial go-live?	See response to question # 17.
		68. What integrations are needed for federal systems?	See response to question # 17.
		69. What system will data be converted from?	See response to question # 46.
		70. The RFI notes responses are due July 14. What time are responses due?	11:59pm, Central Time.

3. **RFI Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFI not expressly amended herein shall remain in full force and effect.