



STATE OF TENNESSEE
Finance and Administration, Division of TennCare

REQUEST FOR INFORMATION
FOR
Electronic Discovery and Data Management Services and Solutions

RFI # 31865-00718
April 17, 2024

1. STATEMENT OF PURPOSE:

The State of Tennessee, Department of Finance and Administration, Division of TennCare issues this Request for Information ("RFI") for the purpose of eDiscovery and Data Management Services and Solutions. We appreciate your input and participation in this process.

BACKGROUND:

The Division of TennCare is the state agency responsible for running the State's Medicaid program. The Division is frequently involved in litigation, in which the Office of General Counsel (OGC) is the lead unit for the Division. The size of the litigation can range from administrative actions to class action federal lawsuits. The Division also receives numerous public records requests and subpoenas on a variety of topics.

For both discovery and public records request purposes, the State must collect electronic documents from a potentially large number of custodians. The documents involve both emails and non-email electronic documents [Word documents, PowerPoints, spreadsheets, etc. The current contract can be found at: [Consilio64694.pdf \(tn.gov\)](#)

The typical workflow is as follows: When a need is identified by the Division, the relevant data is collected from State assets, including enterprise email, shared drives and devices; ingested into the review tool; searched as directed by the State; organized into appropriate review folders; and a digital records set is produced to the specifications required by the Division.

2. COMMUNICATIONS:

2.1. Please submit your response to this RFI digitally to:

Matt Brimm, Solicitation Coordinator
Division of TennCare
Matt.Brimm@tn.gov
615-687-5811

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

Matt Brimm, Solicitation Coordinator
Division of TennCare
Matt.Brimm@tn.gov
615-687-5811

2.3. Please reference RFI # **31865-00718** with all communications to this RFI.

3. RFI SCHEDULE OF EVENTS:

EVENT		TIME (Central Time Zone)	DATE (all dates are State business days)
1.	RFI Issued		April 17, 2024
2.	RFI Response Deadline		May 3, 2024

4. GENERAL INFORMATION:

- 4.1. 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.
- 4.2. 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.
- 4.3. The State will not pay for any costs associated with responding to this RFI.

5. INFORMATIONAL FORMS:

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

RFI #31865-00718	
TECHNICAL INFORMATIONAL FORM	
1.	RESPONDENT LEGAL ENTITY NAME:
2.	RESPONDENT CONTACT PERSON: Name, Title: Address: Phone Number: Email:
3.	Please describe the capabilities and features of your eDiscovery platform(s), paying particular attention to: <ul style="list-style-type: none">a. the incorporation of Technically Assisted Review (“TAR”) capabilities; andb. the customer-facing features of your system(s) such as the ability to run exploratory word searches, customize folder set up for reviews, customize reports, etc.
4.	Please describe your in-house attorney review capabilities, if applicable. <ul style="list-style-type: none">a. If you have no in-house attorney review capabilities, please describe your ability to contract attorney review services.
5.	Please describe any litigation hold system that your company may provide, paying particular attention to: <ul style="list-style-type: none">a. the ability to ingest existing data from legacy holds; andb. the customization of various features of the system such as the timing of initial set up and data gathering processes for custodians and matters, issuance of updated information and reminders to existing custodians, and reporting capabilities by matter and/or custodian; andc. the ability to integrate with other information systems already being utilized (i.e., data management systems, active directory, etc.).
6.	Please provide any information on records management software that your company has developed that would help the Division of TennCare manage tasks such as structured and unstructured data discovery and categorization, inventory and metadata management, classification and ownership, retention and destruction and searching and analytics for the records. <ul style="list-style-type: none">a. Does the records management system integrate with your eDiscovery or litigation hold solutions? If you have no proprietary system for records management, are there commercially available systems that can integrate with your eDiscovery or litigation hold solution?
7.	Excluding existing TAR capabilities, describe what you believe will be the impact of Artificial Intelligence (AI) on the entire document collection and review process over the next 3-5 years. Does your company have a strategic plan to leverage AI? <ul style="list-style-type: none">a. What can you share with us about how you will incorporate AI into solutions that will be available in the next 12-18 months and beyond?

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: